

# COMMUNITY MONITORING

Relemogile Advice Office

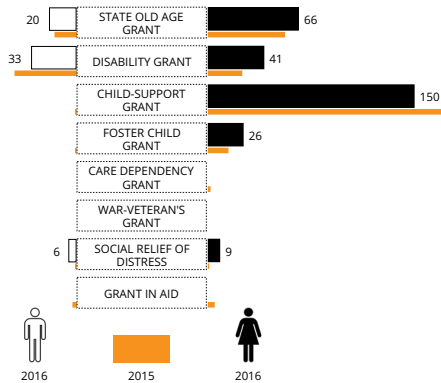
*SASSA Service Office: Dr CN Phatudi Hospital (Lephepane)*

OCTOBER / NOVEMBER 2016

# Brot für die Welt

**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

## WHAT KIND OF GRANT/S DO YOU RECEIVE - OR ARE YOU APPLYING FOR?



## HOW MANY TIMES HAVE YOU COME TO THIS OFFICE FOR THE SAME ISSUE - BECAUSE IT WAS NOT RESOLVED THE FIRST TIME?

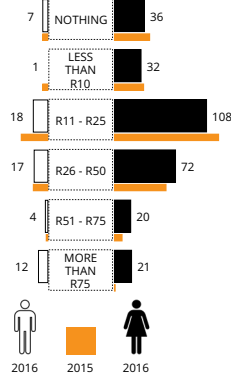


## DID YOU KNOW BEFORE YOU CAME WHAT DOCUMENTS YOU HAD TO BRING WITH YOU?

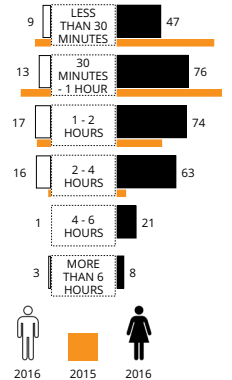


## DID THE PERSON SERVING YOU TELL YOU THEIR NAME OR WEAR A NAME TAG?

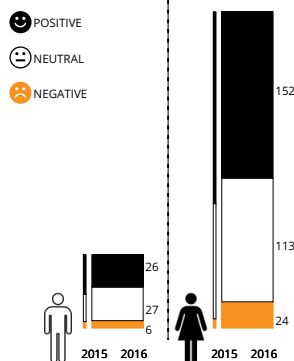
## WHAT WAS THE TOTAL AMOUNT YOU HAD TO PAY FOR TRANSPORT TO THE SERVICE OFFICE?



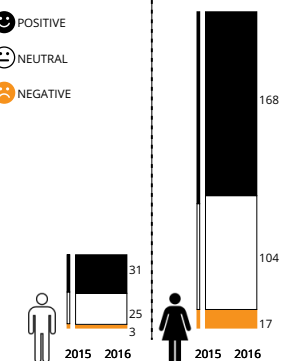
## HOW LONG DID YOU WAIT IN THE QUEUE BEFORE YOU WERE ATTENDED TO?



## WHAT WAS THE STATE OF THE WAITING AREA?

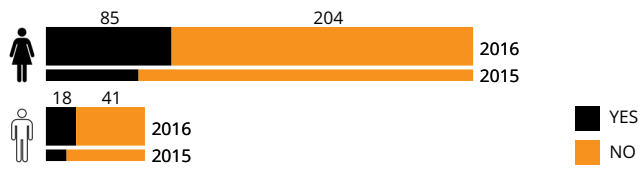


## HOW WELL DID THE STAFF MANAGE QUEUES?

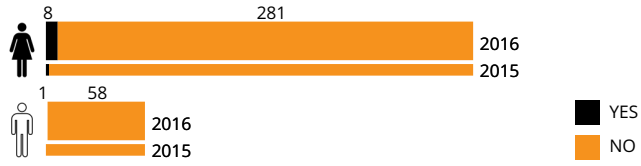


## HOW RESPECTFUL WERE THE STAFF TO YOU?

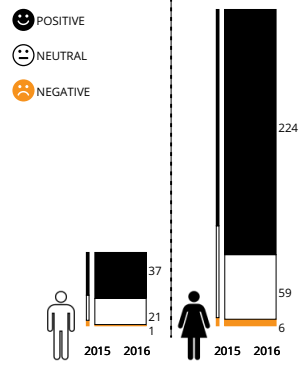
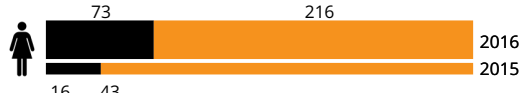
## DO YOU THINK THAT THIS SERVICE OFFICE WILL LEARN FROM THIS SURVEY AND



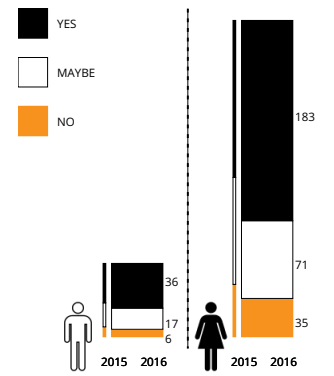
DID ANY OFFICIAL (INCLUDING SECURITY) ASK YOU FOR MONEY OR A FAVOUR IN ORDER TO HELP YOU?



ARE YOU AWARE THAT YOU CAN APPLY FOR A GRANT EVEN IF YOU DO NOT HAVE AN ID BOOK, USING ALTERNATIVE IDENTIFICATION METHODS? (REGULATION 11)



IMPROVE THEIR SERVICES?



	2016	2015
PARTICIPANTS:	348	339
FEMALE:	289	272
MALE:	59	67



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**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

**Hivos**  
people unlimited

MAKING ALL  
VOICES COUNT

A GRAND CHALLENGE  
FOR DEVELOPMENT

DG  
MT



OpenUp