**NATIONAL ASSEMBLY**

**QUESTIONS FOR WRITTEN**

**QUESTION NUMBER 2016/310**

**DATE OF PUBLICATION: 19 FEBRUARY 2016**

**Adv H C Schmidt (DA) to ask the Minister of Cooperative Governance and Traditional Affairs:**1. With reference to his reply to question 960 on 10 April 2015, which municipalities conducted customer satisfaction surveys in the (a) 2012-13 and (b) 2013-2014 financial years;

2. Whether he can provide the comprehensive database of all municipalities who have undertaken customer satisfaction surveys; if not, why not; if so, what are the relevant details?

**Reply**1. Below is a list of municipalities that have conducted Customer Satisfaction Surveys in the (a) 2012-2013 and (b) 2013-2014 financial years.

(a) Municipalities that have conducted Customer Satisfaction Surveys in 2012-2013 financial year are as follows:
i. City of Cape Town Metro
ii. Nelson Mandela Metro
iii. City of T shwane Metro
iv. EThekwini Metro
v. Maluti a Phofung local municipality in Free State
vi. Ekurhuleni Metro
vii. Baviaans Local Municipality in Eastern Cape
vii i. Swartland Local Municipality in Western Cape

(b) Municipalities that have conducted Customer Satisfaction Surveys in 201 3-2014 financial year are as follows:

i. Mangaung Metro
ii. Joburg Metro
iii. City of Tshwane Metro
iv. EThekwini Metro

2. Attached at **(Tag A)** is a database of municipalities that have conducted Customer Satisfaction Surveys in the (a) 2012-13 and (b) 2013-2014 financial years.

Notably, some of the local and district municipalities did not conduct the customer satisfaction survey in the period indicated based on capacity constraints in terms of personnel and budget. Most local and district municipalities rely on the surveys conducted by the Metros and provincial departments in their respective provinces

**Attached please find here:** [**Status of Citizens Satisfaction Surveys Conducted Currently**](http://pmg-assets.s3-website-eu-west-1.amazonaws.com/RNW310status.pdf)