



MET-DEA
DEA Online System Satisfaction Survey
Applications for Environmental Clearance Certificates

In order to improve environmental clearance administration process, we are implementing the on-line application system. We now seek inputs from our clients regarding the process to identify the key issues and potential solutions for improving on the Online EA System. We herewith kindly invite you to complete and return this survey to us, it is expected that this survey will take less than 5 mins to complete.

1. Please select the institution you represent:

- Local and Regional Government Authority
- State Ministry or Parastatal
- Traditional authority
- Environment group or organisation
- Community group or organisation
- Private sector project proponent
- Interested member of the community
- An environment or planning professional

Other (please specify):

2. How do you rate the overall effectiveness of the department in processing applications for Environmental Clearance?

Poor	Fair	Good	Very Good	Excellent
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Have you already used the online system to apply for environmental clearance?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

If "Yes", please share your experience on the system by answering the following questions (4 – 6); or If "No", please provide any recommendations in question 6

4. How do you rate the effectiveness of the online system in terms of the following?

	Poor	Fair	Good	Very Good	Excellent
1. Ease of navigation through the system webpage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Management of application process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Timeliness (in giving responses and overall processing of applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Problem resolution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Please indicate how you view the following statements relating to the online system:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The system has create ease of access to the department's application clearance process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The system has complicated the process resulting in longer processing period	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The process is rigorous and contributes to environmental protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The process is open and transparent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The process ensures adequate consultation of interested and affected parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Kindly provide other information on challenges faced since the introduction of the online system or recommendations that may aid in improving the application for environmental clearance certificate process:

Thank you for your time -