








Vessels Feedback on Terminal Facilities and Service Provided

The source of information will be kept confidential and we request that, all ratings from 1 to 5 should be accompanied by comments, if space provided for explanation / comments is not sufficient please attach same additional sheets if desired. Any suggestions for improvement will be highly appreciated and can be attached on additional sheets. Please send back, once filled, to the Petroleum Port Authority in sealed envelop by which ever mean you prefer. *Please note: The form could be filled electronically through PPA site www.adppa.ae*






Part A (To be completed by Vessel Master)

Vessel Name	IMO Number	Date
DWT	LOA	Arrival Draft
Terminal	Berth No.	Cargo Type
Vessel Operation	<input type="checkbox"/> Loading	<input type="checkbox"/> Discharge
		<input type="checkbox"/> Discharge and Loading

Rating: 1= Poor 2=below average 3=average 4=above average 5=Excellent *guidance on the back

Please rate the following by a tick [✓] as appropriate					
	1	2	3	4	5
<u>Miscellaneous</u>					
1. Pre-arrival communication and info. Exchange with port control room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					
2. Pilots Professionalism (Communication / Maneuvering Skills etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					
3. Efficiency of Mooring gang / boat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					
4. Tug performance/condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					
5. Surveyor safety awareness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					

<u>Equipments</u>					
6. Bollard layout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					
7. Condition of apron/fenders/dock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					
8. Condition of chocks/hose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					
9. Condition and efficiency of Quick release hooks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					
10. Condition of Shore Gangway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					
11. Dock lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					

Please rate the following by a tick [✓] as appropriate					
	1	2	3	4	5
<u>Terminal Personnel</u>					
12. Pre – transfer conference & paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>					
13. Safety awareness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>					
14. English Language skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>					
15. Availability / Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>					
16. Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>					
17. Emergency preparedness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>					

<u>Port Facilities/Conditions</u>					
18. Tug line if used	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>					
19. Shore reception facility available (Slops / Garbage etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>					
20. Is water current in channel a big factor during transit/maneuvering?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>					
21. Any berthing restrictions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>					
22. MSDS issued by terminal?(for Loading vessels only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>					
23. Any surge due to passing traffic while alongside?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>					
24. Is combination ladder for pilot boarding used? If not say the reason	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>					

Master Name/Signature

Date:

Part B (For PPA use only if rating below 3)	
Causes	
Action to be taken	
Name/Signature	Date:
<p>1= Poor: Worse than average in all areas. Needs lot of improvement 2= Below Average: Worse than average in some areas. Could use some improvement 3= Average: Fully adequate 4= Above Average: better than average in some regards 5= Excellent: Of a very high quality in all regards</p>	