



REPUBLIC OF NAMIBIA
MINISTRY OF LAND REFORM

Help us to improve our service

Date: _____

Regional Office? _____

Directorate/ Division: _____

Nature of your query? _____

Please Score the question from 1 to 10, 1 being poor and 10 being excellent

Poor		Fair		Good			Excellent		
1	2	3	4	5	6	7	8	9	10

1. How would you rate the queuing time in the office from arrival to departure?

Poor		Fair		Good			Excellent		
1	2	3	4	5	6	7	8	9	10

2. How knowledgeable was the official about Ministry's process and procedures?

Poor		Fair		Good			Excellent		
1	2	3	4	5	6	7	8	9	10

3. How did you find the official to be professional & friendly, towards you?

Poor		Fair		Good			Excellent		
1	2	3	4	5	6	7	8	9	10

4. What can the Ministry of Land Reform do to exceed your expectations?
