

# COMMUNITY MONITORING

Port St Johns Legal Advice Centre

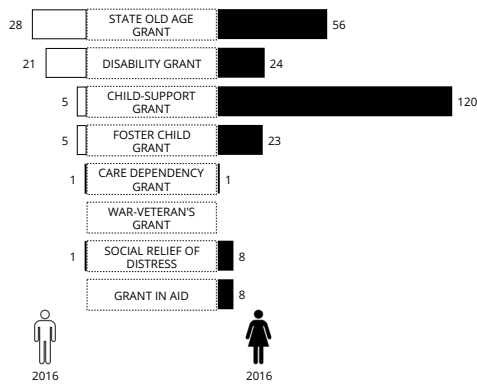
## SASSA Service Office: Port St Johns

OCTOBER / NOVEMBER 2016

**Brot für die Welt**

**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

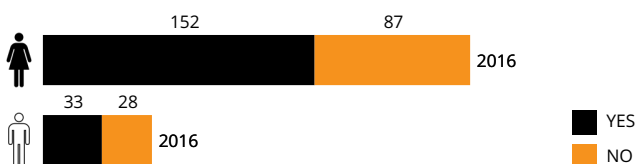
### WHAT KIND OF GRANT/S DO YOU RECEIVE - OR ARE YOU APPLYING FOR?



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

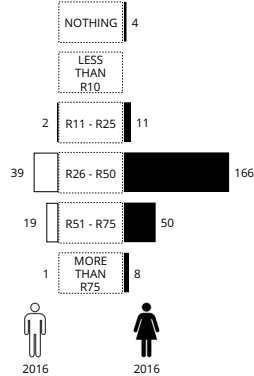


### DID YOU KNOW BEFORE YOU CAME WHAT DOCUMENTS YOU HAD TO BRING WITH YOU?

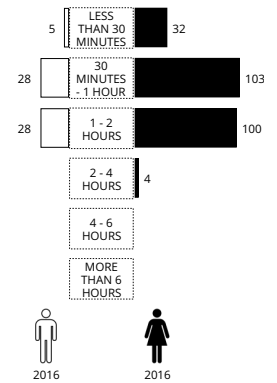


### DID THE PERSON SERVING YOU TELL YOU THEIR NAME OR WEAR A NAME TAG?

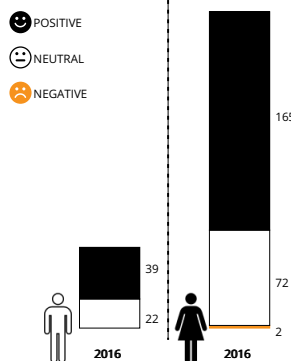
### WHAT WAS THE TOTAL AMOUNT YOU HAD TO PAY FOR TRANSPORT TO THE SERVICE OFFICE?



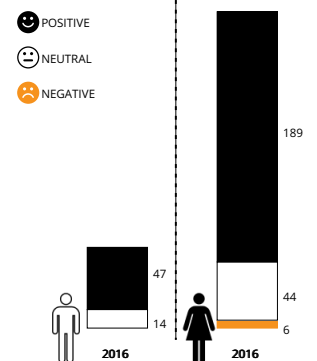
### HOW LONG DID YOU WAIT IN THE QUEUE BEFORE YOU WERE ATTENDED TO?



### WHAT WAS THE STATE OF THE WAITING AREA?

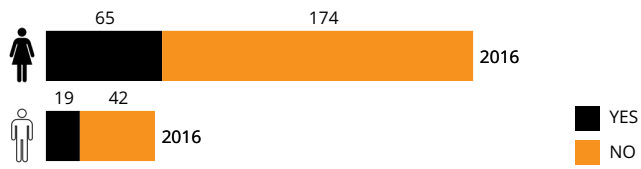


### HOW WELL DID THE STAFF MANAGE QUEUES?

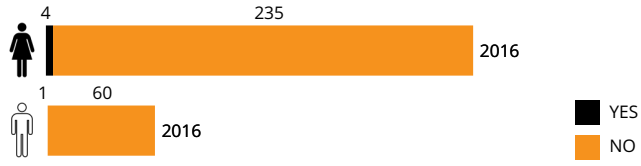


### HOW RESPECTFUL WERE THE STAFF TO YOU?

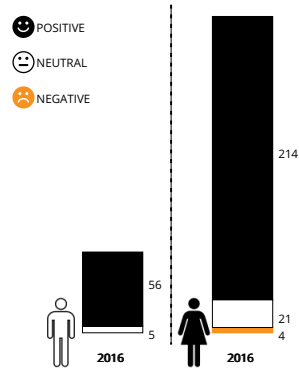
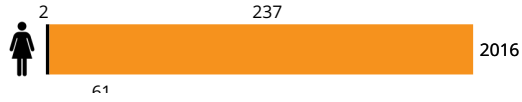
### DO YOU THINK THAT THIS SERVICE OFFICE WILL LEARN FROM THIS SURVEY AND



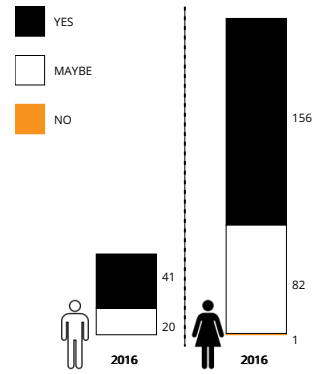
DID ANY OFFICIAL (INCLUDING SECURITY) ASK YOU FOR MONEY OR A FAVOUR IN ORDER TO HELP YOU?



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
PARTICIPANTS:	300
FEMALE:	239
MALE:	61



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Batho Pele Principles

## Sites

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**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

**Hivos**  
people unlimited

MAKING ALL  
VOICES COUNT

A GRAND CHALLENGE  
FOR DEVELOPMENT

DG  
MT



OpenUp