

**MORMUGAO PORT TRUST**  
**TRAFFIC DEPARTMENT**

**CUSTOMERS SATISFACTION FEED BACK**  
**(FOR IMPROVING PORT SERVICES)**

**(Please tick %Ranking whichever is applicable)**

**\* Grade A > 90% - V.Good, Grade B 70% -90% - Good, Grade C 50 % - 69% - Average**

**\*\* All sub-parameters should be considered while giving % rating for each main parameter.**

**\*\*\*When users are rating 80% and below, it is requested to specify the reasons/Area for improvement so as to take appropriate action by Port.**

**1. Availability of gangs**

- a. Availability of Sets : Yes/No
- b. Reporting and Leaving of gangs in time
- c. Behaviour and Attitude of gangs
- d. Skill in operation

10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
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**2. Railway Service**

- a. Placement and removal of rakes in time
- b. Idle time due to non-availability of rake/loco/maintenance
- c. Issue of Railway Receipts in time
- d. Priority in supply of rakes

10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
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**3. Trade facilitation service offered by Traffic Department after office hours**

- a. Availability of shipping control/railway control service

10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
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**4. Issue of Harbour Entry Permit**

- a. Availability of HEP in time
- b. Quality of Service

10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
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**5. Co-operation extended by operational staff**

- a. Just Sufficient
- b. Below expected
- c. Very Good

10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
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**6. Availability and reliability of container handling equipments/services**

- a. Availability of desired equipment
- b. Reliability of desired equipment
- c. Efficiency of the desired equipment

10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
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**7. Services extended to Customs Examination**

- a. Quality of Service Provided
- b. Promptness in extending service

10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
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**8. The overall approach of the Traffic Department towards the Users**

- a. Good
- b. Very Good
- c. Satisfactory
- d. Fair

10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
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**9. Grant of permission/facilitation by various officials**

- a. Quality of Service
- b. Helpfulness
- c. Promptness in Service

10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
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**10. Pollution in the Port and its control measures.**

- a. Whether measures taken by the port are satisfactory
- b. Whether authorities are indifferent to control measures
- c. Whether existing pollution level affects your business

10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
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Date:

SEAL

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