



**Merchant Shipping Secretariat
Ministry of Ports & Shipping**

MSS

CUSTOMER FEEDBACK FORM (Students)

Please complete this form as part of our unit's performance review process. Your participation will contribute to the performance feedback provided to this employee. Return the completed form (either as an email attachment or by mail) to the evaluator named below. If you have questions or will not be able to return the form within a week of receiving it, please contact the evaluator.

Date:

Please indicate your genuine views about the questions mentioned below by crossing (X) the appropriate cages as per the rankings below.

5-Very Good, 4-Good, 3- Satisfactory, 2- Poor, 1- Not Applicable

MSS

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|---|---|---|---|---|---|
| 1. Was the expected output of the work and time commitment made by the examination unit? | 1 | 2 | 3 | 4 | 5 |
| 2. How satisfied are you with the information provided such as exam schedules, result release dates and orals scheduled dates | 1 | 2 | 3 | 4 | 5 |
| 3. Did the examination unit respond to calls and emails in a timely fashion? | 1 | 2 | 3 | 4 | 5 |
| 4. Did the examiners respond to the student questions and concerns in a professional and timely manner? | 1 | 2 | 3 | 4 | 5 |
| 5. Did the examiners conduct the written and orals exam in fair and effective manner? | 1 | 2 | 3 | 4 | 5 |
| 6. How would you rate the overall service provided to you by the DGMS office | 1 | 2 | 3 | 4 | 5 |

COLLEGE

- | | | | | | |
|--|---|---|---|---|---|
| 7. Did you satisfy the provided facilities such as class room, course materials etc by the college. | 1 | 2 | 3 | 4 | 5 |
| 8. Did the lectures were prepared and delivered the lecture effectively and productive manner. | 1 | 2 | 3 | 4 | 5 |
| 9. Exam preparation and assessment carried out on time and given adequate time to prepare for the exams. | 1 | 2 | 3 | 4 | 5 |
| 10. Did you satisfy the knowledge you gain against the amount charged by the college. | 1 | 2 | 3 | 4 | 5 |
| 11. How would you rate the overall service provided to you by the college | 1 | 2 | 3 | 4 | 5 |

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MANNING AGENT

12. Did you satisfy the service provided such as contract details, sign on/off documents, travel arrangement etc. by the manning agent.

1	2	3	4	5
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13. Did manning agent brief you about the principles and the company policies before sign the article.

1	2	3	4	5
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14. How would you satisfied with the contract period and monthly salaries offered by the manning agent.

1	2	3	4	5
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15. How would you rate the overall service provided to you by the manning agent.

1	2	3	4	5
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Any other suggestions/comments/changes needed

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