

**VISAKHAPATNAM PORT AUTHORITY**

(ISO 9001, ISO 14001, & OHSAS 45001 & ISPS COMPLIANT PORT)

SERVICE FEED BACK FROM THE SHIP MASTER

Please be frank in expressing your views which will be kept strictly confidential

NAME OF THE SHIP :

FLAG :

BERTH:

Arrival time & date

Departure time & date:

(A) How would you rate the response of the Port Control :

	Excellent	Very Good	Good	Average
(1) Courteous				
(2) Promptness				
(3) Message Clarity				

(B) Boarding time of the Pilot:

Arrival	Departure
Expected Time:	Expected time;
Boarding Time:	Boarding time:

If delayed, what was the cause informed to you:

(C) How would you rate the following services:

	Excellent	Very Good	Good	Average
(1) Pilot				
(2) Tugs				
(3) Mooring crew				
(4) Navigational Aids				

(D) Please narrate difficulties, if any, at anchorage:

(E) Are you satisfied with the following :

	Excellent	Very Good	Good	Average
1) Cargo handling Equipment				
2) Are Port waters clean				
3) Port Reception Facility (under MARPOL)				
4) Are you satisfied with Services rendered at Berth				
5) Do you find Port staff are friendly and courteous				
6) Port Security System				
7) Stevedore's Services				
8) Agent's Services				

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(F) Your views on passage through inner channel:

(G) Are the depths at berths adequate for your draughts: YES / NO

(H) Did you encounter any emergency at this port: YES / NO

If yes, was the help rendered timely and satisfactorily YES / NO

(I) Are the bunkering facilities at this port adequate ;

	Excellent	Very good	Good	Average
(a) Fuel				
(b) Water				

(J) Has any damage been incurred; YES / NO

If " YES " what are the reasons for the same;

(K) Did you encounter theft or piracy YES / NO

If yes, did you lodge FIR with Police as per welcome letter to Master.

Average Grading Feedback May Be Substantiated With Specific Remarks

Suggestions if any for improvement:

SIGNATURE OF THE MASTER OF THE SHIP