



EWASO NGIRO SOUTH RIVER BASIN DEVELOPMENT AUTHORITY

“Your integrated development partner”

CUSTOMER SATISFACTION QUESTIONNAIRE

Ewaso Ng'iro South Development Authority (ENSDA) is a statutory organization established by an Act of Parliament cap 447 of the Laws of Kenya and started operations in 1991. The Authority covers four counties consisting of Narok, Kajiado, Nyandarua and parts of Nakuru.

The Authority is committed to providing the most professional, courteous and efficient public service. We believe we can better our services through your views. Please take a few minutes to complete this questionnaire. Our goal as an Organization is to learn more about quality of services that we provide and the type of services you require. We sincerely appreciate your participation. (This information will be treated with utmost confidentiality)

Region..... Date.....

1. How would you rate the reception at the main Gate?

- Excellent
- Good
- Average
- Poor

2. How would you rate our services at the reception?

- Excellent
- Good
- Average
- Poor

3. Were you promptly served at the reception?

- Yes
- No

4. Were you satisfied with our services?

- Yes
- No

5. Generally how would you rate the quality of service you received at ENSDA?

- Excellent
- Good
- Average
- Poor

6. Based on your visit, please enter below any additional comments or suggestion on how we can improve our customer services.....

