



CAISSE SOCIALE DU RWANDA

BP : 250 KIGALI-RWANDA

Dear Customers,

The Social Security Fund of Rwanda (CSR) wants to take this opportunity to appreciate your continued cooperation and support to its commitment to provide quality services to its esteemed customers. In the very same line, the SSFR requests you to help its staff serve you better by taking a couple of minutes to talk about the service that you have received so far.

1. CSR office visited

2. Service requested (please tick in the box of the appropriate response):

- Pension
- Occupational hazards benefits
- Declarations
- Debt clearance certificate
- Affiliation number
- Registration number

3. How long did it take to solve your problem? please tick

- It was solved within 5 minutes
- Between 10-15minutes
- Between 15-30 minutes
- An hour
- After one day
- The problem is not yet solved

4. If your problem is not yet solved what was the reason and since when?

Comment

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5. Among the services provided by SSFR, which one do you think is not well provided? Please tick in the box.

- Pension
- Benefit for professional risks
- Declarations
- Debt clearance certificate
- Affiliation number
- Registration number

Explain why you think that service (s) is not well provided and what can we do to serve you better

Comment.....
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6. Have you ever visited CSR website? **Yes /No**

Is there anything which we could add to our website to improve it further?

Comment

Any additional comments?

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OPTIONAL

Names.....Tel.....Email.....Date.....