



Government of Nepal नेपाल सरकार



Ministry of Information and Communications सूचना तथा सञ्चार मन्त्रालय

Postal Services Department हुलाक सेवा विभाग

Nepal Post नेपाल हुलाक

CUSTOMER SATISFACTION SURVEY-2072 (2015) सेवाग्राही सर्भे, २०७१/सन् २०१५

Dear Customer: आदरणीय सेवाग्राही महानुभाव,

NEPAL POST thanks you for giving us the opportunity to serve you. Please help us serve better by taking a couple of minutes to tell us about our services you receive/or have received. We appreciate your support and want to make sure we meet your expectations in future. We hope you will accept this as a means of improving the quality of service we provide. सेवा गर्ने मौका दिनुभएकोमा नेपाल हुलाक तपाईंलाई हार्दिक आभार प्रकट गर्दछ। सेवाको गुणस्तर सुधार गर्दै आगामी दिनहरूमा हुलाक सुधार प्रभावकारी गर्न तपाईंको सुझाव समेत महत्वपूर्ण हुने भएकोले यो सर्भे फाराम भरी सहयोग गर्नुहुन अनुरोध गर्दछौं

1. In thinking about your most recent experience with NEPAL POST, what was the quality of customer service you received: तपाईंले भर्खरै लिएको सेवाका आधारमा नेपाल हुलाकको वर्तमान सेवा तपाईंलाई कस्तो लाग्यो?

Very Satisfied धेरै सन्तुष्ट	Somewhat Satisfied केही सन्तुष्ट	Neutral ठीकै- ठीकै	Dissatisfied नरामो लाग्यो	Very Dissatisfied धेरै नरामो लाग्यो

2. If you indicated that the customer service was unsatisfactory, would you please point out what happened OR What do you think makes the service unsatisfactory? यदि तपाईंलाई सेवा ठीक नलागेमा के-कति कारणहरू ले नरामो लागेको हो, कृपया तलका विकल्पहरू मध्ये तपाईंको बिचार रोज्नुहोस।

सेवाग्राहीको बेवास्ता, Customer carelessness	अबिश्वनियता Unreliability	सेवाको गुणस्तर Quality of service	कर्मचारीको व्यवहार Behaviour of Staff	फोन समयमा नउठनाले Phone call hasn't been answered in time

3. The process for getting your concerns resolved of our services by internet/emails, phone, website or face-to-face query was: ईमेल, फोन, वेबसाइट वा सिधा सोधपूछको माध्यमबाट तपाईंका जिज्ञासाहरू समाधान गर्दा तपाईंलाई कस्तो लाग्यो?

Very Satisfied धेरै सन्तुष्ट	Somewhat Satisfied केही सन्तुष्ट	Neutral ठीकै- ठीकै	Dissatisfied नरामो लाग्यो	Very Dissatisfied धेरै नरामो लाग्यो

4. Which did you feel better based on your experience? यसरी जिज्ञासा समाधान गर्दा तलका मध्ये कुन तपाईंलाई बढी राम्रो लाग्यो?

Telephone service टेलिफोन सेवा	E-mail Inquiry service ईमेल सेवा	Website वेबसाइट	सिधा सोधपूछ, Face-to-face query	All

5. Nepal Post provides Postal Products like Letter Mails, Parcels and EMS Services. How satisfied are you with these products? हुलाक सेवा विभागले चिठ्ठीपत्र, पार्सल र EMS सेवा प्रदान गर्दछ। तपाईंलाई यि सेवाहरू कस्तो लाग्छ?

Very Satisfied धेरै सन्तुष्ट	Somewhat Satisfied केही सन्तुष्ट	Neutral ठीकै- ठीकै	Dissatisfied नरामो लाग्यो	Very Dissatisfied धेरै नरामो लाग्यो

6. Would you point out which among these is the best? प्रश्न नं. ५ मा उल्लेखित सेवाहरू मध्ये कुन सेवा तपाईंलाई सबैभन्दा बढी मन पर्यो?

रजिस्ट्री चिठ्ठी Registered Mail	Parcel service, पार्सल सेवा	द्रुत डाँक सेवा, EMS service	सबै रामै लाग्छ All are good	None of them सबै नरामो लाग्छ

7. Customer Service ग्राहक सेवा

The following questions pertain to the customer service representative you spoke with most recently. Please indicate whether you agree or disagree with the following statements तलका प्रश्नहरूले तपाईंले सम्पर्क गर्नुभएको मानिससँगको अनुभवसँग सम्बन्धित

छन्। सहमति वा असहमति वारे तल उल्लेख गर्नुहोस।

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. The customer service representative was very courteous. फोन ऊठाउने मान्छे रामैसँग बोलेका थिए।	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My call was handled quickly. मेरो फोन समयमा नै ऊठ्यो।	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. My query was answered. मेरो जिज्ञासा समाधान भयो।	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. The Process

The following questions pertain to the process by which your most recent service contract was handled. Please indicate whether you agree or disagree with the following statements. तलका प्रश्नहरूले तपाईंले भर्खरै लिएको सेवाका वारेमा सोध्दछन्। तपाईंको सहमति वा असहमतिका वारेमा तल उल्लेख गर्नुहोस।

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The waiting time for having my questions addressed was satisfactory मैले कुरेको समयमा मेरा जिज्ञासा समाधान भए।	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My phone call was quickly transferred to the person who best could answer my question जान्नेकोमा मेरो फोन transfer गरियो।	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The automated phone system made the customer service experience more satisfying फोन सुबिधा चित्त बूझ्दो थियो।	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Considering the total package offered by Nepal Post including customer service, its services in the field of Letter mails, parcels, EMS services, Postal Saving Banking Service, Inquiry System, Response from Internet, E-mails, Face book page, etc. features and benefits, and cost of getting such services; how satisfied are you with Nepal Post? नेपाल हुलाकले प्रदान गरेका चिट्ठीपत्र, पार्सल र EMS सेवा, सोध्पूछ, फेसबुक पेज, ईमेल/इन्टरनेटको प्रतिक्रिया, हुलाक भचत बैंक, आदि प्रति तपाईंको अन्तिम अनुभव कस्तो रह्यो \ छ?तल उल्लेख गर्नुहोस।

Very Satisfied धेरै सन्तुष्ट	Somewhat Satisfied केही सन्तुष्ट	Neutral ठीकै- ठीकै	Dissatisfied नराम्रो लाग्यो	Very Dissatisfied धेरै नराम्रो लाग्यो

10. Are there any other comments about the customer service you would like to add? माथि उल्लेखित बाहेक तपाईंलाई अरु केही भन्नु छ भने कैफियत बक्समा (तल) उल्लेख गर्नुहोस।

Thank you for your feedback. We sincerely appreciate your honest opinion and will take your view into consideration while providing products and services in the future. तपाईंको सूझावको लागि धेरै-धेरै धन्यवाद। तपाईंको सूझावलाई मननगरी आगामी दिनहरूमा हामीहरूले प्रवाह गर्ने सेवामा सुधार गर्ने प्रसास गर्नेछौं।

If you have any comments or concerns about this survey please Contact: - तपाईंको केही गुनासो भए निम्न ठेगानामा सम्पर्क गर्नुहोस।

POSTAL SERVICES DEPARTMENT, Nepal Post
Dillibajar, Kathmandu
PHONE NUMBER 01-4411353/4410224
info@nepalpost.gov.np

GENERAL POST OFFICE
GPO Building,
SUNDHARA, KATHMANDU
PHONE NO. 01 4223512/4227499
administration@gpo.gov.np

Optional: (Your Names and addresses are confidential. We assure your details will neither be misused nor published.)

Name: _____ Address: _____