

JUNE / JULY 2014

# COMMUNITY MONITORING

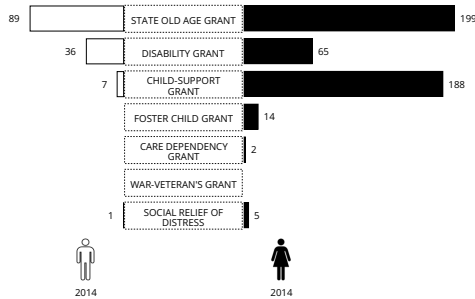
SASSA Paypoint - Citizen

MAKING ALL VOICES COUNT

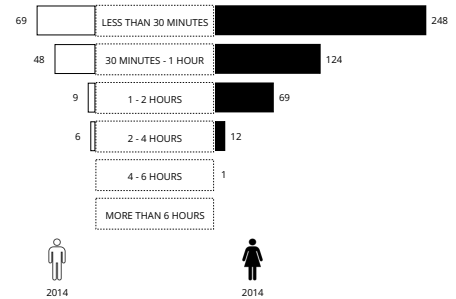
**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

*South Africa*

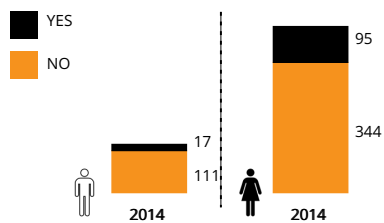
WHAT KIND OF GRANT/S DO YOU RECEIVE - OR ARE YOU APPLYING FOR?



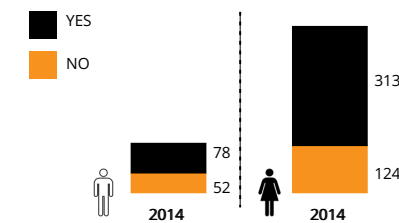
HOW LONG DID YOU WAIT IN THE QUEUE BEFORE YOU WERE ATTENDED TO?



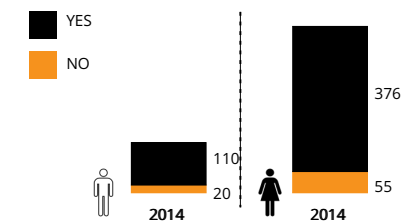
WAS ANY MONEY DEDUCTED FROM YOUR GRANT PAYMENT WITHOUT YOUR CONSENT?



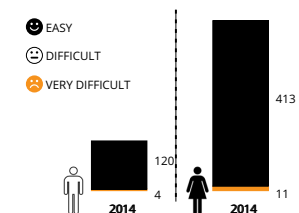
DO YOU KNOW HOW TO MAKE A COMPLAINT AT THIS PAY POINT IF YOU WANT TO?



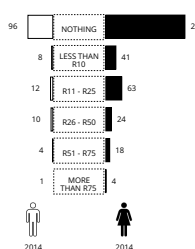
DO YOU THINK THE PAY POINT WILL RESPOND TO A COMPLAINT IF YOU MAKE ONE?



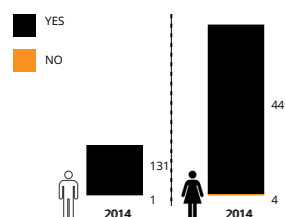
HOW EASY IS IT FOR YOU TO GET THE THE PAY POINT?



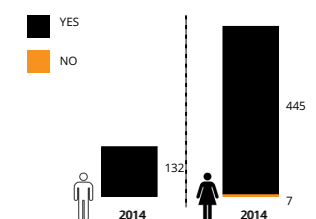
WHAT WAS THE TOTAL AMOUNT YOU HAD TO PAY FOR TRANSPORT TO THE PAY POINT?



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



DID YOU FEEL SAFE AT THE PAY POINT, AND ARE YOU SATISFIED WITH THE SECURITY INSIDE AND OUTSIDE THE PAY POINT?

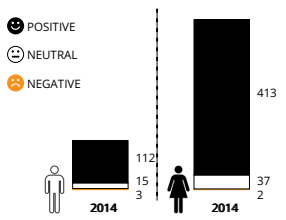
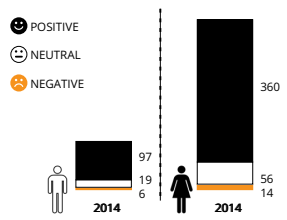
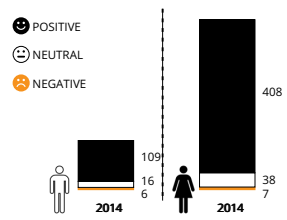
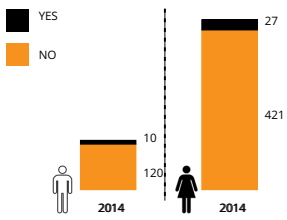


DID ANY STAFF OR SECURITY OFFICER ASK YOU FOR MONEY OR A FAVOUR IN ORDER TO HELP YOU?

WHAT WAS THE STATE OF THE WAITING AREA?

DID THE STAFF MANAGE QUEUES WELL?

DID THE STAFF TREAT YOU RESPECTFULLY?

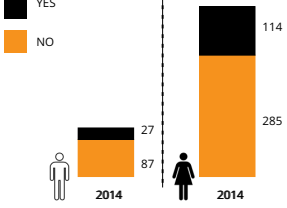
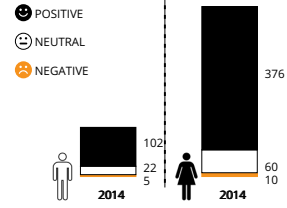


DID THE STAFF WORK HARD TO HELP PEOPLE?

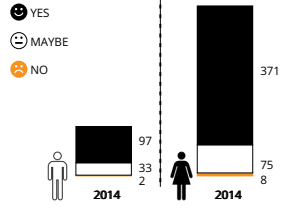
ARE YOU AWARE OF ANY MONEY LENDERS OUTSIDE THIS PAY POINT?

DO YOU THINK THAT THIS PAY POINT WILL LEARN FROM THIS SURVEY AND IMPROVE THEIR SERVICES?

**2014**  
 PARTICIPANTS: 586  
 FEMALE: 454  
 MALE: 132



DO YOU THINK THAT THIS PAY POINT WILL LEARN FROM THIS SURVEY AND IMPROVE THEIR SERVICES?



The SASSA Paypoints presented here are Kai !Garib and Montagu



## Learn about CBM

What is CBM?

CBM Resources

Norms & Standards

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  
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