



सीमाशुल्कनिवारककेआयुक्तका कार्यालय
OFFICE OF THE COMMISSIONER OF CUSTOMS PREVENTIVE
COMMISSIONERATE

डोर सं.55-17-3, सी- 14, रोडसं.2, इन्डस्ट्रियलएस्टेट, आटोनगर
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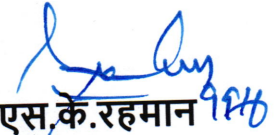
C.No.VIII/48/159/2016-PREV.

Date: 09/09/2016

PUBLIC NOTICE No.17/2016-Cus

Sub: To streamline the Boarding procedure-reg.

1. All the Steamer Agents/Shipping Agents are hereby informed that for speedy clearance of vessel operation and to streamline the boarding procedures, the following shall henceforth be adopted:-
2. The Steamer Agents shall inform the Boarding Officer in advance regarding berthing time and details of the vessel. The requisite documents shall be kept in readiness for scrutiny by the Boarding Officer.
3. A revised feedback form is appended to this Public Notice and the Steamer Agent should advise the Master of the vessel to give genuine feedback in the feedback form provided by the Boarding Officer.
4. The Boarding Officers have been directed to endorse the approval for work commencement on the hard copy of the Shipping Journal/Arrival report as soon as the boarding procedure is completed. All agents may take note and advise the Master(s) of vessel(s) accordingly.


एस.के.रहमान
आयुक्त

To

As per, mailing list.



FEEDBACK FORM

Dear Captain,

Custom House, (Kakinada/Krishnapatnam) welcomes you and your crew. You are requested to fill the Part B of the feedback form carefully and give a genuine opinion about your experience with Customs. Your feedback will help us in improving our services.

(PART-A)

1. Boarding Officer :
2. Date :
3. Berth :
4. Vessel Name :
5. Nationality :
6. Master Name :
7. Agent :
8. Berthing Time :
9. Boarding Time :
10. Last Port of call :
11. Next Port of call :
12. Cargo :
13. Confirmation of Sl.No.8&9 :

(PART-B)

- | | | | | |
|---------------------------|---|---------|------|-----------|
| 1. Courteous Behavior | : | Average | Good | Very Good |
| 2. Efficiency in work | : | Average | Good | Very Good |
| 3. Quality of Interaction | : | Average | Good | Very Good |

AS AGENTS

For _____

MASTER

*In case of any grievance, you are requested to contact:

1. Mr.Ms. _____, Superintendent of Customs (Docks) _____ (Mobile No.)
2. Deputy Commissioner of Customs (Preventive) _____ (Office No.).

*** Please desist from offering any compliments to the officer of Customs and please don't take offence if they decline as they are under strict order in this regard.