



Questionnaire ID.....

CUSTOMER EXPERIENCE SURVEY

Date.....

ARDA is mandated to work with farmers for Rural Development and Industrialization in line with the National Vision 2030 and other sustainable development goals. This survey is therefore meant to fulfil service delivery standards as per Client Services Charter whilst improving your experience with us. Your participation is entirely voluntary, and all information collected in this survey will be kept strictly confidential. The information gathered will only be used to review and improve our service delivery.

- Please Select(V) your Gender Male Female
- Which Service/Product Category did you receive from ARDA.

Select(V) the appropriate	Measure of Satisfaction			
	Rural Farmer Beneficiary in Irrigation Scheme	ARDA Grower	Seeds-Contract	Tractor Services

- Please select the relevant category pertaining to ARDA on the given scale

Select one(V)	Measure of Satisfaction				
	Very Bad	Bad	Average	Good	Very Good
Accessibility					
Courtesy					

- Is there visible signage at ARDA premises? Yes No

IF YOU SELECTED MORE THAN ONE SERVICE CATEGORY ABOVE, PLEASE PROVIDE YOUR RESPONSES FOR THE REST OF THE QUESTIONS BELOW WITH REGARDS TO THE SERVICE YOU FEEL REQUIRE MORE IMPROVEMENT.

- Please select one relevant category in respect to the service rendered by ARDA to you and your Satisfaction

Select one(V)	Measure of Satisfaction				
	Very Bad	Bad	Average	Good	Very Good
Quality of Service					
Speed of Service					
Information on Services					
Service Delivery Innovations					

- Did you have any query/complaint with regards to ARDA Service delivery? Yes No
- If you selected Yes in question 6 above, was your query/complaint resolved? Yes No

“Towards a prosperous and Empowered Society by 2030”

Thank you for giving your valuable time to complete this Survey.