

April 2, 2019

Ocean Network Express Pte. Ltd.

Ocean Network Express Wins “Best Shipping Agent” Award for Excellence in Customer Service for 3 Trade Lanes from Institute of Chartered Shipbrokers UK



*(The Ocean Network Express Lanka (Pvt) Ltd team at the ceremony, From left)
Mr. Lohitha Hettiarachchi, General Manager, Product & Network
Ms. Binali Punchihewa, Senior Executive, Export Sales
Mr. Ayesha Perera, Senior General Manager
Mr. Vishvanath Daluwatte, Managing Director
Ms. Himarsha De Silva, Assistant Manager, Export Sales
Mr. Dilshan Hammim, Assistant Manager, Head of Customer Service (back, in white)
Ms. Sabrina Alexander, Senior Executive, Import Sales (front, in grey)
Mr. Nalaka De Alwis, Manager, Head of Vessel Operations*

2 April 2019 - Singapore - Ocean Network Express Lanka (Pvt) Ltd (ONE Lanka) has been honored the “Best Shipping Agent” by the award conferred by the Sri Lanka Branch of the Institute of Chartered Shipbrokers (ICS) UK under the category of Customer Service for 3 trade lanes. The 25th annual award ceremony was held on 15th of March 2019 at the Cinnamon Lakeside hotel. The awards were presented to ONE by Hon. Sagala Ratnayaka, Minister of Ports, Shipping & Southern Development in the presence of Mr. Manjula Agalawatte, the President of ICS UK – Sri Lanka Branch.

Offering weekly direct services connecting the Port of Colombo with US East & West Coasts, Europe and multiple weekly services to Asian destinations, ONE Lanka was awarded for the following 3 trade lanes:

- Colombo to USA trade lane
- Colombo to Europe trade lane
- Colombo to Intra-Asia trade lane

Ocean carriers are ranked by their customers based on:

- Ease of obtaining rates & service details
- Ease of booking, reserving containers and obtaining release orders
- Ease of submitting Shipping Instructions, VGM, DGC and obtaining Bills of Lading
- Quality of after-sales services in terms of transshipment follow-up and contact-ability after office hours
- Complaint handling capability

ICS Sri Lanka conducted an annual survey of shipping agents in Sri Lanka as part of its flagship award ceremony using an independent survey company to ascertain the levels of customer service in the container shipping industry in Sri Lanka. It is an online poll where any importer or exporter is allowed only one vote per trade lane, which is then followed up through a telephone interviews of selected respondents.

ONE Sri Lanka is honored to be recognized as the Best Shipping Agent in Customer Service across the 3 major trade lanes and will continuously focus on achieving customer service excellence in all operational aspects.
