(On the letter head of the organisation)

Date

Dear Colleagues

**Invitation to the Dialogue between the Community Stakeholders & the name of Clinic or SASSA office / Pay Point / Local Government on date & time & venue**

We would like to invite you to a Dialogue to bring together Community Stakeholders and the Management and Staff of .................... (fill in the official name of the government service).

We are reporting back to you on the results and findings of the monitoring we did in ............................ This is part of our Community Based Monitoring work of government services. We are showing how community organisations can help government *`... to institutionalise citizen-based monitoring in the monitoring and performance management of government in order to support ongoing improvements to what, how and why services are delivered to the people’* as stated in government’s Community Based Monitoring framework approved by Cabinet August 2013.

At the Dialogue we plan to

* Present the **results and findings** of the monitoring exercise
* **Discuss** these results & findings
* Agree on a joint **Plan to Improve services where necessary**
* **Commit to a method or way to monitor the implementation** of the Improvement Plan.
* **Constitute a Joint Monitoring Committee of community stakeholders, including the SASSA office / clinic / local government**

This is an opportunity for Community Stakeholders and government services to work in an open and constructive manner to improve service delivery in our community.

The next monitoring exercise will be done ......................... when we will again gather the views of our community members and be able learn how they feel about the services being delivered.

Yours sincerely

**Signature: ..................................... Name: .........................**...................................