|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 A** (To be completed by Vessel Master) | | | | | | | | | | | | | | | | | | | | | | | | |
| Vessel Name | | | |  | | | | | IMO Number | | |  | | | | Port | | |  | | | | | |
|  | | | |
| DWT | |  | | | | LOA |  | | | | Arrival Draft | |  | | | Free Board | | | | |  | | | |
| Terminal | | |  | | | | | Berth No. | | |  | | Cargo Type | | |  | | | | | | | | |
| 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** |
| 1. | Pre-arrival communication / information exchange with control room / VTIS | | | | | | | | | | | | | | | |  |  | |  | |  |  |
| *Comments:* | | | | | | | | | | | | | | | | |
| 2. | Efficiency of 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 took place as per IMO Res. A.960(23) | | | | | | | | | | | | | | | |  |  | |  | |  |  |
| *Comments:* | | | | | | | | | | | | | | | | |
| 6. | Condition of Navigational Aids during transit / maneuvering? | | | | | | | | | | | | | | | |  |  | |  | |  |  |
| *Comments*: | | | | | | | | | | | | | | | | |
| 7. | Tug performance, Capability, Condition, Tug lines (if used) | | | | | | | | | | | | | | | |  |  | |  | |  |  |
| *Comments:* | | | | | | | | | | | | | | | | |
| 8. | Effect of weather and current during berthing/un-berthing operation | | | | | | | | | | | | | | | |  |  | |  | |  |  |
| *Comments:* | | | | | | | | | | | | | | | | |
| 9. | Condition alongside (passing traffic, surge effect, next berth operation etc.) | | | | | | | | | | | | | | | |  |  | |  | |  |  |
| *Comments:* | | | | | | | | | | | | | | | | |
| 10. | General safety awareness during port stay | | | | | | | | | | | | | | | |  |  | |  | |  |  |
| *Comments:* | | | | | | | | | | | | | | | | |
| Completed by Master/Owner/Agent Name (*optional*) | | | | | | | | | | | | | | | Date: | | | | | | | | |
| **Part B** (For PPA use only if rating is below satisfactory) | | | | | | | | | | | | | | | | | | | | | | | |
| Causes | | | | | | | | | | | | | | | | | | | | | | | |
| Action to be taken | | | | | | | | | | | | | | | | | | | | | | | |
| Reviewed by : | | | | | | | | | | | | | | | Date : | | | | | | | | |