

THE SHIPPING CORPORATION OF INDIA LTD
BULK CARRIER & TANKER DIVISION

CUSTOMER FEEDBACK FORM

Dear Valued customer,

We would like to thank you for giving SCI opportunity to serve you.

In order to provide still better services in future, we would request you to give us your valuable feedback as detailed under:

Please rate SCI with your satisfaction level on the following given criteria by assigning points as follows:

1- Excellent 2- Very good 3- Satisfactory 4- Needs improvement 5- Poor

Sr No.	Parameter	Evaluation criteria	1	2	3	4	5
1	Quality	Quality of services provided :- Timely nomination of vessels					
2	Service	Adequate/prompt information provided to charterers during vessel's operations (loading / voyage / discharge)					
3	Communication	Interaction with customer and correspondence:- Timely submission of invoices and demurrage claims					
4	Responsiveness	Response to customer requirements if any:- Any other services required by the charterers (e.g. provisional freight rates required for timely submission to Customs etc)					
5	Improvement	Whether or not SCI Commercial Dept has taken steps to improve working where ever recommended / required by the charterers					

Your valued suggestions for improvement: -----

*Signature & Stamp
(Name of Customer)*

Date:

Customer perception to be filled in by concerned officer of SCI basis his interaction:

1- Excellent 2- Very good 3- Satisfactory 4- Needs improvement 5- Poor

Criteria	Scale				
Good/adverse word of mouth comments/remarks by the customer	1	2	3	4	5
Customer loyalty and retention	1	2	3	4	5
Degree of satisfaction with overall quality & reliability of service	1	2	3	4	5
Overall verbal customer satisfaction perception	1	2	3	4	5

Remarks: -----

Senior Manager

SVP

QR

D(B&T)