



RSL Reminds Clients to Share Their Feedback Through the Client Feedback Tool

Maseru, Lesotho – 13th August 2026 - Revenue Services Lesotho (RSL) is reminding its clients to make use of the organisation's Client Feedback Tool (CFT) to share their experiences and views on the services they receive.

The Client Feedback Tool has already been introduced as part of RSL's commitment to improving client experience and strengthening service delivery. The initiative forms part of Objective 5, Key Result 23 of the Lesokoana Strategy, which seeks to "Enhance client experience across all RSL systems and services within one year.

The tool is currently being used at selected RSL touchpoints, including the Maseru Service Centre, Maseru Bridge and the RSL Contact Centre, as part of its implementation and ongoing improvement.

The CFT provides clients with an opportunity to share their views on their interactions with RSL staff, the quality of services received, as well as the service environment and facilities. Clients can provide feedback through QR codes displayed at service points and web links shared with clients, alongside other channels available at specific touchpoints.

The feedback received helps RSL to:

Measure client satisfaction across its service touchpoints;

Identify areas of strength and opportunities for improvement;

Improve the quality and efficiency of service delivery;

Strengthen accountability and continuous improvement;

Inform management decision-making through actionable insights; and

Enhance trust and confidence between RSL and its clients.



Feedback also provides an opportunity for RSL to recognise employees who consistently demonstrate excellent client service.

RSL encourages all clients who interact with its services to take a few moments to provide honest and constructive feedback.

Every response helps RSL understand the client experience and identify ways to improve. Whether the experience was positive or whether there are areas that need attention, your feedback provides valuable insights that help RSL serve you better.

RSL remains committed to building a culture of service excellence where every client's voice is heard, valued and used to drive meaningful improvement.

Your feedback matters. Your voice helps us improve.

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For clarification, please contact RSL's PR Desk: 62112502/58839868