

**DR. BEYERS NAUDÉ LOCAL MUNICIPALITY**

**NOTICE NO. 225/2024**

**CUSTOMER SATISFACTION SURVEY: 01 JULY 2023 – 30 JUNE 2024**

Dr. Beyers Naudé Local Municipality will be conducting a customer satisfaction survey from the 13<sup>th</sup> November 2024 to 13<sup>th</sup> December 2024. The survey is conducted for purposes of measuring customer satisfaction with the services delivered by the municipality. Members of the public and all stakeholders are invited to share their feedback on service delivery in the municipality by participating in the survey.

The survey will measure the following areas: -

- How the public is experiencing service delivery in the municipality across the different services channels.
- The valuable insights from this study will inform the municipality of areas needing improvement.

Kindly note that: -

1. Your participation in the study is voluntary.
2. Participation or refusal thereof will not affect your future interactions with the municipality.
3. While you can withdraw from participating at any time you feel uncomfortable, you are encouraged to complete the survey as the findings will guide the municipality regarding areas to focus on in its mission to improve service delivery.
4. The survey is divided into three (3) main areas and will take approximately 20 minutes to complete.
5. The survey will be available on the municipal website and completed forms can be emailed to [admin@bnlm.gov.za](mailto:admin@bnlm.gov.za).
6. Copies of the survey will also be available at all municipal offices and libraries.
7. The closing date for submission of the completed forms will be Friday, 13<sup>th</sup> December 2024.

For any further details, please contact the **Manager: Administration, Ms. N.W Oliphant** at **Telephone No: (049) 807 5707** or email [oliphantn@bnlm.gov.za](mailto:oliphantn@bnlm.gov.za) during office hours from 07h30 to 16h30.

We thank you in great anticipation for your participation.

Sincerely,



**DR. E. M. RANKWANA**  
MUNICIPAL MANAGER

Head Office

THE MUNICIPAL MANAGER  
DR BEYERS NAUDÉ  
LOCAL MUNICIPALITY  
P O BOX 71  
GRAAFF-REINET  
6280

12/11/2024  
DATE

T 049 807 5700  
F 049 892 4319