

LEGAL METROLOGY SERVICES

HELP US TO SERVE YOU BETTER

Name of client/ company: _____

Address: _____

Tel: _____ Fax: _____ Email: _____

1. What services of the Legal Metrology Services have you used so far :

Service	Yes/No	Your general views on our service
Verification and stamping of weighing and measuring instruments used in trade to comply with the Legal Metrology Act (<i>at the Legal Metrology Services/ on site</i>)		
On-request calibration services (<i>at the Legal Metrology Services/ on site</i>)		
Application for certificate of suitability		
Others : Please specify:		

For questions 2 to 6, kindly tick as appropriate

2. What do you think of the way we receive you?

Very good Good Satisfactory Not good

3. What do you think of the waiting time for our service?

Very good Good Satisfactory Not good

4. How do you view the quality of information given to you?

Very good Good Satisfactory Not good

5. Your appreciation of facilities put at your disposal?

Very good Good Satisfactory Not good

6. Your general appreciation of our services?

Very good Good Satisfactory Not good

7. In case you have applied for a certificate of suitability and given all necessary documents concerning its approval, please give an indication of your appreciation of our time for processing your application.

8. In case you have used our calibration service, please give your appreciation on the calibration work performed by this office (Tick as appropriate).

* Way the calibration is conducted :
Very professional Professional Not so professional Not professional

* Time for reception of calibration report :
Very good Good Satisfactory Not good

* Contents of calibration report :
Very good Good Satisfactory Not good

9. Any complaint or suggestion concerning our services :

Thank you for your time to fill this questionnaire. Please send it back to us on the following address:

The Director
Legal Metrology Services,
Old Moka Rd,
Bell Village

Fax : 211 4543

E mail: legalmetrology@govmu.org