



CHENNAI PORT TRUST

FEED BACK ON THE SERVICES AND FACILITIES OFFERED AT CHENNAI PORT

As part of improving our services, we request you to fill this feedback form. Since your opinion and suggestions are most valuable for us, give your frank opinion to serve you better.

Category : Stevedore Steamer Agent C&F Agent

Name of the firm :

Please tick (✓) the appropriate choices for the following questions

1. Is General information about the Port easily available?

Yes No

2. What is your level of satisfaction regarding -

	Satisfied	Unsatisfied (Can be improved)
Berthing facilities -		
Availability of berth -		

Give your suggestions for improvement

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4. Electronic Contact

	Yes	No	Not applicable
Do you E-mail or Fax rather than telephone?			
Do you get any response?			
Have you ever visited Chennai Port Web Site?			
Was the web site helpful in :			
Finding the information needed?			
Finding an appropriate contact?			

If you are not satisfied, mention which information page has to be improved and give your suggestions for the improvement of the site

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5. What is your opinion regarding –

		Adequate	Inadequate
1.	Facilities available for the smooth handling of cargo and safety of the ship's crew -		
2.	Performance of cranes and other cargo handling Equipments at the harbour -		
3	The provision for ancillary services and availability of emergency repair facilities		

If it is inadequate, give your suggestions for improvement.....

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6. What is your opinion regarding the handling of Cargo by Dockworkers/Shore labours?

- Diligent

 Satisfactory

 Utterly careless

Kindly give your suggestions for improvement.....

7. The condition and general house keeping of the Port is –

- Good
 Needs Improvement
 Not up to the standard
 Very poor

8. The availability / accessibility of port officials whenever required is –

- Excellent

 Good

 Needs Improvement

9. What are the main causes of undue delays?

(Put a tick (✓) whichever is applicable)

- | | |
|---|--|
| <input type="checkbox"/> Late arrival of Pilot | <input type="checkbox"/> Late arrival of marine crew |
| <input type="checkbox"/> Late arrival of CHD labour | <input type="checkbox"/> Late arrival of crane driver |
| <input type="checkbox"/> Non-availability of SM/ASM for inspection / planning | |
| <input type="checkbox"/> Late arrival of FLT driver | <input type="checkbox"/> Repair in Cargo Handling Equipments |

10. To increase Port efficiency what new mechanization / facilities are needed in Chennai Port?

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11. How are sudden changes in rules / procedures announced?

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12. Are your grievances handled promptly?

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13. In the last six months give any specific instance of problems that affected your business activity in Chennai Port?

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Signature :

Name :