

## **Sample Feedback Form Template**

### Mumbai Customs – Importer/Exporter/CHA Feedback Form

- Field Response:
- Name of Company / Firm:
- Importer / Exporter / CHA Code / Number:
- Contact Person:
- Telephone:
- Email:
- Date of filing Bill of Entry / Export Document:
- Bill of Entry / Export Docs Number:
- Date when Out-of-Charge (clearance) was given (if applicable):
- Date when goods were actually delivered / exported:

#### ➤ **Section A: Clearance Process:**

1. **How would you rate the overall time taken for customs clearance of your goods?**

☐ Very Fast ☐ Fast ☐ Average ☐ Slow ☐ Very Slow

If Slow/Very Slow, please specify reasons (e.g., customs delays, other agencies, documentation issues):

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2. **Were you satisfied with the accuracy and clarity of the instructions provided during the clearance process?**

☐ Yes ☐ No

If No, please specify:

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3. **Were there any delays caused by Mumbai Customs officials during your clearance process?**

☐ Yes ☐ No

If Yes, please specify the reason and approximate delay duration:

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4. **Did you face any issues related to documentation or procedural formalities during clearance?**

☐ Yes ☐ No

If Yes, please specify:

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5. **How was the behavior and professionalism of customs officers/staff during your interactions?**

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor

Please add any comments:

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6. **Did you receive timely updates/communication regarding your clearance status?**

☐ Yes ☐ No

If No, please elaborate:

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➤ **Other Official Work (if applicable)**

1. **Have you used other services (e.g., duty payments, queries, certifications) from Mumbai Customs?**

☐ Yes ☐ No

If Yes, please specify the service(s):

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2. **Were these services delivered efficiently?**

☐ Yes ☐ No

If No, please specify issues faced:

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3. **How would you rate the helpfulness and responsiveness of customs officials for other official work?**

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor

Comments:

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➤ **Overall Experience & Suggestions**

1. **Overall, how satisfied are you with Mumbai Customs services?**

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

2. **What improvements would you suggest for faster clearance and better service?**

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3. **Additional comments or feedback:**

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➤ **Submission**

- Please submit the completed form via email to: [cco-mumzone1@gov.in](mailto:cco-mumzone1@gov.in)
- Or submit physically at the nearest Customs office.