



Makueni County Sand Conservation and Utilization Authority

Email: sandauthority@makueni.go.ke

Mobile: 0708274961

P.O. Box 183-90300

Web: www.makueni.go.ke

MAKUENI

As part of our commitment to continual improvement and service to you, your feedback is very important and highly appreciated. Therefore, kindly spare a few minutes in filling up this questionnaire.

Organization

Name of Person(s) completing this form

Designation/job title, as applicable

Date

1. How long does it take to be issued a cess receipt upon payment of cess or License?

- a) 1 – 3 minutes
- b) 3 – 5 minutes
- c) 5 minutes and above

2. A) How do you log complaints?

- a) By telephone
- b) By visiting the office

B) How long does it take for customer complaints to be addressed?

- a) One day
- b) Three days
- c) One week

d) Over one week

C) Are the complaints addressed to your satisfaction?

a) Yes

b) No

3. A) How long does it take to process a License after payment?

a) One week

b) Two weeks

c) One month

d) Over one month

B) Would it be convenient for you to have an automated Licensing system?

a) Yes

b) No

Other relevant comments or information:

.....
.....

Would you prefer receiving this questionnaire by email or other means?

Email address () other means () Kindly specify

Your Email address

.....

If this form has been sent to you by email, please complete and email the form back to:

sandauthority@makueni.go.ke

Thanking you for taking your time to fill this questionnaire