|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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. 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: |  | Berth: |  |
|  | | |
|  | |  |  |  |  | |  |  | | | | |
| Vessel Operation:  Loading  Unloading  Discharging & Loading  Cargo: | | | | | | | | | | | | |
| Cargo: | | | | | | | | | | | | |

**Rating: 1= Excellent 2=Good 3=Satisfactory 4=Need improvement**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Please rate the following by a tick [**✓**] as appropriate** | **1** | **2** | **3** | **4** |
| **Part 2 – Feedback on Marine Services** | | | | |
| 1. Pre-arrival communication information exchange with control room / VTIS   Comments: |  |  |  |  |
| 1. Efficiency of Pilot Boat approach/boarding, Mooring Boat, Mooring gang.   Comments: |  |  |  |  |
| 1. Pilot combination ladder safely used, If not please state reasons   Comments: |  |  |  |  |
| 1. Pilot's Proficiency (Boarding, Communication, Maneuvering Skill, etc.)   Comments: |  |  |  |  |
| 1. Master/Pilot information exchange took place as per IMO Res. A.960(23)   Comments: |  |  |  |  |
| 1. Condition of Navigational Aids during transit / maneuvering?   Comments: |  |  |  |  |
| 1. Tug performance, Capability, Condition, Tug lines (if used)   Comments: |  |  |  |  |
| 1. Effect of weather and current during berthing/un-berthing operation   Comments: |  |  |  |  |
| 1. Condition alongside (passing traffic, surge effect, next berth operation etc.)   Comments: |  |  |  |  |
| 1. General safety awareness during port stay   Comments: |  |  |  |  |

|  |  |
| --- | --- |
| **Completed by Master/Owner/Agent Name (*optional*)** | **Date:** |
| **Part 3 - (For PPA use only if rating is below satisfactory)** | |
| Causes | |
| Action to be taken | |
| Reviewed by : | Date : |