



General Satisfaction Index for Government Services

January 2025 – September 2025

General Satisfaction Index



%92.64



Satisfaction with performance of
government service providers

%89.16



Satisfaction with performance of
government services



EWA

هيئة الكهرباء والماء

Electricity & Water Authority

Overall satisfaction with government service providers performance



Efficiency

+2.88% compared to previous quarter



Speed

+2.63% compared to previous quarter



Communication and Professionalism

+0.37% compared to previous quarter





EWA

هيئة الكهرباء والماء

Electricity & Water Authority

Customer satisfaction with the performance of Customer Service Centres



Customer Service Centre
Zayed Town

%91.4



Customer Service Centre
Seef Mall (Muharraq)

%92



Virtual Centre

%89.7