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MAY / NOVEMBER 2018

# COMMUNITY MONITORING

## SASSA / SAPO Card Swap

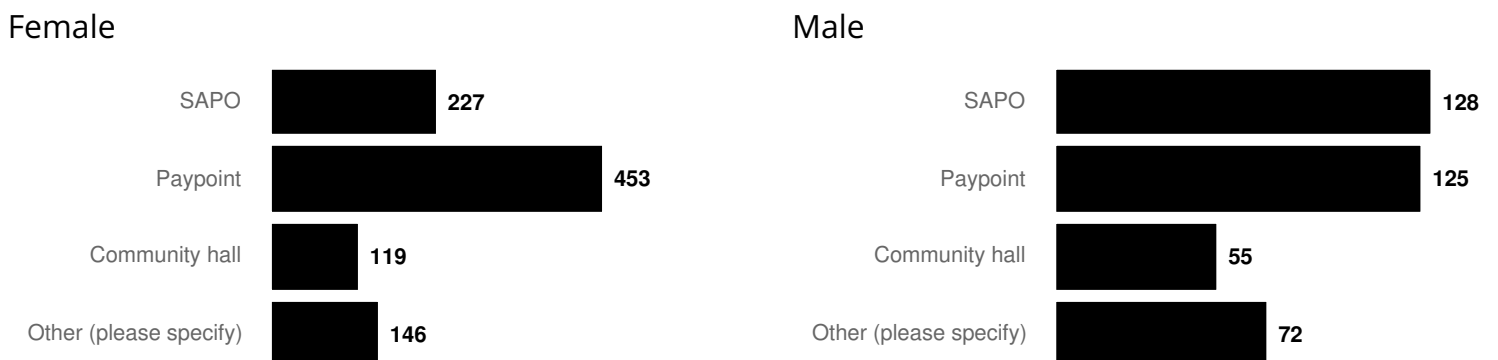
**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

Gauteng

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

|                      | Participants | Female     | Male       |
|----------------------|--------------|------------|------------|
| JHB Metro            | 850          | 640        | 210        |
| Johannesburg Central | 6            | 5          | 1          |
| Khutsong             | 268          | 169        | 99         |
| Themba, Hammanskraal | 201          | 131        | 70         |
| <b>Gauteng</b>       | <b>1325</b>  | <b>945</b> | <b>380</b> |

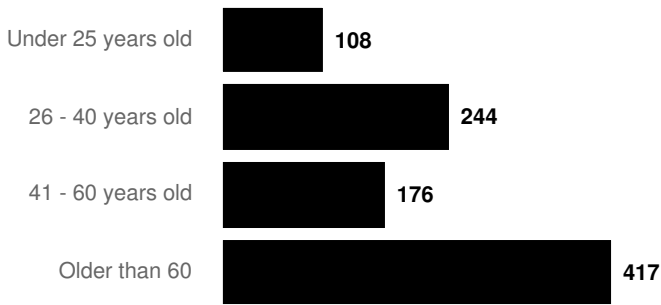
### Facility type



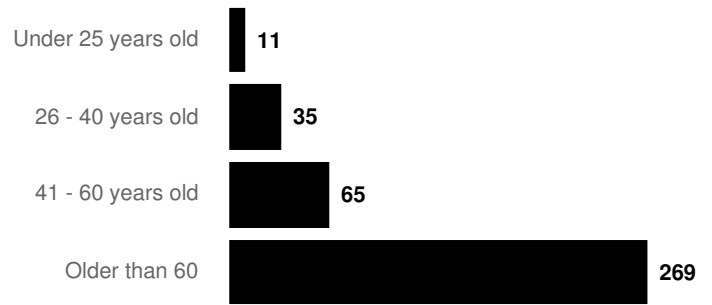
# Group

## Age

### Female

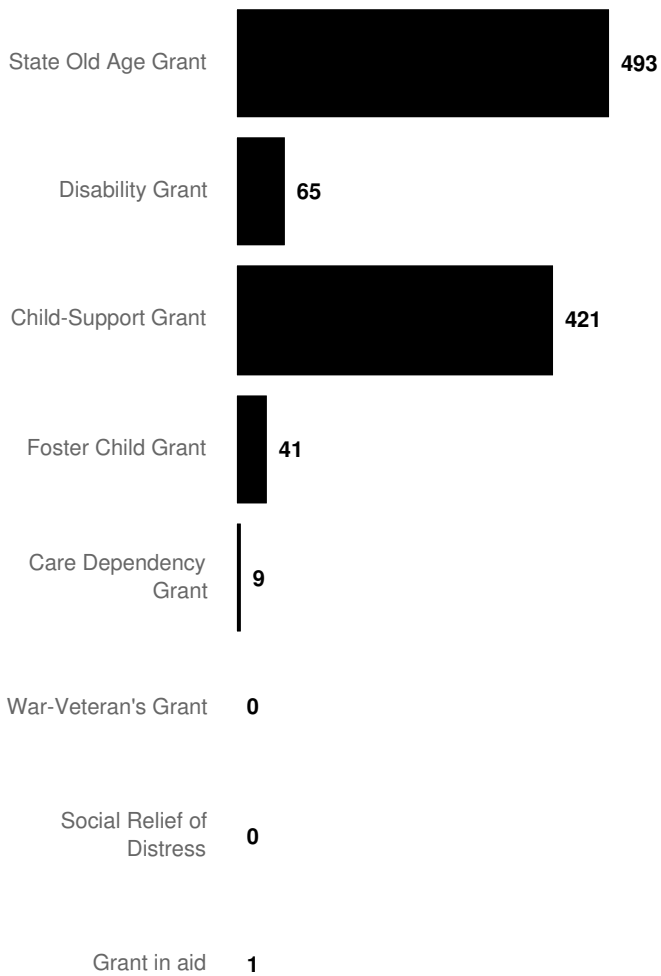


### Male

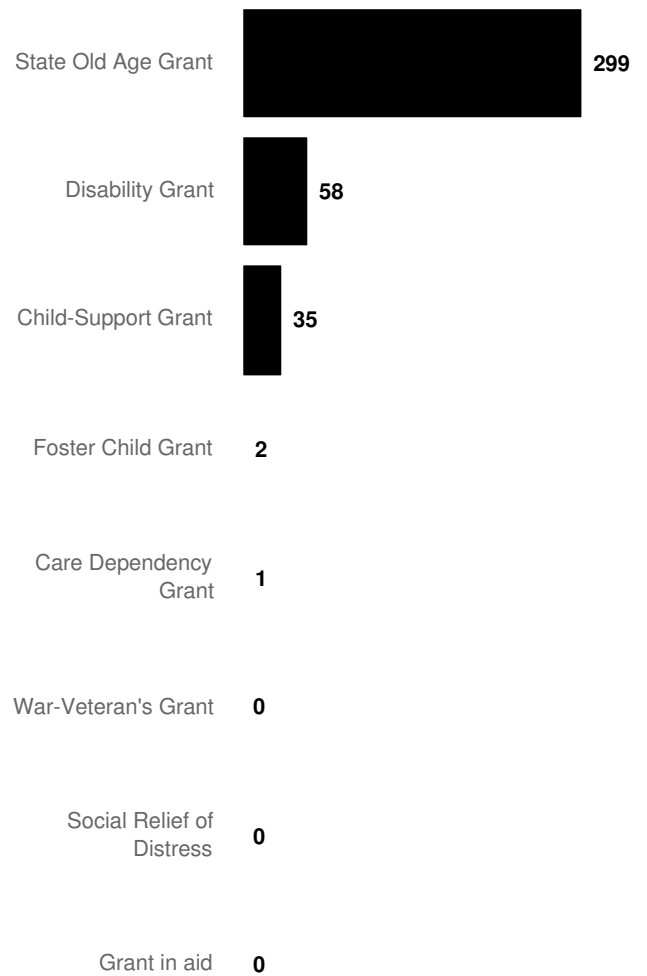


## What kind of grant/s do you receive - or are you applying for? (Select all those that apply)

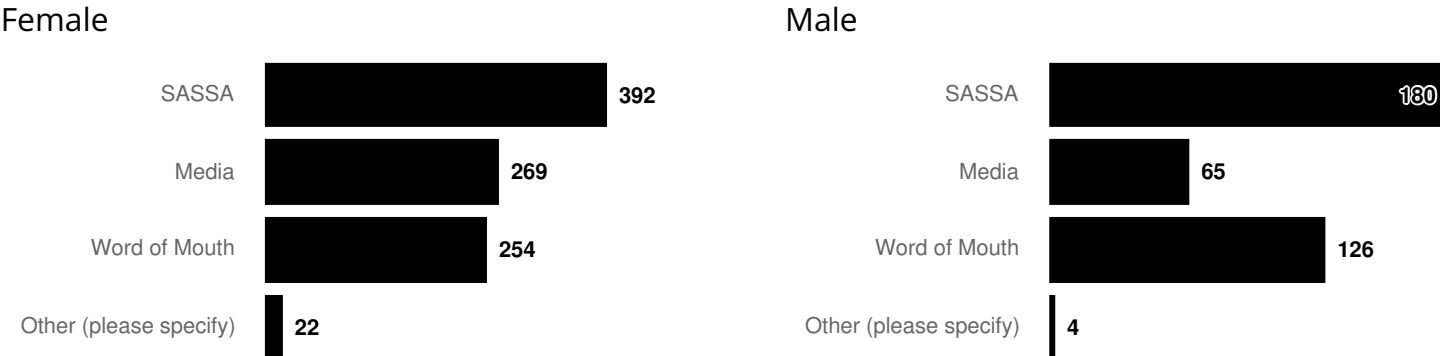
### Female



### Male



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



# Which documents were you told to bring with?

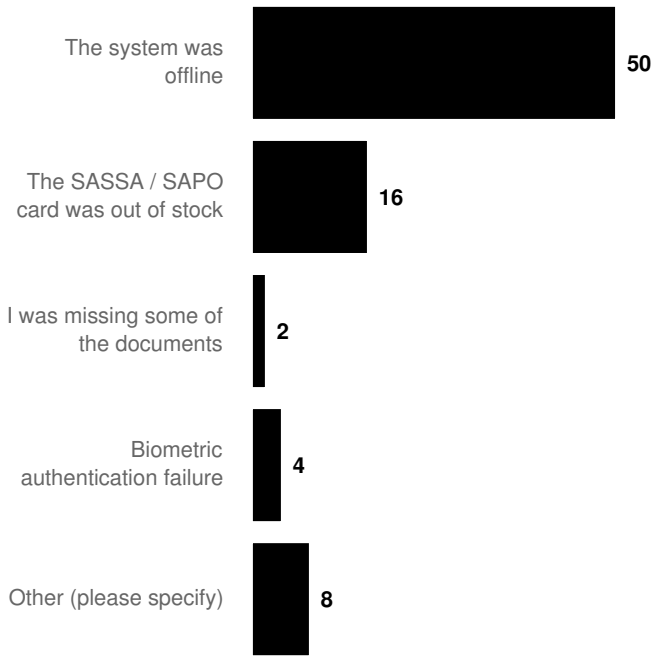


# Was your card swop successful?



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

Female



Male

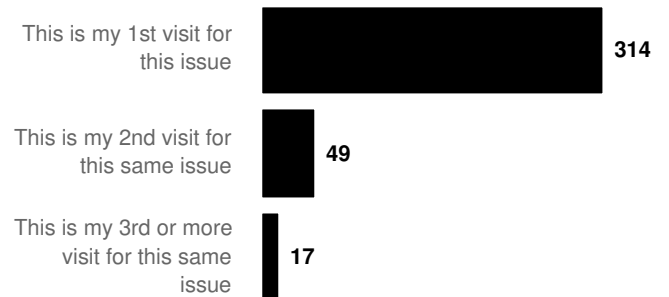


## How many times have you come to this office for the same issue - because it was not resolved the first time?

Female



Male

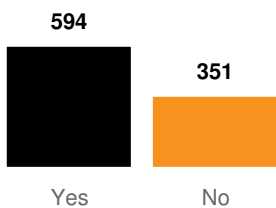


## Group

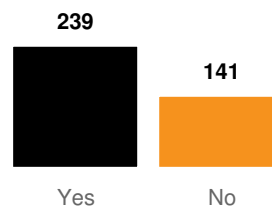
Note: SAPO Bank Account - Did you receive all of the following documents?

### Description of bank account?

Female

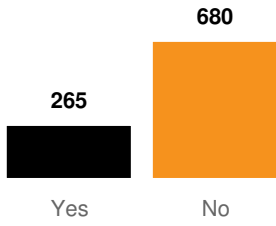


Male

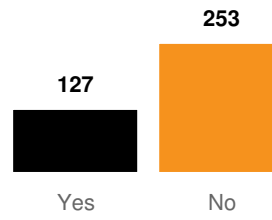


## Rates and fees?

Female

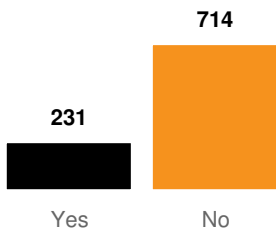


Male

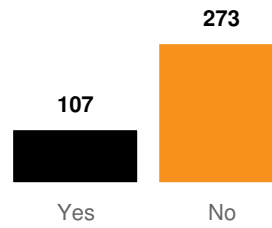


## Terms and conditions?

Female

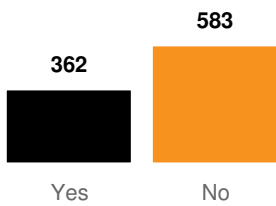


Male

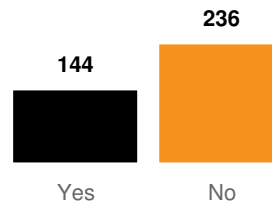


## Were the documents explained in a way you could understand?

Female

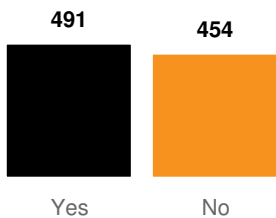


Male

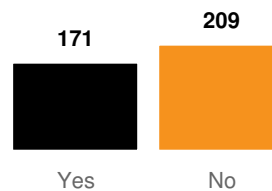


## Did you set your new card up with a fingerprint?

Female

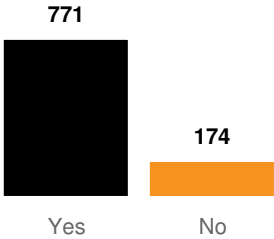


Male

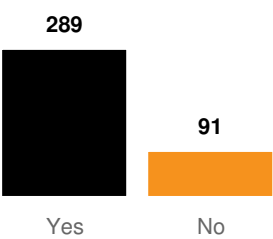


# Did you set your new card up with a pin?

Female



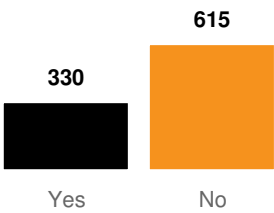
Male



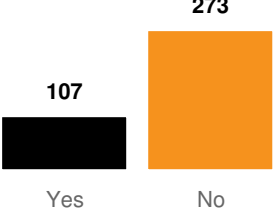
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# Are you aware of the complaints procedure?

Female



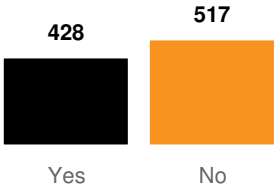
Male



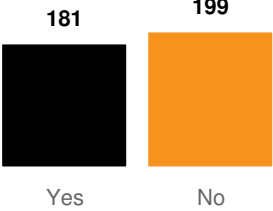
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# Did you know that if you use your card at a commercial ATM you will pay bank charges?

Female

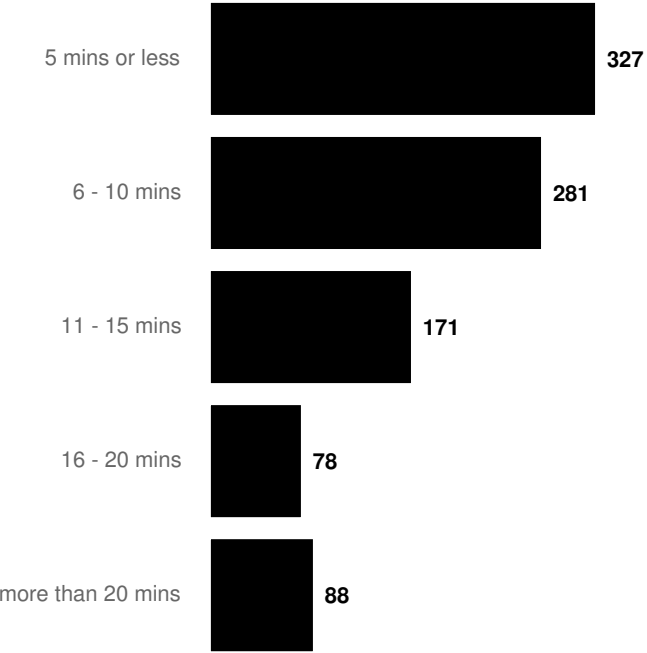


Male

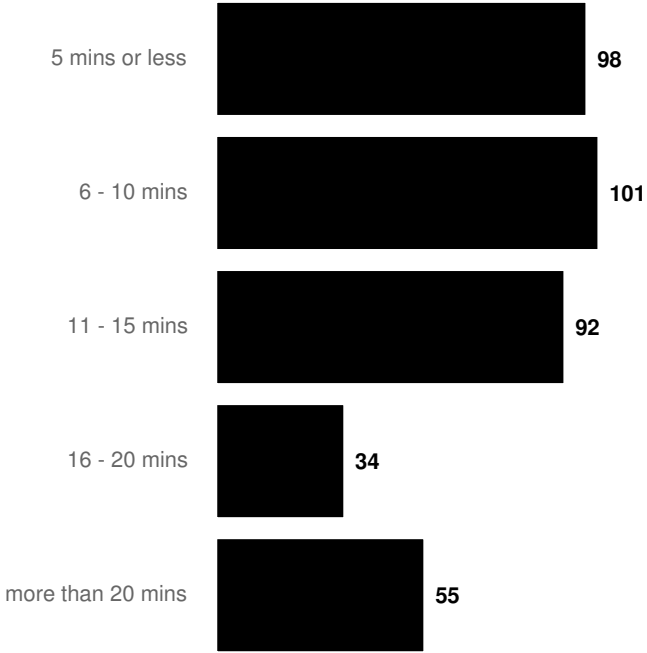


# Excluding queue time, how long did it take for the process to be completed once you were at the counter?

## Female

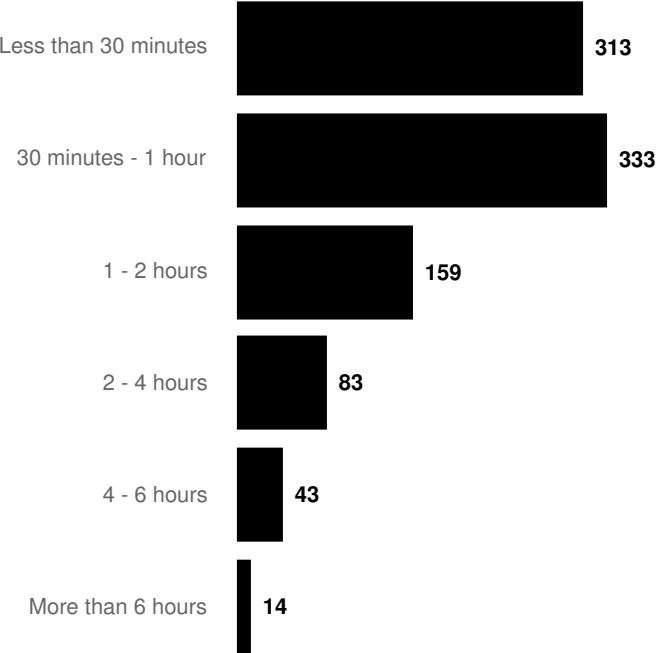


## Male

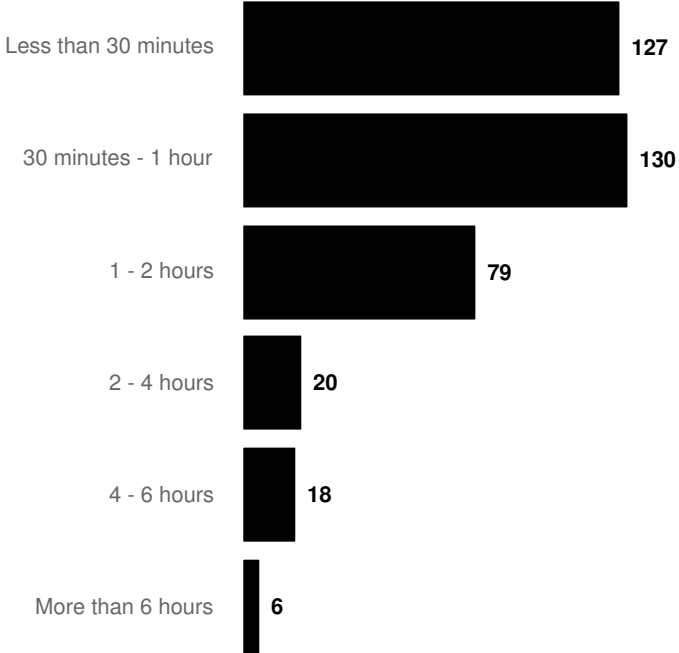


# How long did you stand in queue for?

## Female

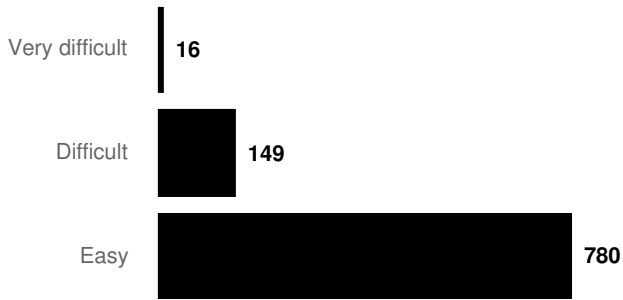


## Male

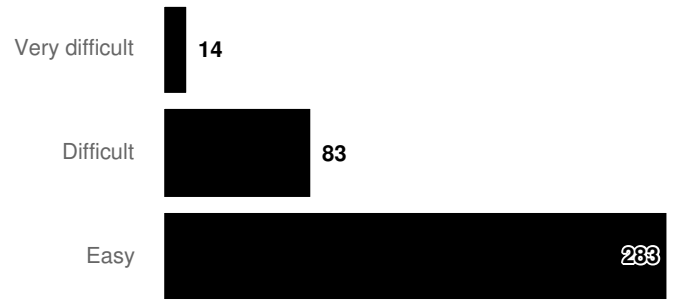


## How easy is it for you to get to this facility?

Female

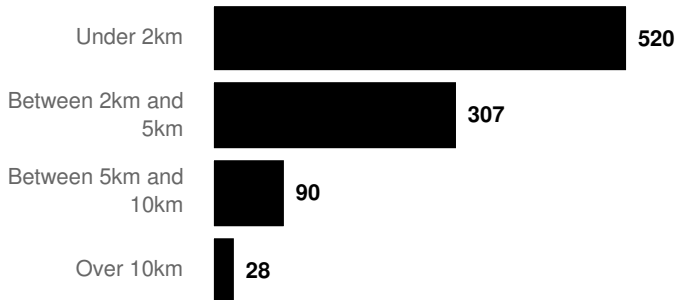


Male

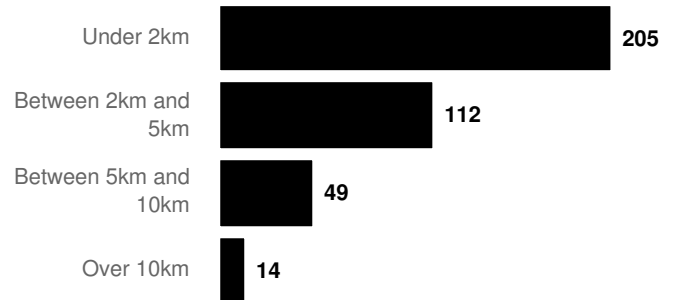


## How far do you have to travel to get to this facility?

Female

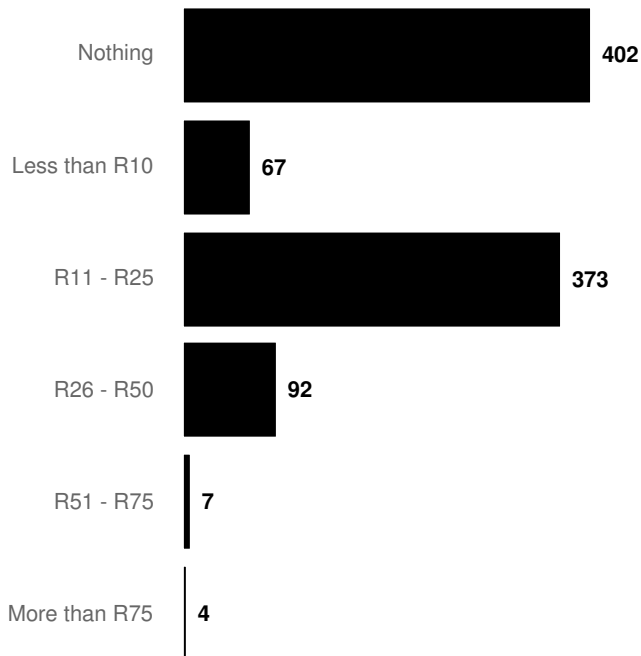


Male



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

Female



Male

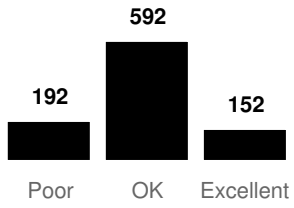


## What do you think about the service provided at this facility?

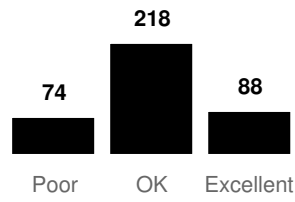


## What was the state of the waiting area?

Female

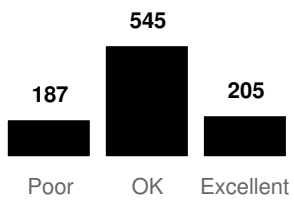


Male

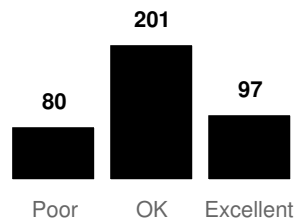


## Is there adequate shelter, seating, toilets, disability access, clean water and cups, good ventilation?

Female

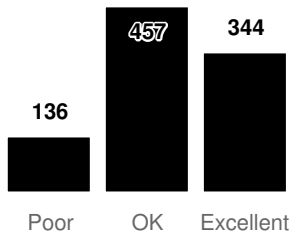


Male

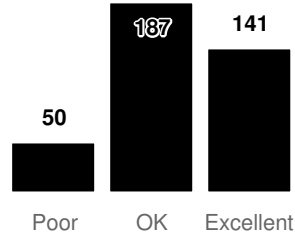


## Were queues managed well?

Female

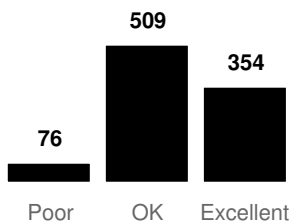


Male

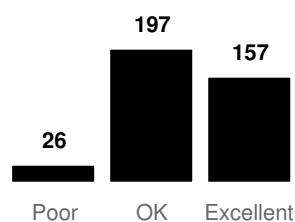


## Were you treated respectfully?

Female

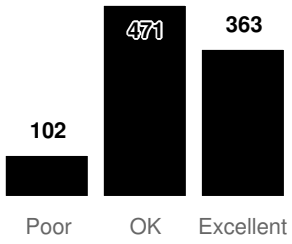


Male

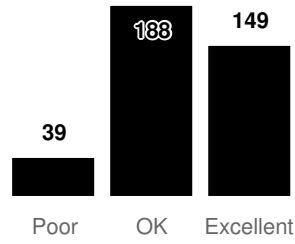


## Did the staff work hard to help people?

Female

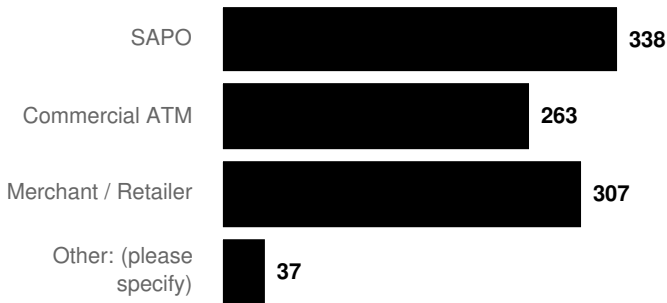


Male

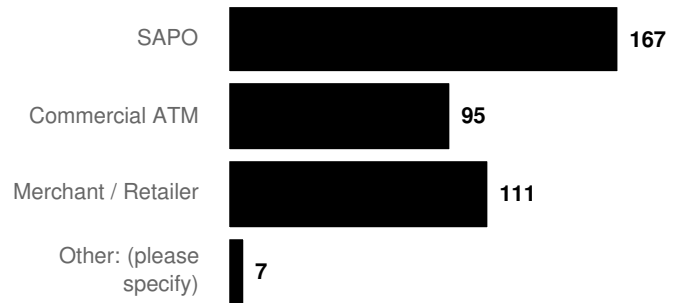


## Do you know where to receive your next payout?

Female



Male

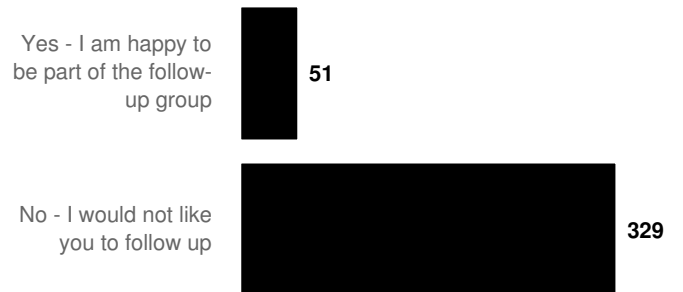


## Please indicate if you would be happy for us to potentially follow-up within in the upcoming months

Female



Male



*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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