

Nabadiganta, Salt Lake
Kolkata
18th November 2025

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 fifteen thriving years 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 for 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**



Kausik Chattopadhyay
Chief Executive Officer

