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

<table>
<thead>
<tr>
<th>SHIP'S NAME &amp; FLAG</th>
<th>AGENT'S NAME</th>
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<tbody>
<tr>
<td>OWNER'S &amp; CHARTERER'S NAME</td>
<td>STEVEDORE'S NAME</td>
</tr>
<tr>
<td>ARRIVAL TIME &amp; DATE</td>
<td>DEPARTURE TIME &amp; DATE</td>
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(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:

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Very Good</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
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</table>

**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:

Dated: ______________

MASTER

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