

MORMUGAO PORT AUTHORITY
SERVICE FEED BACK FROM THE SHIPMASTER
(FOR IMPROVING PORT SERVICES)

SHIP'S NAME & FLAG		AGENT'S NAME	
OWNER'S & CHARTERER'S NAME		STEVEDORE'S NAME	
ARRIVAL TIME & DATE		DEPARTURE TIME & DATE	

(A) Was the pilot delayed in boarding the vessel for any movement? If so, please mention date and time pilot requisitioned and pilot boarded _____

(B) If delayed, what was the waiting period and was the cause informed to you ?

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

(D) (i) Did you encounter any emergency at this port ? YES/NO

(ii) If so, was the help rendered timely and satisfactory ? YES/NO

Give details

(E) (i) Was there any case of Piracy/Theft on board during vessel's stay in port YES/NO

(ii) If so, was it reported to local Police YES/NO

(iii) If so, give reference number of complaint _____

(iv) Date & Time of reporting the incident to Port Signal Station _____

How would you rate the following :

	Excellent	Very Good	Good	Average	Poor
Response of the Port Control					
(1) Courteousness					
(2) Promptness					
(3) Message Clarity					
Port Services :					
(1) Pilot					
(2) Tugs					
(3) Mooring crew					
(4) Navigational aids					
Other services					
(1) Customs					
(2) Port Health					
(3) Immigration					
(4) Dock Safety					
Facilities					
(1) Fuel supply					
(2) Water supply					
(3) Reception facilities					
Cleanliness of port waters					
Do you find port staff friendly and courteous					

Suggestions for improvement, if any,:

MASTER

Dated : _____

- (Masters are requested to give elaborate comments for ratings of average and below).