

MORMUGAO PORT TRUST
TRAFFIC DEPARTMENT

CUSTOMERS SATISFACTION FEED BACK
(FOR IMPROVING PORT SERVICES)
(Please tick whichever is applicable)

Satisfactory

No Satisfactory

1. Supply of gangs

(if not satisfactory give specific reason, otherwise the feedback will not be considered)

2. Reporting of gangs to the various operations/work

(if not satisfactory give specific reasons, otherwise the feedback will not be considered)

3. Trade facilitation service offered by Traffic Department after office hours.

(if not satisfactory give specific reason, otherwise the feedback will not be considered)

4. Issue of Harbour Entry Permit

(if not satisfactory give specific reason, otherwise the feedback will not be considered)

5. Co-operation extended by operational staff.

(if not satisfactory give specific reason, otherwise the feedback will not be considered)

6. Availability and reliability of container handling equipments/services

(if not satisfactory give specific reason, otherwise the feedback will not be considered)

7. Services extended to Customs Examination.

(if not satisfactory give specific reason, otherwise the feedback will not be considered)

8. The overall approach of the Traffic Department towards Users.

(if not satisfactory give specific reason, otherwise the feedback will not be considered)

9. Grant of permission/facilitation by various officials.

(if not satisfactory give specific reason, otherwise the feedback will not be considered)

10. Pollution in the Port and its control measures.

(if not satisfactory give specific reason, otherwise the feedback will not be considered)

Date :

Authorised Signatory
Company Name :
Name (optional):
Designation (optional):