

Client Satisfaction Survey

Dear Valued Client,

The Zambia Medicines Regulatory Authority (ZAMRA) is responsible for regulating medicines and allied Substances in Zambia for public and animal health protection. ZAMRA is conducting a survey to assess its performance in meeting client expectations. The feedback provided will be used as a basis to formulate strategies and programs that will help improve ZAMRA's service delivery. You have been selected as a respondent in this study and the information collected will be treated with utmost confidentiality. Kindly complete this questionnaire by filling in the blank spaces and ticking appropriate answers in the boxes provided. Kindly provide your feedback by Thursday, 31st October, 2024. We thank you in anticipation of your cooperation. Kindly use the link below to undertake the survey.

<https://forms.gle/c67Wnzheex4Vjvsn8>