



NATIONAL WATER CONSERVATION AND PIPELINE CORPORATION

Introduction

This questionnaire is intended to collect information about implementation levels of Service Delivery Charter for services delivered by the National Water Conservation and Pipeline Corporation (NWPC). Please DO NOT indicate your name or organization.

All information collected is strictly confidential and shall not be used against any customer. It is purely for the purpose of assisting NWPC in setting priorities for improvements in service delivery. If you have a specific question or complaint about the Corporation, please send a direct communication using our normal address.

Tick or comment as necessary.

1. Are you aware of the existence of a Service Delivery Charter for NWPC?
 - Yes
 - No
2. If yes, are you aware of the set service standards for common services enshrined in the Charter?
 - Yes
 - No
3. Does the organization abide by the set service standards for common services enshrined in the Service Delivery Charter?
 - Always
 - Sometimes
 - Rarely
 - Never
4. What is our response time to correspondences or requests for services?
 - In less than 2 days
 - In less than 5 days
 - In less than 10 days
 - No response at all
5. How satisfied are you with the services you receive from the Corporation?
 - Very satisfied
 - Satisfied
 - Dissatisfied
 - Very dissatisfied
6. How do you rate NWPC's response to customer's complaints, requests or queries?

- Very good
- Good
- Average
- Poor
- Very poor

7. How would you rate the quality of service you receive at the customer service point/office?

- Very good
- Good
- Average
- Poor
- Very poor

8. How do you rate the cost charged for developing water utilities by our Business Development Unit. Rank on a scale of 1 – 5. Where 1 = Cheap & affordable while 5 = unaffordable.

1 2 3 4 5

9. How satisfied are you with our organization overall?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

10. What are some of the improvements you expect from NWCPC?

Thank you for taking your time to fill this questionnaire!