

**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)

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2. Reporting of gangs to the various operations/work

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

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

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

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4. Issue of Harbour Entry Permit

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

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5. Co-operation extended by operational staff.

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

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6. Availability and reliability of container handling equipments/services

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

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7. Services extended to Customs Examination.

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

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

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

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9. Grant of permission/facilitation by various officials.

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

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10. Pollution in the Port and its control measures.

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

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Date :

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