



**PORT OF VISAKHAPATNAM**  
 (ISO 9001, ISO 14001, & OHSAS 18001 & ISPS)  
**SERVICE FEED BACK FROM THE SHOP 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 &amp; date

Departure time &amp; date:

(A) How would you rate the response of the Port Control:

	Excellent	Very Good	Good	Average
(1) Courteous				
(2) Promptness				
(3) Message Clarity				

(B) Boarding time of the Pilot:

Arrival	Departure
Expected Time:	Expected time;
Boarding Time:	Boarding time:

(C) If delayed, what is the cause informed to you:

(D) How would you rate the following services:

	Excellent	Very Good	Good	Average
(a) Pilot				
(b) Tugs				
(c) Mooring crew				
(d) National aids				

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

(F) Are you satisfied with the cargo handling equipments of the Port:

	Excellent	Very Good	Good	Average
1) Cranes				

(G)

Are port waters clean	Excellent	Very Good	Good	Average

(H) Your views on passage through inner channel:

(I)

Are you satisfied with Services Rendered at berth	Excellent	Very good	Good	Average

(J)

Do you find port staff are friendly And courteous	Excellent	Very good	Good	Average

(K) Are the depths at berths adequate for your draughts: YES / NO

(L) Did you encounter any emergency at this port: YES / NO

(M) If so, was the help rendered timely and satisfactorily YES / NO

(N) Are the bunkering facilities at this port adequate ;

	Excellent	Very good	Good	Average
(a) Fuel				
(b) Water				

(O) Has any demurrage been incurred; YES / NO

If "YES" what are the reasons for the same;

(P) Did you encounter theft or piracy YES / NO

If yes did you lodge FIR with Police (Tel: 0891-2568140)

(Q)

How would you rate the services rendered by the Customs authorities;	Excellent	Very good	Good	Average

(R) How would you rate the services rendered by

	Excellent	Very good	Good	Average
(a) Port health officer				
(b) Immigration authorities				
(c) Port Security System				

(S) No. of times your vessel has been shifted during the stay and  
Your comments thereon;

(T) 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 / NO

Suggestions if any for improvement:

Average grading /feedback may  
be substandard with specific remarks

Ship

Signature of the Master of the