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OCTOBER / NOVEMBER 2016

# COMMUNITY MONITORING

SASSA Paypoint - Citizen

MAKING ALL  
VOICES COUNT

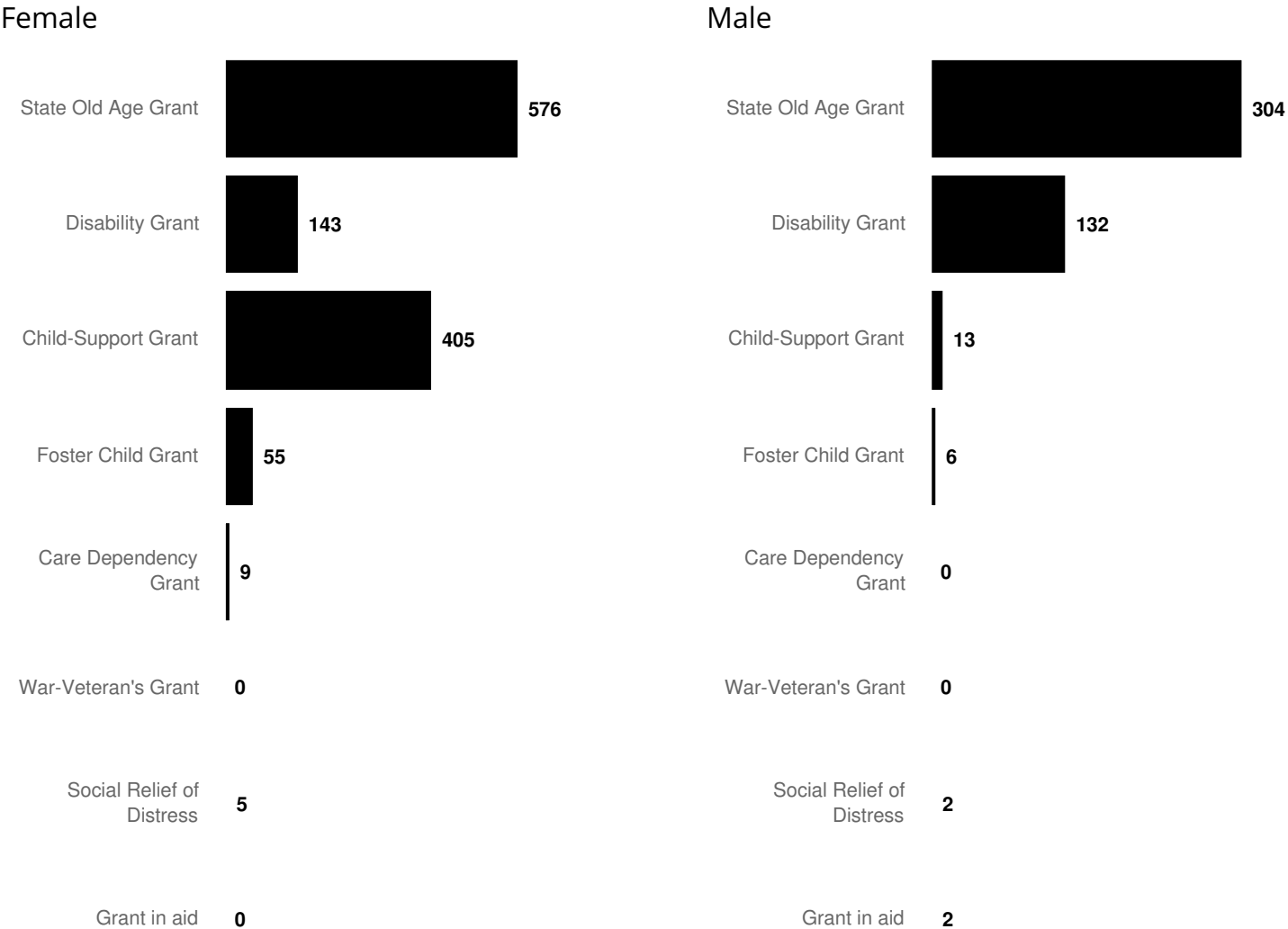
**B L A C K S A S H**  
MAKING HUMAN RIGHTS REAL

South Africa

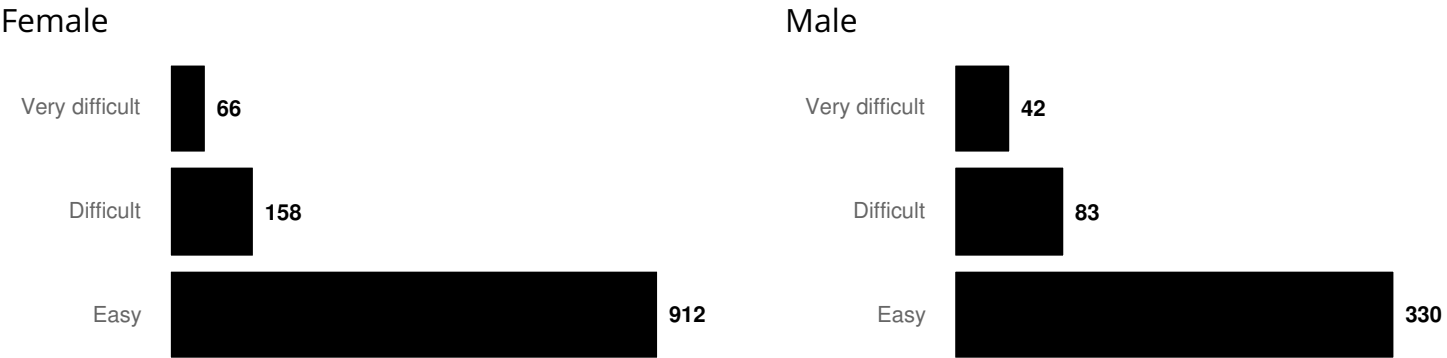
## Feedback of users of SASSA Pay Points

	Participants	Female	Male
SASSA Pay Point: Ceres Diens Sentrum, Bella Vista Community Hall, Alfred Hamlet Community Hall	155	117	38
SASSA Pay Point: Khayelitsha Site C, New Hall	226	170	56
SASSA Pay Point: Limehill Community Hall	36	15	21
SASSA Pay Point: Phatsima Community Centre	269	195	74
SASSA Pay Point: Portlands Indoor Centre	301	208	93
SASSA Pay Point: Steenberg Community Centre	300	210	90
SASSA Pay Point: Stellenbosch Town Hall	304	221	83
<b>South Africa</b>	<b>1591</b>	<b>1136</b>	<b>455</b>

# What kind of grant/s do you receive - or are you applying for?

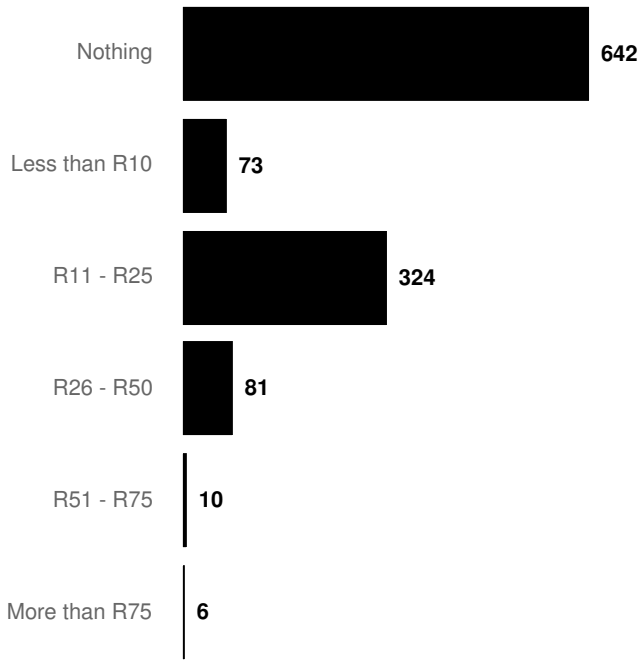


# How easy is it for you to get the the pay point?

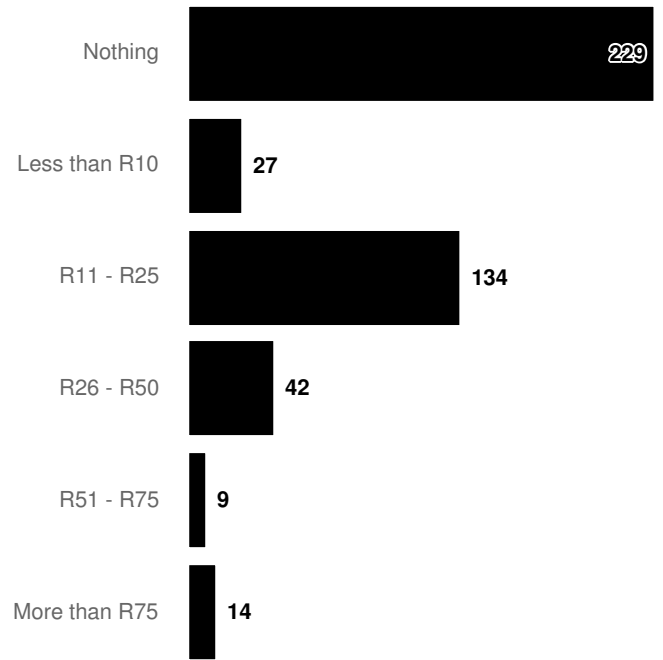


## What was the total amount you had to pay for transport to the pay point?

### Female

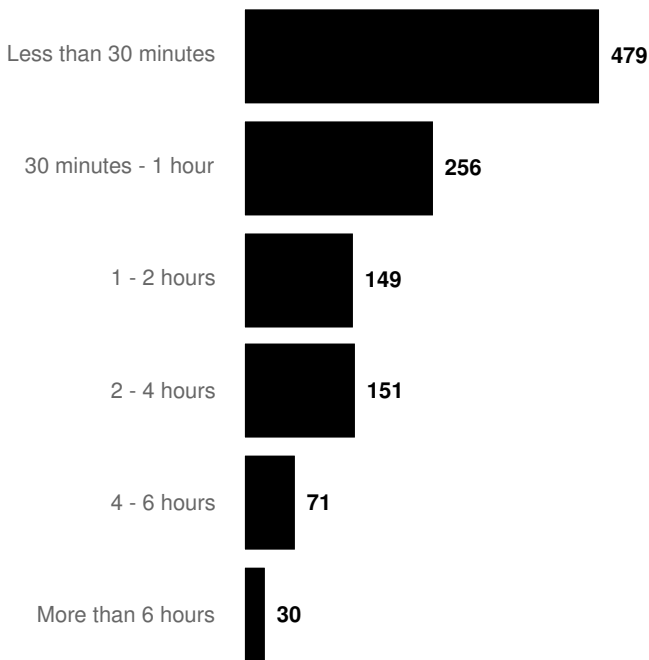


### Male

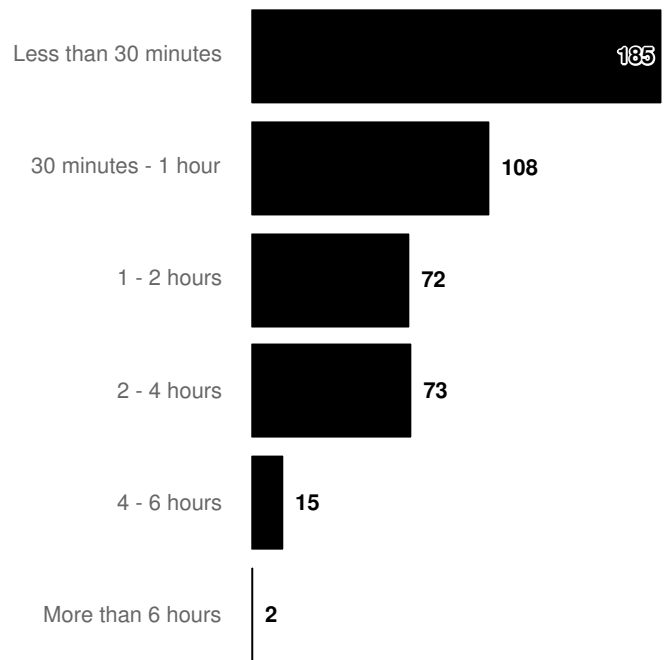


## How long did you wait in the queue before you were attended to?

### Female



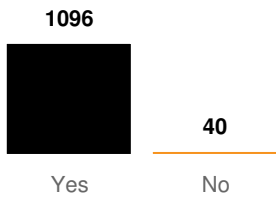
### Male



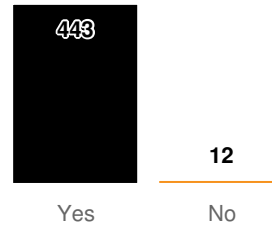
Please answer yes or no to the following questions

Did you know before you came what documents you had to bring with you?

Female

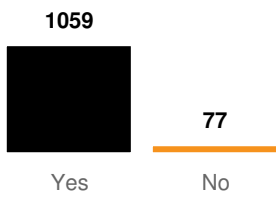


Male

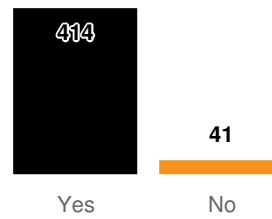


Did you feel safe at the pay point, and are you satisfied with the security inside and outside the pay point?

Female

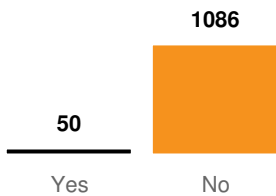


Male

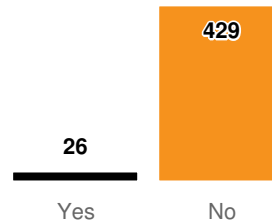


Did any staff or security officer ask you for money or a favour in order to help you?

Female

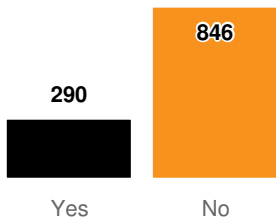


Male

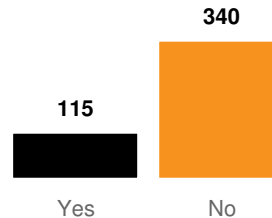


Was any money deducted from your grant payment without your consent?

Female

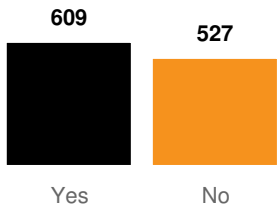


Male

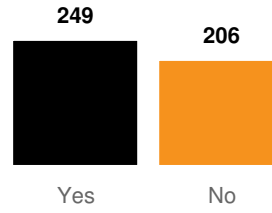


Do you know how to make a complaint at this pay point if you want to?

Female

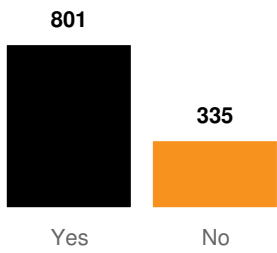


Male

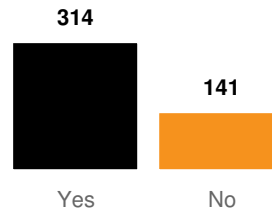


Do you think the pay point will respond to a complaint if you make one?

Female

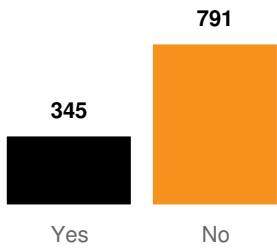


Male

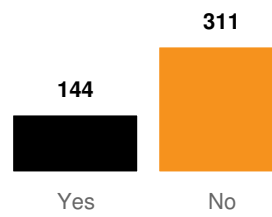


Are you aware of any money lenders outside this pay point?

Female



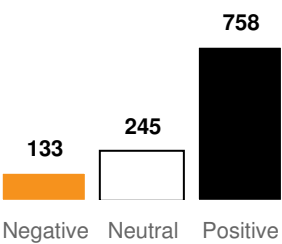
Male



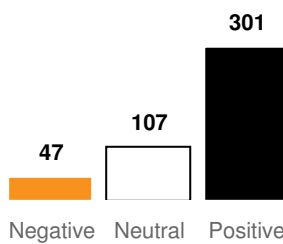
What do you think about the service provided at this pay point? How would you rate the performance of the staff in the following areas?

What was the state of the waiting area?

Female

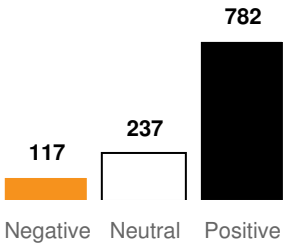


Male

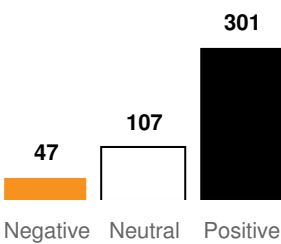


# Is there adequate shelter, seating, toilets, disability access, clean water and cups, good ventilation?

Female

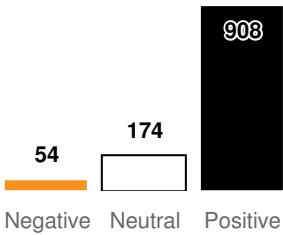


Male

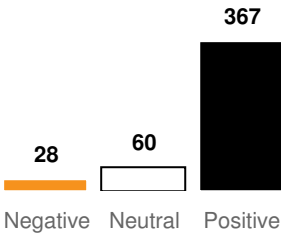


# Did the staff manage queues well?

Female

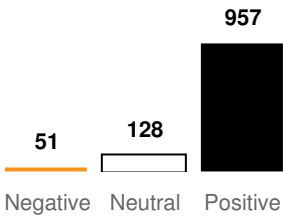


Male

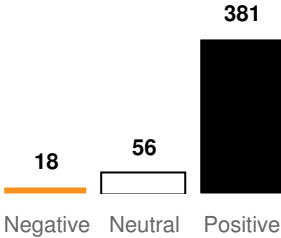


# Did the staff treat you respectfully?

Female

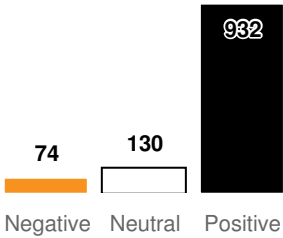


Male

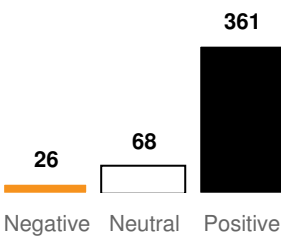


# Did the staff work hard to help people?

Female

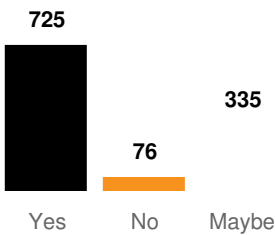


Male

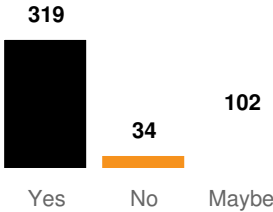


Do you think that this pay point will learn from this survey and improve their services?

Female



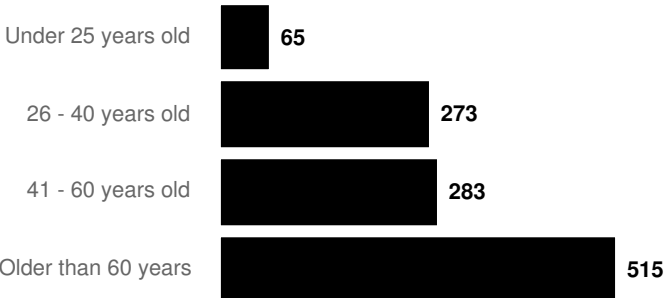
Male



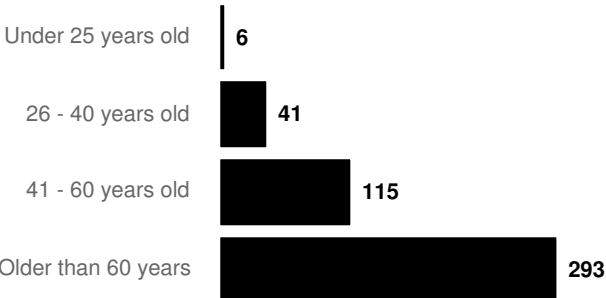
## Some questions about you

How old are you?

Female



Male



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