



**Stake Holder Meet organised by Vigilance Department, KPT  
From 29<sup>th</sup> July to 2<sup>nd</sup> August 2013 at A.O. Building,  
Gandhidham, Kutch**

**Questionnaire for Stake Holders  
Group: Custom House Agents.**

Please provide your valuable feedback against each point related to respective Port Services:

1. Are you aware and familiar with the provisions of MPT Act, 1963, Kandla Port Regulation 1967, Dock Safety Regulations and latest SOR? Yes ( ) / No( ) if no , please provide the details in brief \_\_\_\_\_  
\_\_\_\_\_

2. Do you have issues related to service and payment process for wharfage? Yes ( ) / No( ) if yes, please provide the details in brief \_\_\_\_\_  
\_\_\_\_\_

3. Do you have any issue regarding allotment of storage space (godown/open plots) inside cargo jetty? Yes ( ) / No( ) if yes , please provide the details in brief \_\_\_\_\_  
\_\_\_\_\_

4. Do you find any hurdles / difficulties inside the cargo jetty during handling of cargoes?  
Yes ( ) / No ( ) If yes, please provide the details in brief \_\_\_\_\_  
\_\_\_\_\_

5. Do you have any issues regarding issuance of Gate Pass for delivery of cargo ? Yes ( ) / No ( ) if yes, please provide the details in brief \_\_\_\_\_  
\_\_\_\_\_

6. How do you find the dealing of all the concerned officials of Traffic Department in your day to day dealing with Kandla Port. Please select the option given below:

(a) Non co-operative. (b) Co-operative (c) Moderate (d) Good.

If your answer is (a), please specify the area when you are facing problem.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. Do you have any issues with KPT related to transporters, weighment of cargo etc. while handling the exim cargo. Yes ( ) / No ( ) if yes give the brief details

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. Whether the time taken by the Port authorities for rendering services is lengthy? If yes, suggest how this could be reduced. Yes ( ) No ( ) \_\_\_\_\_

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9. Do you receive the bills in time from the Port Authorities against availed services? If no, please provide details in brief. Yes ( ) No ( ) \_\_\_\_\_

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10. Do you find the forms and the procedure to be followed to avail the service are proper? Yes ( ) No ( ) If no, suggest how this could be improved.

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11. Whether the use of computerization, IT followed by the Port is helpful? If no, state reasons in brief. Yes ( ) No ( ) \_\_\_\_\_

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12. Do you agree that safety and security norms / measures for the cargo & manpower inside the jetty are adequate and normal? Yes ( ) No ( ) If no, indicate a single instance of failure noticed. \_\_\_\_\_

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13. How would you rate the level of transparency in the system and procedure being followed in KPT between the scale of 0-5 (where 0 =Min 5=Max) put a tick mark on any number to rate:

0   1   2   3   4   5

14. How would you rate the delivery of services rendered by the respective Department? Please rate between the scale of 0-5 (where 0 =Min 5=Max) put a tick mark on any number to rate:

0   1   2   3   4   5

Name \_\_\_\_\_ Signature \_\_\_\_\_

Name of the Firm \_\_\_\_\_



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**Questionnaire for Stake Holders  
Group: Stevedores.**

Please provide your valuable feedback against each point related to respective Port Services:

1. Are you aware and familiar with the provisions of MPT Act, 1963, Kandla Port Regulation 1967, Dock Safety Regulations and latest SOR? Yes ( ) / No( ) if no , please express how would you explore the same \_\_\_\_\_  
\_\_\_\_\_
2. Do you have any issue related to cargo handling at respective berth / wharf? Yes ( ) / No( ) if yes, please provide the specific instance in brief \_\_\_\_\_  
\_\_\_\_\_
3. Do you have any issue regarding booking of Port equipment and operation of mobile harbour cranes, fork lift etc. Yes ( ) / No( ) if yes , please provide the details in brief \_\_\_\_\_  
\_\_\_\_\_
4. Do you find any hurdles / difficulties inside the cargo jetty during handling of cargoes? Yes ( ) / No ( ) If yes, please provide the details in brief \_\_\_\_\_  
\_\_\_\_\_
5. Do you have any issues regarding the process involved in booking of (a)Cranes, (b)Labour (c)Gangs .in KPT. Yes ( ) / No ( ) if yes, please indicate the category amongst (a) to (c) mentioned above: \_\_\_\_\_
6. How do you find the dealing with the category of officials like (i) Time-keeper, (ii)Crane Operator, (iii) Winch-man, (iv) Labour Supervisor, (v) Labour Gangs (vi) Operators, (vii) field staff of Electrical and Mechanical Department KPT, during the stevedoring operation at wharf. Please select the option given below for each category of officials mentioned above:  
(a) Non co-operative. (b) Co-operative (c) Moderate (d) Good.  
Please answer for category (i) \_\_\_\_ (ii)\_\_\_\_ (iii)\_\_\_\_ (iv)\_\_\_\_ (v)\_\_\_\_ (vi)\_\_\_\_ (vii)\_\_\_\_ with some brief nature of problem \_\_\_\_\_  
\_\_\_\_\_
7. Whether the time taken by the Port authorities for rendering services related to Stevedoring operation is lengthy? Yes ( ) No ( ) If yes, suggest how this could be reduced.  
\_\_\_\_\_

8. Do you receive the bills in time from the Port Authorities against availed services?  
Yes ( ) / No ( ) If no, please provide details in brief. \_\_\_\_\_  
\_\_\_\_\_
9. Do you agree that safety and security norms / measures for the cargo & manpower inside the jetty are adequate and normal? Yes ( ) No ( ) If no, indicate a single instance of failure noticed. \_\_\_\_\_  
\_\_\_\_\_
10. Do you have any issue regarding Entry Permit for Labours, Equipment etc. for Stevedoring Operation. Yes ( ) No ( ) If Yes, please provide details in brief. \_\_\_\_\_  
\_\_\_\_\_
11. Do you find the forms and the procedure to be followed to avail the service are proper? Yes ( ) No ( ) If no, suggest how this could be improved. \_\_\_\_\_  
\_\_\_\_\_
12. Whether the use of computerization, IT followed by the Port is helpful? If no, state reasons in brief. Yes ( ) No ( ) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
13. How would you rate the level of transparency in the system and procedure being followed in KPT between the scale of 0-5 (where 0 =Min 5=Max) put a tick mark on any number to rate:  
0 1 2 3 4 5
14. How would you rate the delivery of services rendered by the respective Department? Please rate between the scale of 0-5 (where 0 =Min 5=Max) put a tick mark on any number to rate:  
0 1 2 3 4 5

Name \_\_\_\_\_ Signature \_\_\_\_\_  
Name of the Firm \_\_\_\_\_



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**Questionnaire for Stake Holders  
Group: Works Contractors & Vendors**

Please provide your valuable feedback on the works contract, procurement tenders and related process followed in KPT:

1. How would you get the information about the Tenders of various Projects, Procurement, AMC, and supplies of KPT normally, through..... (a) KPT Website (b) Other Website, (c) Newspaper, (d) Other source. (Please tick any option)

2. Whether the Group of categories for Registration as a Contractor in KPT is adequate and sufficient. Yes ( ) / No ( ) if No, please suggest the other category to be added

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3. How do you rate the procedure for Registration of contractor followed in KPT :  
(a) easy (b) cumbersome (c) stringent (d) accommodating .

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4. Do you aware of e-tendering procedure followed by KPT and about its procedure?  
Yes ( ) / No ( ) If No, please provide the details in brief \_\_\_\_\_

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5. Are the specification and scope of items / work define clearly in the tender documents?  
Yes ( ) / No ( ) if No, please indicate any instance in brief \_\_\_\_\_

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6. How do you rate the process time for Tender evaluation and award of Work Order after submission of the respective tender / bid?

(a) Prompt / Quickly (b) Lengthy (c) Slow

7. Do you find any obstacle / difficulties at any stage during execution of work in the respective department? Yes ( ) No ( ) If yes, please indicate the nature and stage of the difficulties experienced \_\_\_\_\_.

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8. Do you have any issue regarding preparation and submission of RA bill including MB recording in the respective department? Yes ( ) / No ( ) If Yes, please provide details in brief.

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9. Do you have any issue regarding availability of site to undertake the work as per the work order? Yes ( ) No ( ) If yes, indicate brief detail. \_\_\_\_\_

\_\_\_\_\_

10. Do you have any issues about supervisory staff of department concerned?

Yes ( ) No ( ) If Yes, please indicate the specific category (a) JE (b) SDO (c) AXEN (d) XEN \_\_\_\_\_

11. How do you rate the procedure for the payment of bills followed in KPT?

(a) Prompt / Quickly (b) Lengthy (c) Slow

12. Do you receive the payment against your bills through.....

(a) RTGS / NEFT (b) Cheque (c) D/D

13. How do you find the dealing with the officials involved in the process of bill payment like

(i) Dealing Clerk (ii) Div.Actt. (iii) A.O.(Finance Deptt) (iv) Dy. FA & CAO (v) FA & CAO (vi) Cashier

(a) Non cooperative (b) Cooperative (c) Moderate (d) Good.

Please indicate the specific option from (a) to (d) against each category of official mentioned

at (i) \_\_\_\_ (ii) \_\_\_\_ (iii) \_\_\_\_ (iv) \_\_\_\_ (v) \_\_\_\_ (vi) \_\_\_\_

14. How would you rate the level of transparency in the system and procedure of Award of Tender, execution of work and release of payment in KPT between the scale of 0-5 (where 0 =Min 5=Max) put a tick mark on any number to rate:

0 1 2 3 4 5

15. Please furnish in brief the issues / points / suggestions other than above points if you feel where there is scope of improvement in existing system related to subject area.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name \_\_\_\_\_ Signature \_\_\_\_\_

Name of the Firm \_\_\_\_\_



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**Questionnaire for Stake Holders  
Group: Other Licencees & Ship Chandlers .**

Please provide your valuable feedback against each point related to respective Port Services:

1. Are you aware and familiar with the provisions of MPT Act, 1963, Kandla Port Regulation 1967, Dock Safety Regulations and latest SOR? Yes ( ) / No( ) if no , please state how would you explore

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2. Do you have issues related to service and payment process for wharfage?  
Yes ( ) / No( ) if yes, please provide the details in brief

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3. Do you have any issue regarding Entry Permit for attending the vessels?  
Yes ( ) / No( ) if yes , please provide the details in brief

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4. Do you find any hurdles / difficulties while making supplies, various items to the vessel? Yes ( ) / No ( ) If yes, please provide the details in brief

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5. Do you have any issues regarding the category of Shed Masters of Traffic Deptt. while reporting the delivery of the miscellaneous material / goods to the vessel ?  
Yes ( ) / No ( ) if yes, please provide the details in brief\_\_\_\_\_

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6. Do have any issues regarding payment of Marine dues to KPT in case of the supply to be delivered to the vessel berth/ anchorage/ OTB. Yes ( ) / No. If Yes please specify briefly\_\_\_\_\_

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7. Do you have any difficulty / issues regarding Entry /Exit in Port area at any of Gates ? Yes ( ) / No ( ) If Yes please specify briefly \_\_\_\_\_

\_\_\_\_\_

8. Whether the time taken by the Port authorities for rendering services is lengthy? If yes, suggest how this could be reduced. Yes ( ) No ( ) \_\_\_\_\_

\_\_\_\_\_

9. Do you receive the bills in time from the Port Authorities against availed services? If no, please provide details in brief. Yes ( ) No ( ). If no, please provide the details in brief. \_\_\_\_\_

\_\_\_\_\_

10. How do rate the overall function / dealing of concerned department of KPT to operate the business of Ship Chandlers. Please tick any option given below:

(a) Best (b) Moderate (c).Average (d) (Poor)

11. How would you rate the level of transparency in the system and procedure being followed in KPT between the scale of 0-5 (where 0 =Min 5=Max) put a tick mark on any number to rate:

0 1 2 3 4 5

12. How would you rate the delivery of services rendered by the respective Department? Please rate between the scale of 0-5 (where 0 =Min 5=Max) put a tick mark on any number to rate:

0 1 2 3 4 5

Name \_\_\_\_\_

Signature \_\_\_\_\_

Name of the firm \_\_\_\_\_

