

Format for Customer Satisfaction Survey

Department of Water Supply & Sanitation

CUSTOMER SATISFACTION SURVEY

Company/Organization: _____

Address: _____

Contact person: _____ Designation: _____

E Mail ID: _____ Phone: _____

What brought you to the DWSS laboratory _____

Referred by another customer Contacted by DWSS Internet (Website)

Other, please specify _____

Please '✓' the appropriate box.

Customer Service Feedback	Excellent (5)	Good (4)	Fair (3)	Poor (2)	No Comment
1. How do you rate the courtesy extended by DWSS during your visit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How do you rate the pre-test interaction with DWSS's contact person?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How do you rate the consideration of your inputs/queries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How do you rate the post-test interaction with DWSS's contact person?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. What is your satisfaction level with the test results?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How do you rate the standard of services provided by the laboratory?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How do you rate the level of confidentiality maintained by DWSS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. How do you rate DWSS's commitment for delivery of results?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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◆ Any suggestion for improvement.

Signature:

Company Seal:

Date:

We thank you for your valuable time and suggestions!

We assure you the best of our service always!