

PMC for 400 MLD SWRO Desalination Plant at Perur, Chennai

Consortium Partners



SMEC International Pty. Ltd. (ACN-065440619/FCRN-F01483)
NJS Engineers India Pvt Ltd, India (CIN - U74210PN2007PTC129798)
Tata Consulting Engineers Limited, India (CIN- U74210MH1999PLC123010)
SMEC (India) Pvt. Ltd. (CIN: U93000DL1997PTC088574)

Ref: SSNT PMC 400 MLD / CMWSSB / 5061185/334

Date: 15th April 2021

To,
The Superintending Engineer (Desalination)
Chennai Metropolitan Water Supply and Sewerage Board,
Urban Administrative Building, 2nd Floor,
No.75, Santhome High Road,
Raja Annamalaipuram, Chennai 600 028
Tamil Nadu, India

Sub: JICA Assisted "Project for Construction of 400 MLD Capacity Seawater Reverse Osmosis Desalination Plant at Perur and allied works (JICA Loan ID-P267)"
Request for Feedback in Client Satisfaction Questionnaire Form – Reg.

Ref 1. Your Letter no. CMWSSB/SE(Desal)/400 MLD Plant / PMC/2020, dated 13.01.2020
2. Our Contract Agreement with CMWSSB, dated 09.01.2020

Dear Sir,

In continuation of our Executive Director's (SMEC) visit to your office on 09th March 2021, we request you to kindly provide the Feedback by filling the attached Client Satisfaction Questionnaire form for the subject project.

Thanking you assuring our services at all times.

Yours truly,
For **Consortium of SMEC International Pty Ltd-TCE Ltd.-NJS Engineers India Pvt. Ltd.-SMEC (India) Pvt. Ltd.**

S.Srinivasarao
Project Coordinator

Encl: As above

PMC Chennai Office Address:

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Road, Thoraipakkam, Chennai, Tamil Nadu 600097

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CLIENT SATISFACTION QUESTIONNAIRE

Client Contact:		Date:	
Client:		Client Project No:	
Project Title:		SMEC Project No:	
ASPECT	RATING 1=very poor, 2=poor, 3=average, 4=good, 5=very good		REASON/COMMENT (If any)
Planning			
Customizing service to meet Client's needs	How well does SMEC interpret your needs?		
Quality planning	To what extent is SMEC pro-active in identifying critical issues and arranging and responding to review processes?		
Execution			
Accuracy	How would you rate SMEC's quality of work?		
Completeness	Does SMEC deliver everything that is promised?		
Enthusiasm and attitude	How keen and co-operative was the project team?		
Management			
Budget	How well is your money managed by SMEC?		
Reliability	Are you able to rely on SMEC to help you meet your commitments?		
Timeliness	Are time constraints adhered to by SMEC?		
Responsiveness	Does SMEC listen and take heed of your concerns and needs?		
Communication	Are SMEC accessible? Are calls returned promptly?		
Overall	How would you rate the overall service received from SMEC on the above project?		
General Comments (any other comment which you wish to share can be included here) :			

Client Contact
Designation

SMEC Representative

Signature

Signature