

NDLAMBE MUNICIPALITY – FINANCE DIRECTORATE

CUSTOMER SURVEY – DEBTORS

In order to enable the Finance Directorate of the Ndlambe Municipality to supply our customers with excellent service we need to know from you, our customer, what you expect from us as a service provider.

Therefore, it would be appreciated if you would take the time to complete the following questionnaire and return it to: Director: Financial Management, P.O.Box 13, Port Alfred, 6170 or drop it off at one of the finance offices situated in Port Alfred, Kenton-on-Sea or Alexandria.

ACCOUNTS:

- 1 Are the accounts you receive acceptable both in content and presentation? Yes / No
If NO, please supply reasons:
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- 2 Do you receive your account monthly and on time? Yes / No
- 3 Would you suggest any changes to the content of the account? Yes / No
If YES, please say what changes:
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STAFF CONDUCT AND APPEARANCE:

- 1 Are staff members friendly and helpful? Yes / No
If NO please supply reasons:
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- 2 Are you satisfied with the way your queries are dealt with? Yes / No
If NO please supply reasons:
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- 3 Is the appearance and dress code of staff acceptable? Yes / No
If NO please supply reasons:
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GENERAL:

- 1 Do you have to stand in long queues when at the finance office? Yes / No
- 2 Do you find the finance building welcoming? Yes / No
If NO please supply reasons:
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- 3 Are the noise levels in the building acceptable? Yes / No
- 4 Are there any suggestions you would like to make that will make your visit to and/or contact with the finance directorate offices more acceptable?
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THANK YOU FOR ASSISTING THE FINANCE DIRECTORATE TO IMPROVE ON THE SERVICES THAT WE DELIVER TO YOU.