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MAY / NOVEMBER 2018

# COMMUNITY MONITORING

## SASSA / SAPO Card Swap

Eastern Cape

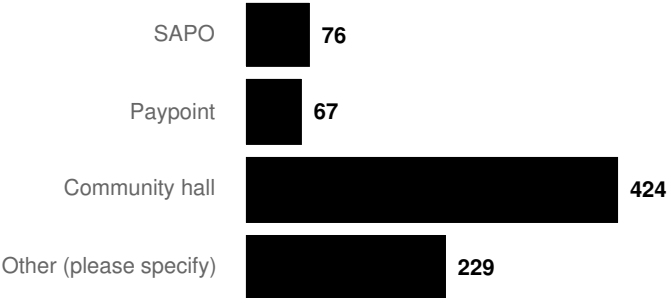
**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

The SASSA / SAPO Card Swap Transition Monitoring Survey is administered to social

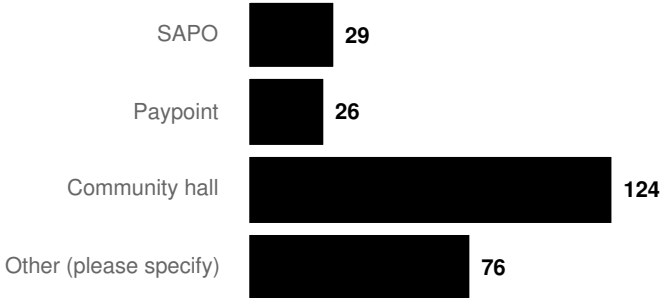
	Participants	Female	Male
Cathcart	280	214	66
Humansdorp	0	0	0
Nelson Mandela Bay	258	198	60
Port St Johns	237	176	61
Uitenhage	276	208	68
<b>Eastern Cape</b>	<b>1051</b>	<b>796</b>	<b>255</b>

# Facility type

## Female



## Male



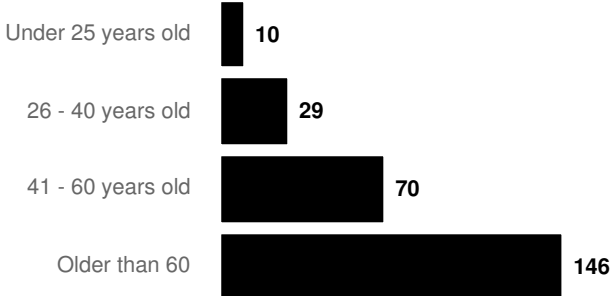
# Group

## Age

### Female

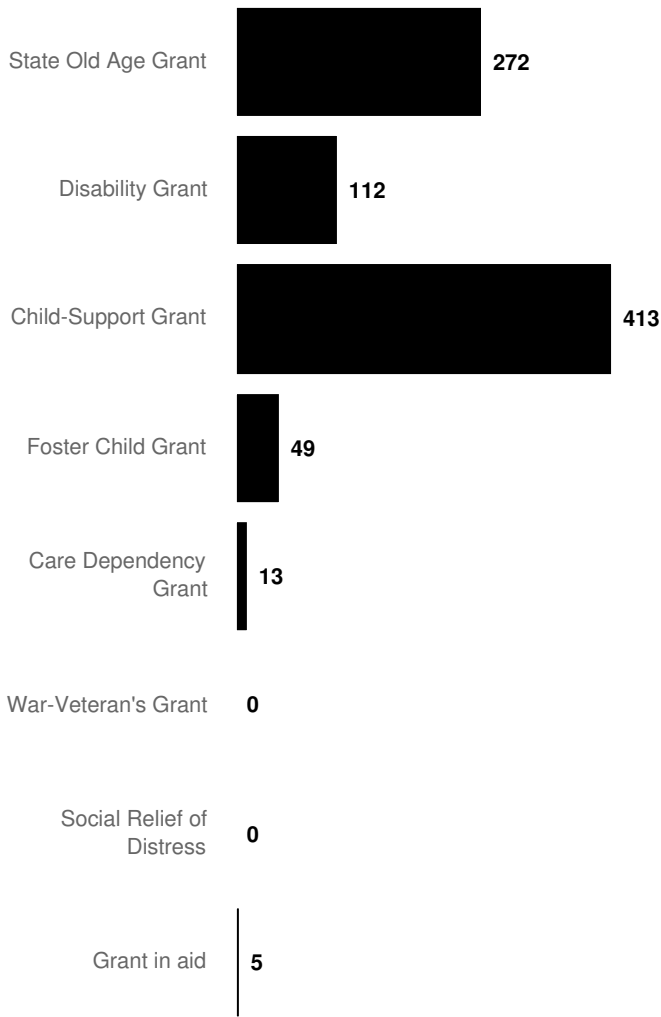


### Male

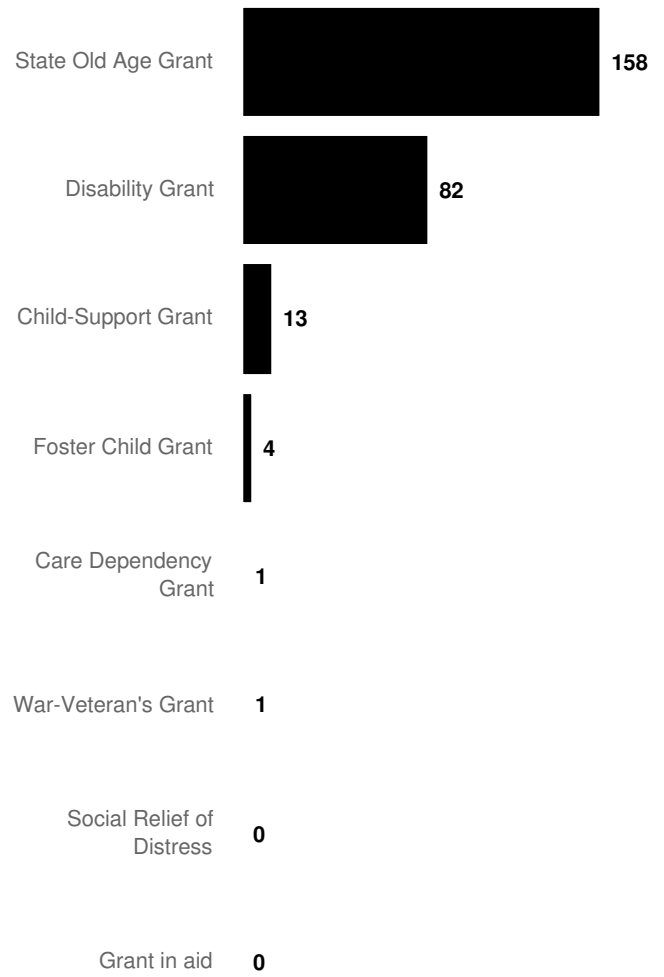


# What kind of grant/s do you receive - or are you applying for? (Select all those that apply)

## Female

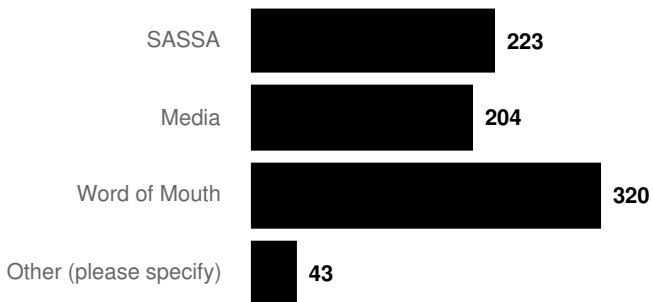


## Male

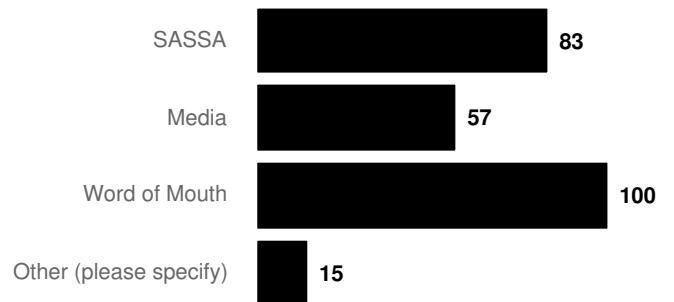


# How did you know that you had to do a card swap?

## Female

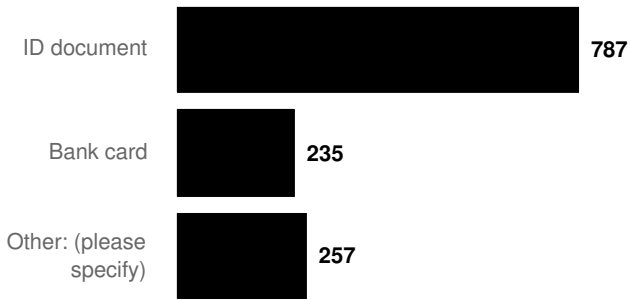


## Male

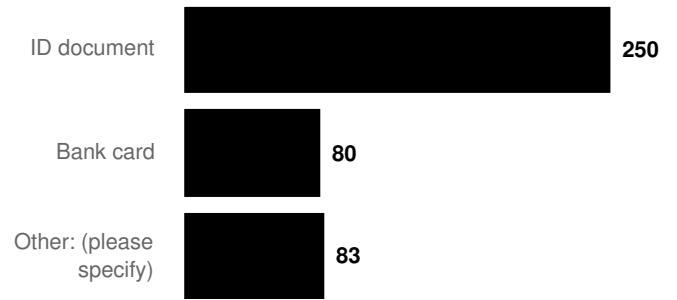


## Which documents were you told to bring with?

Female

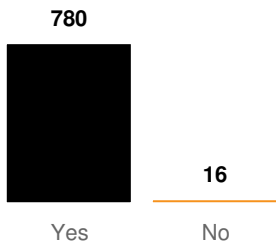


Male

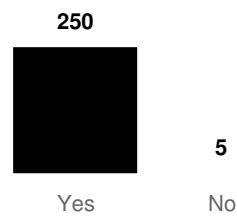


## Was your card swop successful?

Female

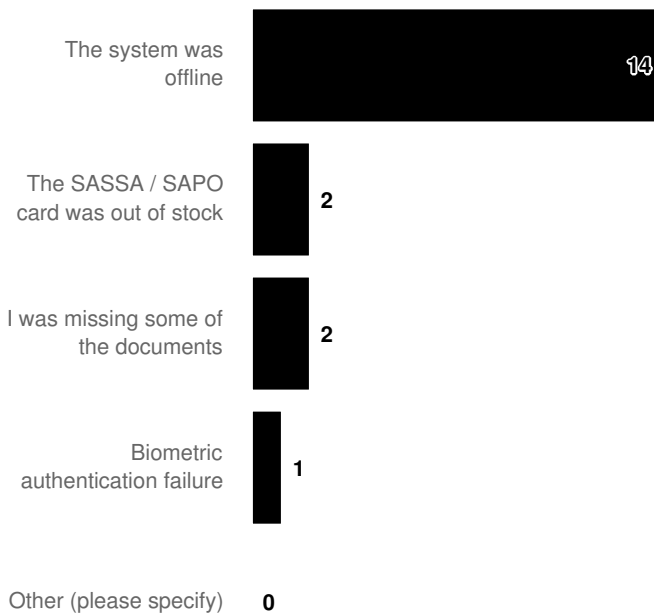


Male

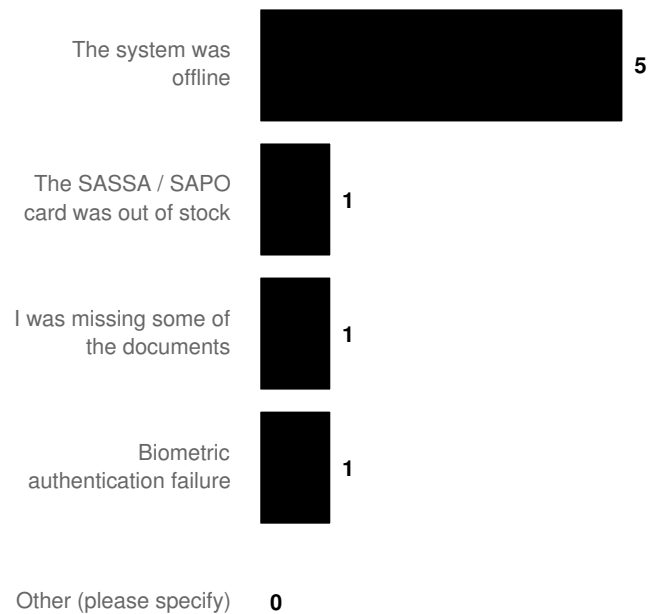


## Why did you need to come back? (Select all those that apply)

Female



Male



# How many times have you come to this office for the same issue - because it was not resolved the first time?

## Female



## Male

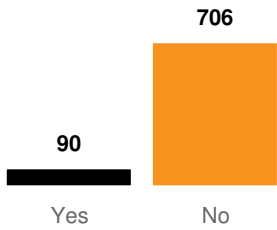


## Group

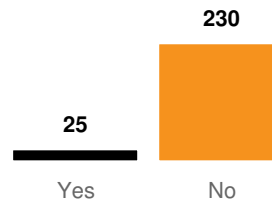
Note: SAPO Bank Account - Did you receive all of the following documents?

### Description of bank account?

#### Female

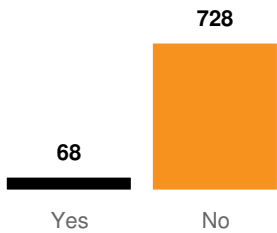


#### Male

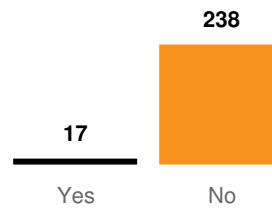


### Rates and fees?

#### Female

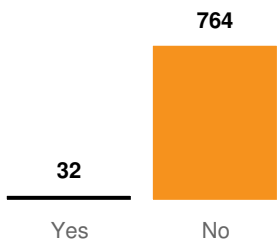


#### Male

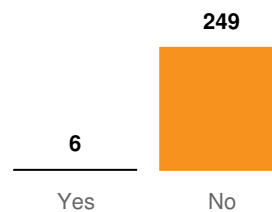


### Terms and conditions?

#### Female

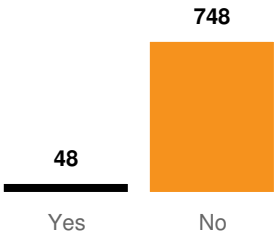


#### Male

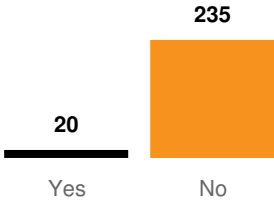


# Were the documents explained in a way you could understand?

Female

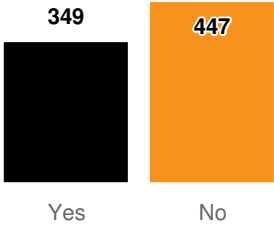


Male

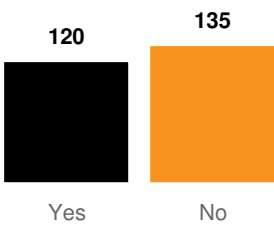


# Did you set your new card up with a fingerprint?

Female

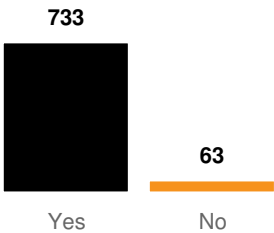


Male

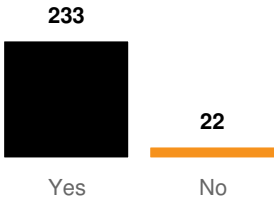


# Did you set your new card up with a pin?

Female

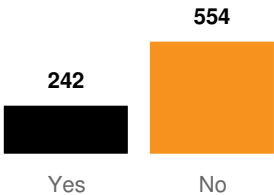


Male

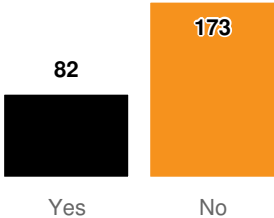


# Are you aware of the complaints procedure?

Female

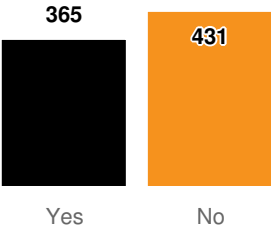


Male

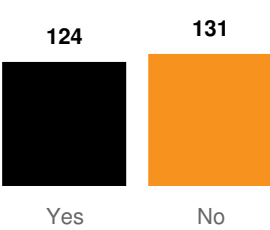


# Did you know that if you use your card at a commercial ATM you will pay bank charges?

Female

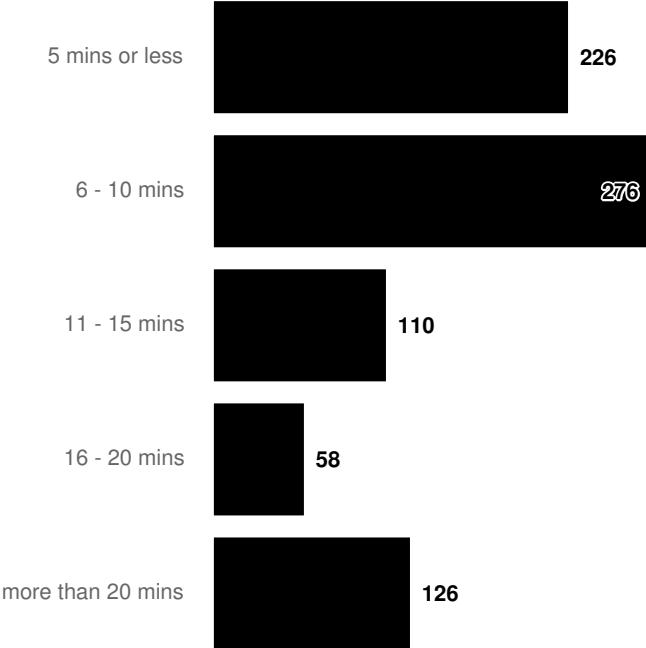


Male

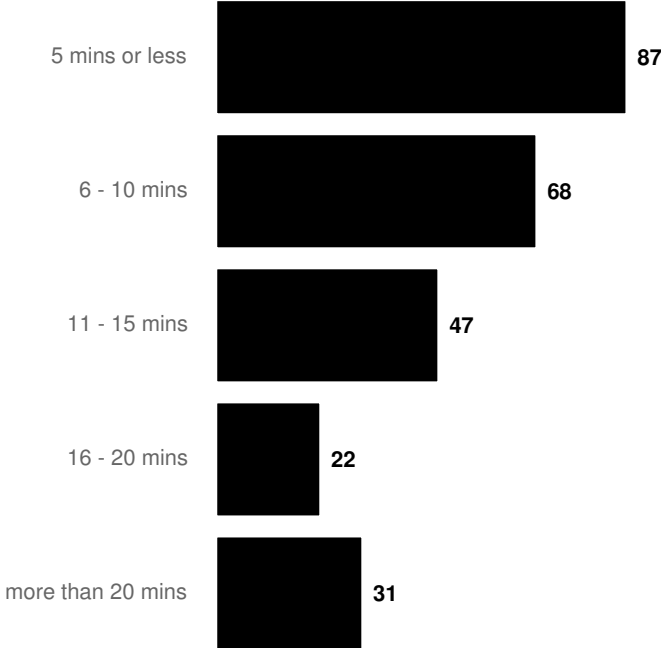


# Excluding queue time, how long did it take for the process to be completed once you were at the counter?

Female

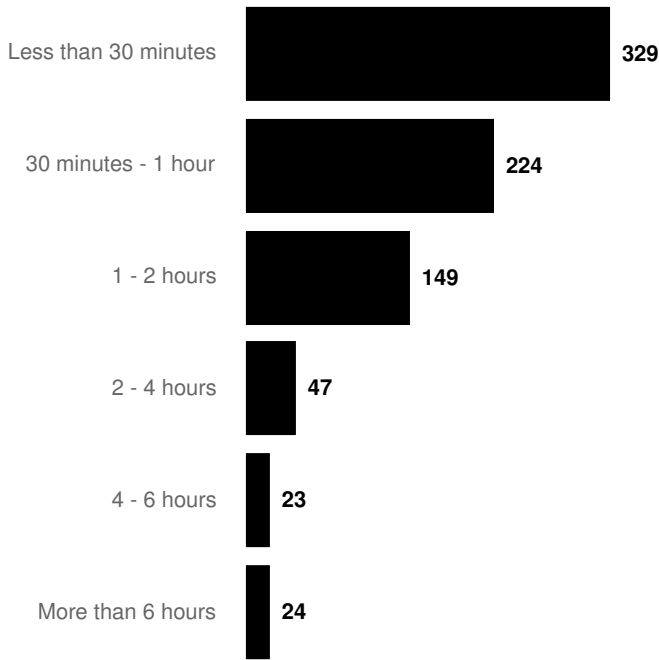


Male

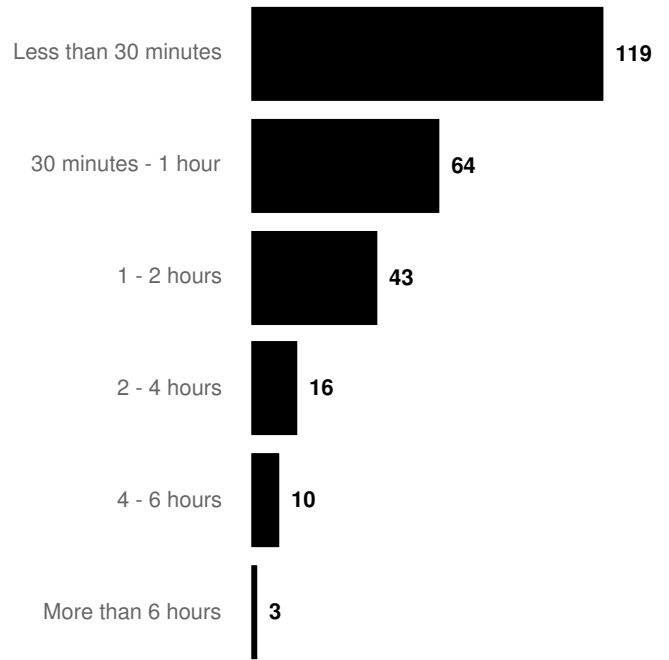


## How long did you stand in queue for?

### Female

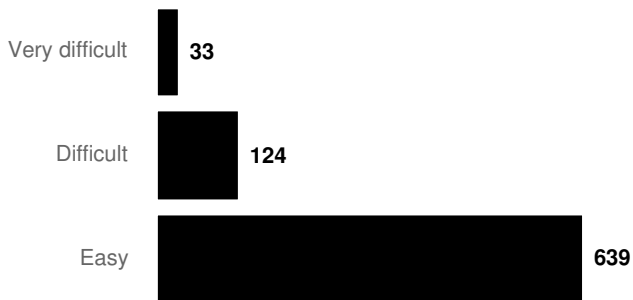


### Male

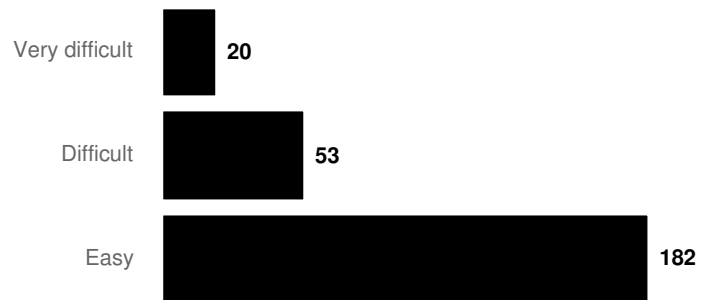


## How easy is it for you to get to this facility?

### Female

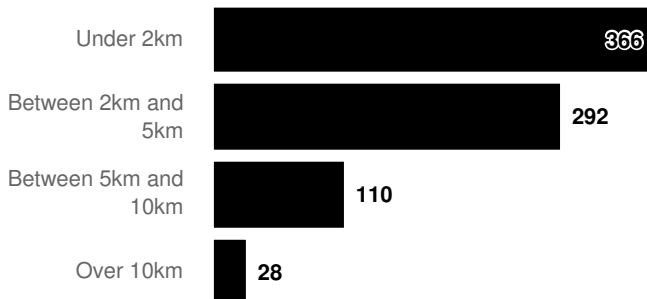


### Male

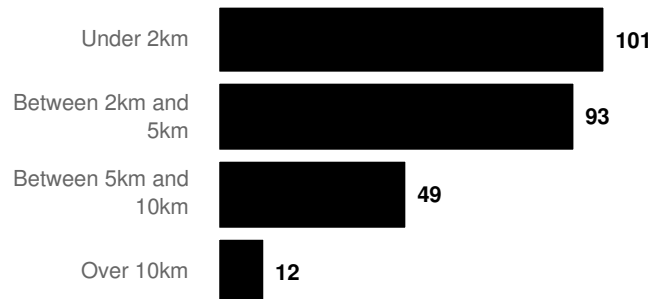


## How far do you have to travel to get to this facility?

### Female



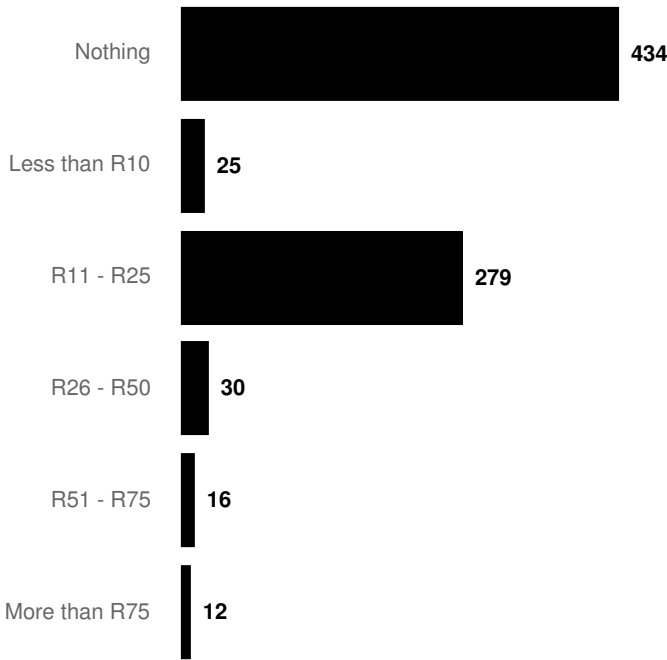
### Male



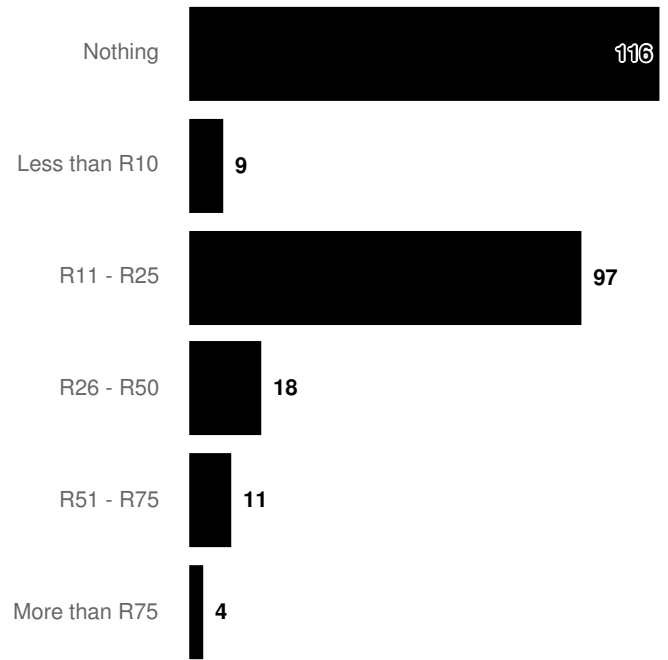


# What was the total amount you had to pay for the transport to get to this facility?

Female



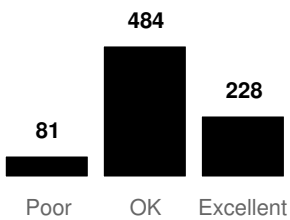
Male



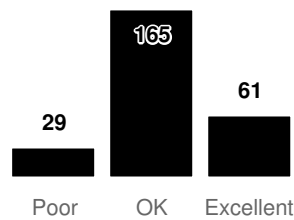
# What do you think about the service provided at this facility?

## What was the state of the waiting area?

Female

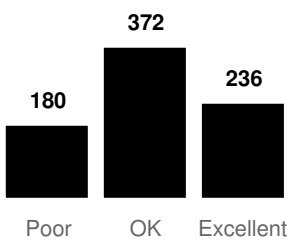


Male

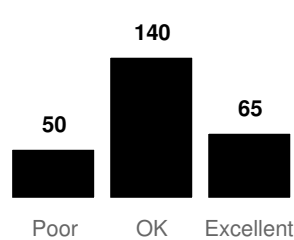


## Is there adequate shelter, seating, toilets, disability access, clean water and cups, good ventilation?

Female

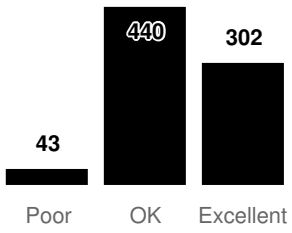


Male

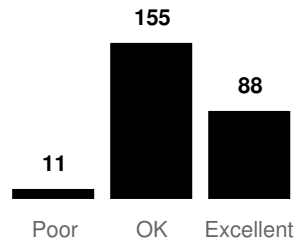


## Were queues managed well?

Female

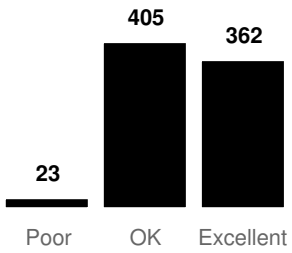


Male

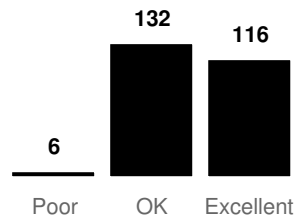


## Were you treated respectfully?

Female

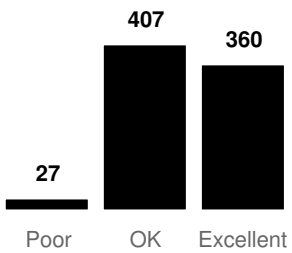


Male

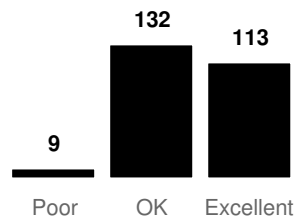


## Did the staff work hard to help people?

Female

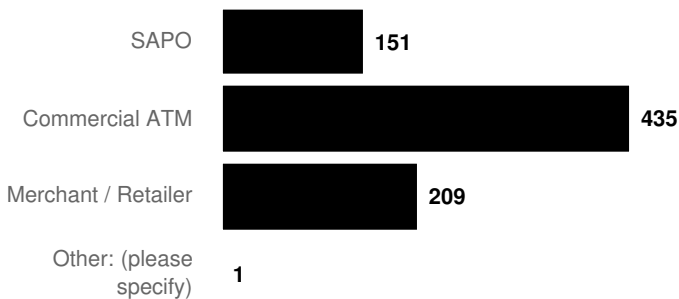


Male



## Do you know where to receive your next payout?

Female



Male



Please indicate if you would be happy for us to potentially follow-up within in the upcoming months

Female



Male



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*Note:* If you are happy to continue and be part of this research, please provide your consent by giving us some of your details

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