

**MORMUGAO PORT TRUST**  
**MARINE DEPARTMENT**

Ref. No.: DC/S(21)/2018/03

Date: 8<sup>th</sup> February, 2018

**HARBOUR NOTICE NO. 03/2018**

**SERVICE FEEDBACK FORM**

All concerned are hereby informed that the Service Feedback Form has been revised as per Annexure – 1. The same will be effective from 1<sup>st</sup> March, 2018 onwards.

(Capt. Shaji Ummer)  
For HARBOUR MASTER

To,  
All Shipping Agents/ All concerned.  
c.c. to: Chairman's table/Dy. Chairman's table  
c.c. to All Pilots/Port Signal Station/Pilot Room

**MORMUGAO PORT TRUST**  
**MARINE DEPARTMENT**  
 (Service Feedback Form)

Please provide following feedback:

Provided by: 

Ship	Agent
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Vessel Details: Name of the Ship: \_\_\_\_\_ Berth No: \_\_\_\_\_  
 Owner/Charterer : \_\_\_\_\_ Arrival: Date/Time: \_\_\_\_\_

Please answer the following:

1. Was the Pilot delayed in boarding the vessel for any reason? Yes/ No  
 If Yes reason: \_\_\_\_\_
2. Did you encounter any emergency in Port? Yes/No  
 If yes, details regarding emergency: \_\_\_\_\_
3. Was help rendered for the above? Yes/No
4. Was there any case of piracy/theft on board during vessel's stay in Port? Yes/No
5. If yes, was it reported to local Police/Port Control/Agent? Yes/No
6. If yes, give details: \_\_\_\_\_
7. If yes, Date and Time of reporting the incident to Port Signal Station.  
 Date: \_\_\_\_\_ Time: \_\_\_\_\_

How would you rate the following (Please select any one): Where 5 = Excellent & 1 = Poor

		5	4	3	2	1
<b>Response of the Port Control:</b>						
a)	Courteousness					
b)	Promptness					
c)	Message Clarity					
<b>Port Services :</b>						
a)	Pilot					
b)	Tugs					
c)	Mooring Crew					
d)	Navigational aids					
<b>Facilities</b>						
a)	Fuel Supply					
b)	Water supply					
c)	Reception facilities					
<b>Cleanliness of Port waters</b>						
<b>Do you find Port staff friendly and courteous</b>						
<b>Other services:</b>						
a)	Customs					
b)	Port Health					
c)	Immigration					
d)	Dock Safety					

Suggestions for improvement if any:

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Date: \_\_\_\_\_

SHIP/AGENT:

- [Masters are requested to give elaborate comments for ratings of 2 and below]