

(G)

(I)

Are you satisfied with the services rendered

at Berth

## KOLKATA PORT TRUST

9002

## SERVICE FEED BACK FROM THE SHIP MASTER (FOR IMPROVING PORT SERVICES)

Please be frank in expressing your views Which will be kept strictly confidential NAME OF THE SHIP FLAG : Arrival time & date Departure time & date: (A) Excellent Very Good Good Average Poor How would you rate the response of the Port Control: (1) Courteous (2) Promptness (3) Message Clarity (B) Boarding time of the Pilot: Boarding Time: **Expected Time:** Time delay in \_\_\_\_\_\_ hrs. \_\_\_\_\_ mins. (C) If delayed, what is the waiting period and the cause informed to you: (D) Excellent Very Good Good Average Poor How would you rate the following services: (1) Pilot (2) Tugs (3) Mooring Crew (4) Navigational aids (E) Please narrate difficulties, if any, at anchorage: (F) Very Good Excellent Good Average Poor Are you satisfied with the Cargo handling equipments of the Port (a) Cranes (b) Fork lifts etc. Excellent Very Good Good Average Poor Are the Port Waters clean (H) Your views on passage through Inner Channel:

Excellent

Very Good

Good

Average

Poor

(J)		Excellent	Very Good	Good	Average	Poor
	Do you find Port staff are friendly and courteous?					
<)	Are the depths at berths adequate for your draughts?  YES / NO					NO
L)	Did you encounter any emergency at this port?				YES / NO	
M)	If so, was the help rendered t	so, was the help rendered timely and satisfactorily?			YES / NO	
N)	Are the bunkering facilities	Excellent at this Port	Very Good adequate?	Good	Average	Poor
	(a) Fuel (b) Water					
O)	Has any demurrage been incurred : YES / NO If "YES" what are the reasons for the same?					NO
P)		Excellent	Very Good	Good	Average	Poor
	How would you rate the services rendered by the Customs authorities?					
Ω)		Excellent	Very Good	Good	Average	Poor
	How would you rate the services rendered by :					
	(a)Port Health Officer					
	(b)Immigration authorities					
R)	<u> </u>	Excellent	Very Good	Good	Average	Poor
	How would you rate the Port Reception Facility					
5)	No. of times your vessel has be during the stay and your com		_			
<b>-</b> )	Are you satisfied with Port Security System?				YES / NO	
	Are you satisfied with our a) Stevedore's services				YES / NO	
	b) Agent's services				YES / N	IO
	Suggestions if any for improv	ement :				

Signature of the Master of the Ship