



SURVEY QUESTIONNAIRE FOR LRA SERVICE CENTERS

Date

Dear Taxpayer, kindly complete this form and then click the submit button to tell us about your experience.

Name/Contact# of Surveyor:

Place of visit:

Service(s) Sought:

Service Center Appearance: Points allotted (30)

1. What was your impression of the environment?
2. When you entered the service center, were you greeted?
3. Were the staff members in uniform?
4. Did Staff members wear name badges/ID Cards?
5. Were staff members available at the service desk to serve you?

Customer Service: Points allotted (50)

1. What was the attitude of the staff serving you?
2. Was the staff serving you knowledgeable of the service you needed?
3. Did you have to wait to be served?
4. If yes, for how long?

Taxpayer education: Points allotted (20)

1. Did you see any form of educational material/form available?
2. Where you satisfied with the material available and did they meet your need(s)?

Please comment on your overall experience/observation and let us know how we could serve you better:

Thank you most sincerely for your comments; we look forward to serving you better.



www.lra.gov.lr
info@lra.gov.lr



0888 572 572
0770 572 572