

Thank you for your participation. We undertake to treat all responses with Strict Confidentiality and any suggestions or complaints shall be looked into promptly.

CUSTOMER SERVICE FEEDBACK

**MIRI PORT AUTHORITY,
P O BOX 1179, MIRI 98008 SARAWAK
(Tel: 085-609009, 609011, 609088, 609079 Fax: 085-604841
Email: miriport@gmail.com**

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PART II

How do you rate the following as provided by MPA?

Performance Rating

A COUNTER SERVICES

- A1 Friendliness
- A2 Helpfulness
- A3 Effectiveness

Poor		Average		Excellent
2	4	6	8	10

B EFFICIENCY OF EQUIPMENT / FACILITIES /SERVICES

- B1 Crane/Harbour Crane
- B2 Forklifts
- B3 Reachstackers
- B4 Trailers
- B5 Weighbridge
- B6 Cargo Gears
- B7 Office/Building Rental
- B8 Training Facilities
- B9 Water Supply
- B10 Berthing / Mooring of vessel
- B11 Cargo Handling Services
- B12 Delivery of Cargo
- B13 Measurement of Cargo
- B14 Bunkering Services
- B15 Electricity Supply (Reefer Points)

Poor		Average		Excellent
2	4	6	8	10

C PORT ENVIRONMENT AND SAFETY

- C1 Cleanliness
- C2 Safety, & Health compliance
- C3 Security of cargo, property & people
- C4 Environmental compliance

Poor		Average		Excellent
2	4	6	8	10

D COMMUNICATION

(Are we easily contactable by?)

- D1 Telephone
- D2 Facsimile
- D3 E-Mail

Remark:

Poor		Average	Excellent	
2	4	6	8	10

E OVERALL

- E1 What is your perception of MPA?

Poor		Average	Excellent	
2	4	6	8	10

- F Did you encounter any problem during your visit to the portago?

- F1 1 month ☐ (Please specify) _____
- F2 2 months ☐ (Please specify) _____
- F3 3 months ☐ (Please specify) _____