



**OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
CUSTOM HOUSE, PORT AREA, VISAKHAPATNAM-530 035
[PHONE :(0891)2564552: FAX: (0891)2562613]
Email id: prcomm1-cusvzg@gov.in**

F. No. S10/23/2016– Prev.

Date: 31.08.2016

Public Notice No.15/2016

Sub:- To streamline the Boarding procedure-regarding.

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:-

- (i) The Steamer Agent shall inform the Section Officer/Main Gate 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.
- (ii) A 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.
- (iii) The Boarding Officers have been directed to endorse the commencement of operations by signing the Application for Entry Inward/Arrival Report as soon as the boarding procedure is completed. All agents may take note and advise the Master(s) of Vessel(s) accordingly.

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**(C. RAJENDIRAN)
PRINCIPAL COMMISSIONER OF CUSTOMS**

To

- 1) All members of the Trade.
- 2) EDI Section for uploading on the VCH website.



VISAKHAPATNAM CUSTOMS FEEDBACK FORM

Dear Captain,

Visakhapatnam Customs 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. Name of 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 :
2. Efficiency in Work :
3. Quality of Interaction :
4. Complaints if any :

Average	Good	Very Good
Average	Good	Very Good
Average	Good	Very Good

MASTER

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

1. Mr./Ms. _____, Superintendent of Customs (Docks)-0891-2562311/ _____(Mobile Number).
2. Deputy/ Asst. Commissioner of Customs, Preventive General-0891-2567582(During working hours).

**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.