

# Report Card: Process

SSFL (Spandana Spoorthy) & Naandi Community Water Services -

These results are the basis of a one-to-one administered questionnaire by Internal Naandi staff on a Likert scale of 1 to 10 measured for satisfaction -



97%

Is how we scored in

- MoU Signing with full understanding
- As Free Prior Informed Consent
- With explaining of hard words



95%

Is how we scored in

- They feel their opinion and suggestions are heard
- Acknowledged and valued



92%

Is how we scored in

- Upkeep of Fresh, Clean and Hygienic Plant



95%

Is how we scored in

- Sharing relevant information on water and sanitation



94%

Is how we scored in

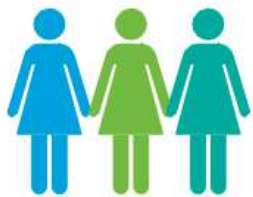
- Our staff being inclusive, polite and professional without any prejudice



97%

Is how we scored in

- In the water delivery being by and large uninterrupted and available 24/7



92%

Is how we scored in

- The Gram Sabha where the decision for iPure being made was inclusive with representations from every strata



97%

Is how we scored in

- The Panchayat feeling the structure is built with the best possible civil materials and machinery



92%

Is how we scored in

- The Panchayat believe that iPure Water will cure them of existing health issues and will keep them away from potential health issues



95%

Is how we scored in

- The Panchayath believes that water centers have rejected water management and environmental sustainability.



92%

Is how we scored in

- The Panchayat believes that the user fee levied is appropriate



97%

Is how we scored in

- Panchayats believe that if there are any repairs, it was solved with immediate effect

(Duly signed forms can be shared on request)