|  |
| --- |
| **This feedback is required in order for us to improve our service to your vessel. The source of information will be maintained confidential. Ratings as “SATISFACTORY” or below should be accompanied by comments. Any suggestions for improvement will be appreciated. Additional sheets may be attached if necessary. If not completed online, please send back completed form to the Petroleum Ports Authority by email or in a sealed envelope. This form is available on PPA website** [**https://ppa.adnoc.ae**](https://ppa.adnoc.ae) |
| **Part 1 – Vessel Details (To be filled by the Vessels Master)**  |
| Vessel Name  |                 | Port: |       | Terminal |       |
|  |
| Vessel Operation | [ ]   | Loading | [ ]  | Discharge | [ ]  | Discharge and Loading |
|  |
| **Rating: 1= Excellent 2=Good 3=Satisfactory 4=Need improvement 5 =Poor** |
|  **Please rate the following by a tick [✓] as appropriate** | **1** | **2** | **3** | **4** | **5** |
| **Part 2 – FEEDBACK (MARINE SERVICES)** |
| 1. | Pre-arrival communication / information exchange with Port Control / VTIS | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Comments:      |
| 2. | Efficiency of Tug boat, Pilot Boat approach/boarding, Mooring Boat, Mooring gang. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| *Comments:*      |
| 3. | Pilot combination ladder has been safely used? If not, state reasons | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| *Comments:*      |
| 4. | Pilot’s Proficiency (Boarding, Communication, Maneuvering Skill, etc.) | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| *Comments:*      |
| 5. | Master/Pilot information exchange as per IMO Res. A.960(23) | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| *Comments:*      |
| 6.  | Condition of Navigational Aids during transit / maneuvering? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| *Comments*:      |
| 7. | General safety awareness of Service provider? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| *Comments:*      |
| **Part 3 – FEEDBACK (TERMINAL)**  |
| 1. General condition of the terminal/berth equipment (Mooring equipment, Fenders, Chicksans, Hoses, QRH, Gangway, Lighting and Docking aid system)

Comments:       | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. General impression of terminal personnel (Pre transfer meeting, Safety culture, English language, Availability, Courtesy, MSDS-loading only)

Comments:       | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Completed by Master/Owner/Agent Name (*optional*)       | Date:       |
| **Part 4 - (For PPA use only if rating is below satisfactory)** |
| Causes       |
| Action to be taken       |
| Reviewed by :       | Date :       |