



Taxpayers Reminded to Participate as 2026 Satisfaction Survey Continues Nationwide

Maseru, Lesotho – 10th September 2026 - Revenue Services Lesotho (RSL) wishes to remind all taxpayers that the 2026 Taxpayer Satisfaction Survey is currently underway and will continue across the country until data collection is completed.

Trained data collectors engaging taxpayers through a combination of field visits and telephone interviews are conducting the survey, which commenced on 28 August 2026. To date, data collectors have visited numerous businesses and individual taxpayers across multiple districts, capturing valuable feedback on their experiences with RSL services.

As the Lesokoana Strategy approaches its final stages, the survey serves as a critical tool for evaluating whether the strategic changes implemented over the past two years have translated into a better experience for taxpayers. The findings will also directly inform the development of RSL's next corporate strategy, ensuring that taxpayer feedback shapes the organisation's future priorities.

The 2026 Taxpayer Satisfaction Survey evaluates taxpayer experiences across all service touchpoints, including:

- Service at RSL offices and service centres
- Online platforms and digital services
- Clarity and accessibility of information
- Responsiveness and fairness
- Ease of compliance
- Overall satisfaction with RSL services



RSL urges all taxpayers who are approached by data collectors to participate fully and honestly in the survey. The information provided will be treated with the utmost confidentiality and used solely for improving service delivery.

Once data collection is complete, RSL will analyse the findings and share key insights with stakeholders. The results will contribute to:

Evaluating the current Lesokoana Strategy by measuring whether taxpayer experience has improved since the 2024 baseline survey

Informing the next RSL corporate strategy by identifying priorities and interventions based on taxpayer feedback

-Ends-

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