

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

<b>SHIP'S NAME &amp; FLAG</b>		<b>AGENT'S NAME</b>	
<b>OWNER'S &amp; CHARTERER'S NAME</b>		<b>STEVEDORE'S NAME</b>	
<b>ARRIVAL TIME &amp; DATE</b>		<b>DEPARTURE TIME &amp; DATE</b>	

(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 :**

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

**Suggestions for improvement, if any,:**

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\_\_\_\_\_  
MASTER

Dated : \_\_\_\_\_

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