



AL-HAMD International Container Terminal (Pvt) Ltd.

CUSTOMER FEEDBACK FORM



Dear Customers,

AICT is Committed to increase Customer's Satisfaction through Continual Improvement in our Services and Quality Management System. We shall appreciate your valued comments on the following survey, which will help us in improvement of our services and make us capable to get your satisfaction.

Name

Date

Company Name

What is your nature of business ? Clearing Agent Importer Exporter Other _____

Contact Number

Email Address

How would you rate us in term of following services?

Sr. No.	Services	Excellent	Good	Average	Poor
1	Do you receive timely response against your telephonic inquires				
2	Examination Request				
3	Grounding of Container				
4	Availability of Equipment				
5	Destuffing of Cargo				
6	Documentation				
7	Cash Counter Receiving				
8	Gate Pass				
9	Delivery Response				
10	Staff Attitude / Response				
11	On time delivery of Services				
12	Overall Services & Facilities provided by AICT				

Please include any comment, recommendation, complain or suggestion for improvement in our services.

Signature : _____

Note:

You can drop your feedback in the "Drop Box" available in Customer Service waiting area at terminal.
You can mail your comments directly at our address :
(Plot No. O & L K-28, Trans Lyari Quarters, Hawksbay Road Opp New Truck Stand, Karachi Pakistan.
You can send us your feedback through email feedback@aictpk.com