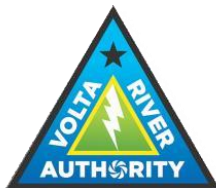


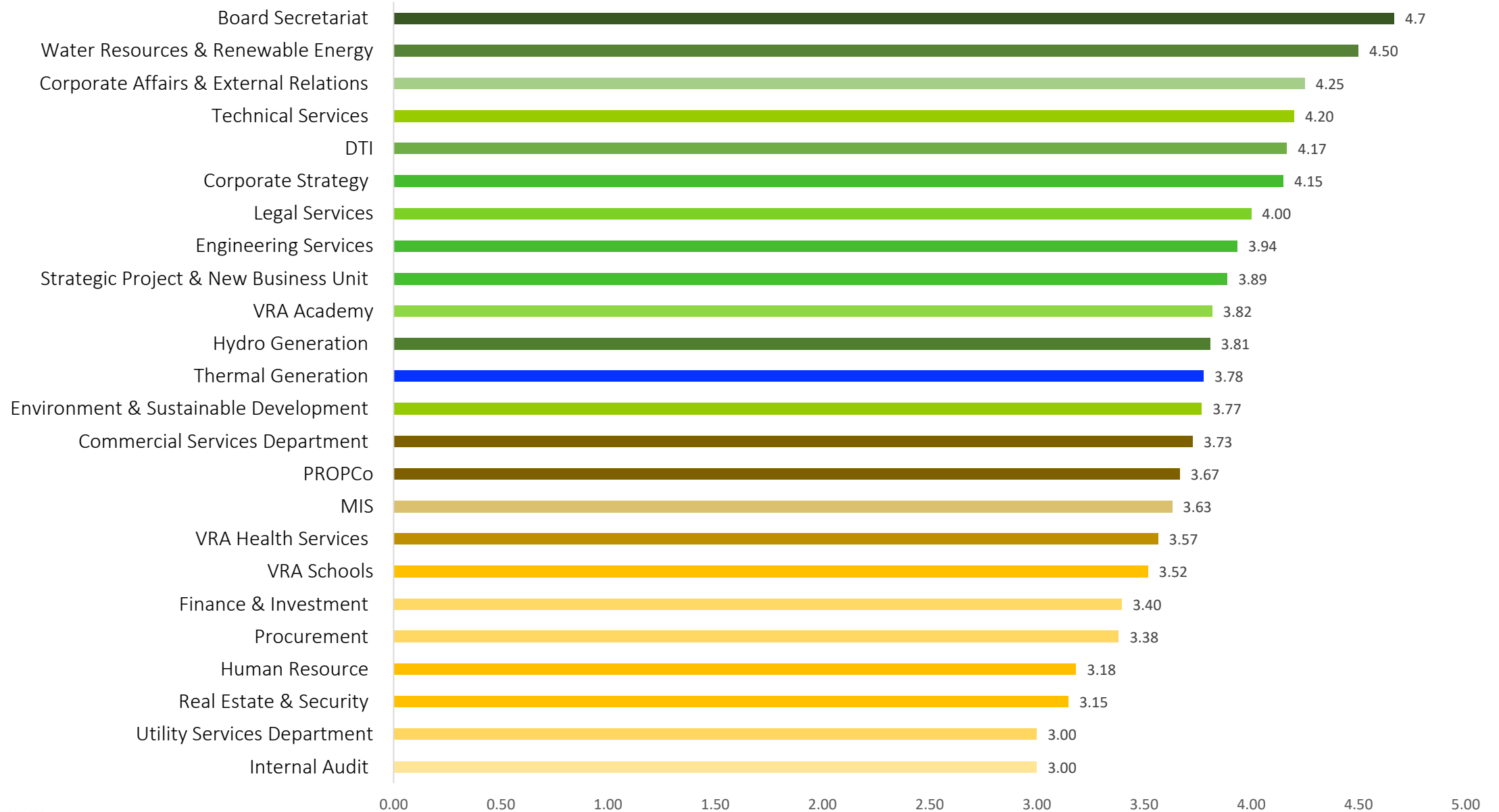


# Q1 2024 Internal Customer Satisfaction Survey Departmental Report



**VOLTA  
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# Departmental Results



# Thermal Generation

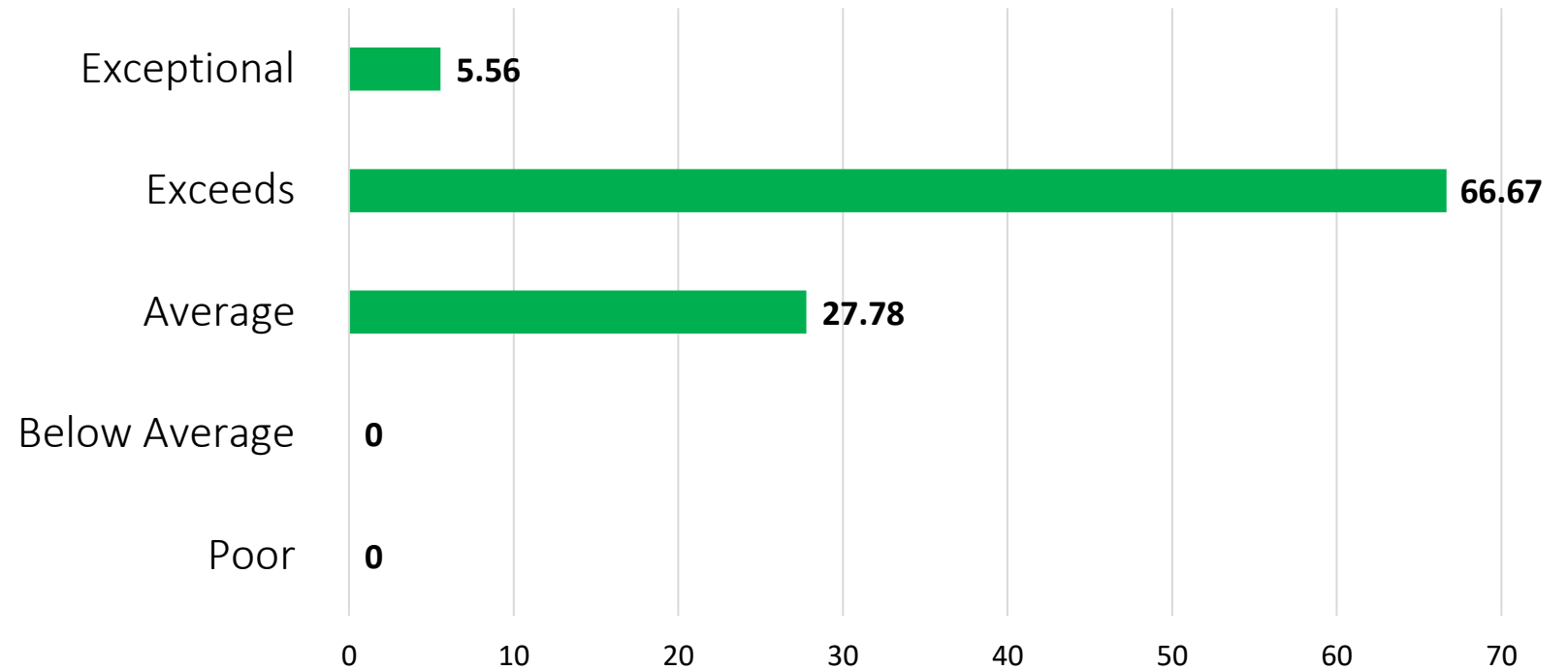
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# Thermal Generation

Departmental Score

3.78

## Satisfaction Level (%)



Thermal Generation scored 3.78 on the Likert scale. This score is below to the target of 4.0

# Con't.....



## Likes

- Employees consistently ensure the availability of plants
- Effective communication
- Demonstrated professionalism, friendliness, and quality service delivery
- High level of safety awareness and responsiveness
- Local training provided to Maintenance team members
- Notable teamwork and commitment

## Dislike



- Lengthy procurement process
- Delays in invoice submission for processing
- Slow response time to requests
- Communication gaps lead to delays
- Respect only senior staff and not junior staff
- Poor response to inquiries

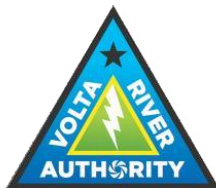
## Recommendations

- Improve the procurement system
- Respond promptly and timely to requests and services
- Escalate significant issues promptly to the Executive for a timely resolution
- Promote a culture of respect and equality towards all staff members, regardless of their seniority
- Embrace and implement new technology such as the digitization of the approval process
- Continue to educate and train staff



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# Thank you



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