

Nabadiganta, Salt Lake
Kolkata
24th June 2024

Dear Customer

We, Naba Diganta Water Management Limited (NDWML), provide essential commodity services for water supply and sewerage disposal at Nabadiganta Command area in Salt Lake Sector-V under a Public Private Partnership Agreement with Government Authorities.

We are privileged to have you on board as one of our valued customers and it has been our sincere endeavour to serve you through 24*7. Ever since the commercial operations came into forces, over a decade ago for drinking water and sewerage management, we have been striving for continuous improvement.

We have engaged one of our Market Research Co. M/s Market Forces to carry out the survey on our performance as the water utility service provider. M/s Market Forces is in the field of CSAT survey from last 30 years. Your unbiased feedback is requested in the given format which will be used as valuable inputs to improve our services.

Soliciting your cooperation and thanking you in advance.

For Naba Diganta Water Management Limited



Amaresh Kumar Das
Chief Executive Officer

