



QUALITY OBJECTIVES

- To ensure safe portable water for NMC consumers as per CPHEEO norms and to conduct regular testing by Government laboratories.
- Ensuring uninterrupted water supply at 24x7 converted area.
- Resolving consumer complaints round the clock with a dedicated team and Toll-Free Number
- General adherence to Contract conditions.
- Compliance with all statutory and regulatory requirements.
- Maintaining good and healthy relationships with our external interested parties like vendors, suppliers & contractors.
- Enhancement towards resolution of consumer complaints from last year by 1%.
- 100% implementation of QMS through a process approach.

01.08.2023

For OCW

CEO