

हाँ काट कर खोलें TO OPEN CUT HERE

अन्तर्देशीय पत्र कार्ड
INLAND LETTER CARD

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(एक जोड़ल के नीचे न तो लिखें और न ही मुद्रित करें Do not write or print below this line) _____ पिन PIN

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दूसरा मोड़ SECOND FOLD

इस पत्र के अन्दर कुछ न रखें NO ENCLOSURES ALLOWED
पते में पिन कोड लिखें WRITE PIN CODE IN ADDRESS
प्रेषक का नाम और पता:— SENDER'S NAME AND ADDRESS :—

पिन PIN

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पहला मोड़ FIRST FOLD

A4 3G 60

MASTER SIGN & STAMP

.....
..... (L) Comments / Suggestions for Improvement if any.....
.....
..... Demands).....
..... (K) Any undue demands made by any Authorities (Be Specific on Authority and

					(1) Are you satisfied with the port security system?
	Poor*	Average*	Good	Very good	Excellent
RATING					

NEW MANGALORE PORT AUTHORITY

Service feedback from the Ship Master
(For Improving port services)

Please be frank in expressing your views which will be kept strictly confidential

For Average and Poor rating, specific reasons for the same must be given in the space provided at the end of the next page

Useful Tips-Rates at NMPA :		
Collection	Vessels at Berth	6,000/-per CBM +1,450/- for additional CBM
Disposal of Garbage	Vessel at SPM	9,000/- per CBM + 3,000/- for additional CBM
	Vessels at Anchorage	9,000/- per CBM + 3,000/- for additional CBM
	Passenger Vessel	4,800/- per CBM + 1,200/- for additional CBM
Fishing Gear		8,000/- for 20KG
E-Waste		Charges 1KG to 30KG - 4,000/- + additional charges 250/- per KG
Cooking Oil		Charges 1Ltr to 20Ltrs 2,400/- + additional charges 250/- per Ltr

NAME OF THE SHIP:BERTH NO:

FLAG:Arrival date / time at anchorage.....

Departure date / time from anchorage.....

(A)

How would you rate the response of port control?					
	RATING				
	Excellent	Very good	Good	Average*	Poor*
1. Courteous					
2. Promptness					
3. Message Clarity					

(B) Expected Boarding time of Pilot.....Actual Boarding Time.....

Time delay in.....hrs.....mins.

If delayed what is the waiting period and the cause informed to you.....

.....

.....

(C)

How would you rate the following services ?					
	RATING				
	Excellent	Very good	Good	Average*	Poor*
1. Pilot					
2. Tugs					
3. Mooring Crew					
4. Navigational Aids					

(D) Please narrate difficulties, if any, at anchorage.....

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(E)

	RATING				
	Excellent	Very good	Good	Average*	Poor*
Are the port waters clean?					

(F)

	RATING				
	Excellent	Very good	Good	Average*	Poor*
1) Services provided for fresh water					
2) Services provided for Garbage					
3) Services provided for Slop					
4) Services provided for other Annexures of MARPOL					

(G) Are depths at berths adequate for your draughts? Yes / No

(H) Did you encounter any emergency at the Port? Yes / No

(I) If so, was the help rendered timely and satisfactorily? Yes / No