

RSL Conducts Customer Satisfaction Survey

Maseru 6th September 2024: In line with our commitment to continuous improvement and our strategic goal of becoming a data-driven organization, the Revenue Services Lesotho (RSL) is pleased to announce the launch of a Customer Satisfaction Survey. This survey will take place from today, 6th September to 3rd October 2024 and will serve as a key tool in evaluating the quality of services RSL provides to the public.

The survey will use the Computer-Assisted Personal Interviewing (CAPI) methodology, ensuring a streamlined and efficient data collection process. To maintain objectivity and fairness, Taxpayers will be selected on a random basis from all districts of Lesotho. This approach ensures comprehensive feedback from a diverse cross-section of our Taxpayers, allowing RSL to gain meaningful insights into the customer experience.

The primary aim of the survey is to assess the current level of customer satisfaction with the services rendered by the organisation. Key areas of focus include general satisfaction, as well as customer perceptions on fraud and corruption within the system. This survey also provides a valuable platform for our customers to voice their opinions and recommend ways in which RSL can improve service delivery.

As part of our efforts to ensure the highest quality in the design and execution of the survey, RSL has partnered with the National University of Lesotho (NUL) Department of Economics. This collaboration has allowed us to further refine and enhance the survey questionnaire, ensuring it captures comprehensive and actionable feedback.

We encourage all selected participants to take part in this important exercise, as their input is critical to helping us deliver on our promise of enhanced service excellence. The results of the survey will guide future improvements and innovations within RSL, ensuring that we continue to meet the needs and expectations of our valued Taxpayers.

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For clarification, please contact RSL's PR Desk: 52215531/5433