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MAY / NOVEMBER 2018

COMMUNITY MONITORING

SASSA / SAPO Card Swap

BLACK SASH
MAKING HUMAN RIGHTS REAL

North-West

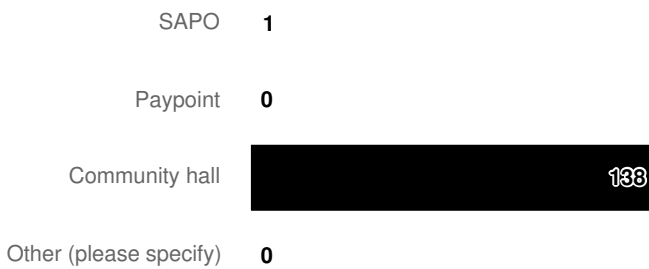
The SASSA / SAPO Card Swap Transition Monitoring Survey is administered to social

	Participants	Female	Male
Phatsima	194	139	55
North-West	194	139	55

Facility type

Female

Male



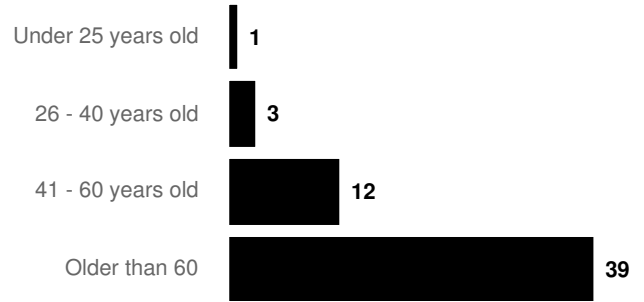
Group

Age

Female

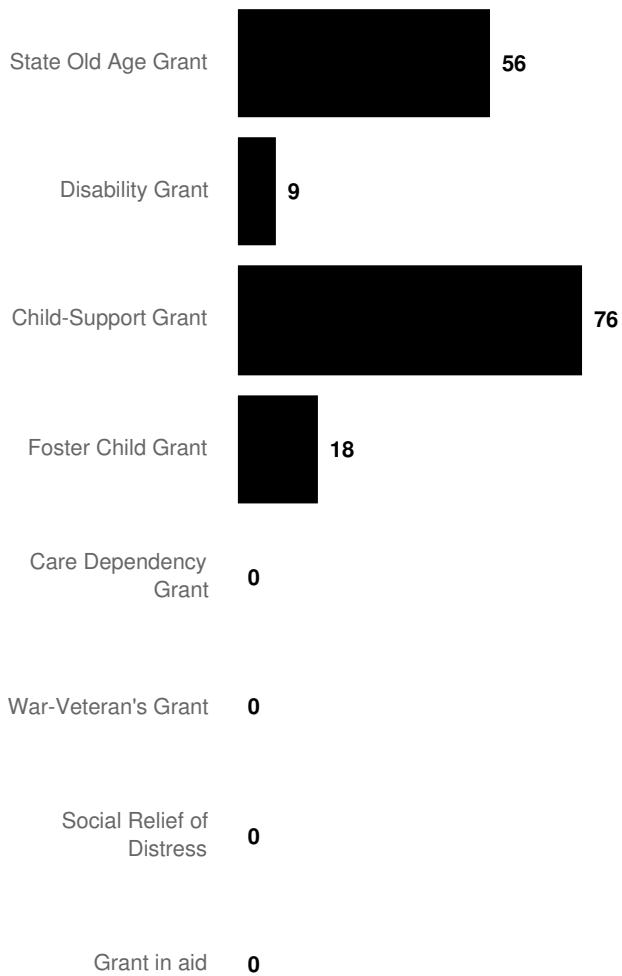


Male



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

Female

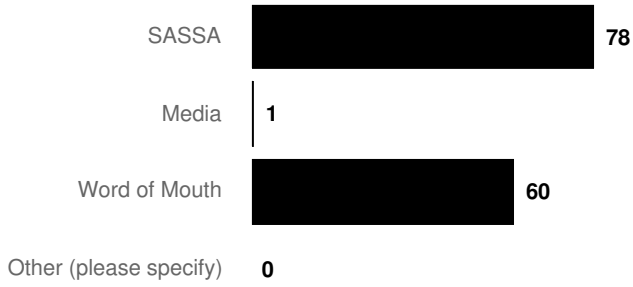


Male



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

Female



Male



Which documents were you told to bring with?

Female

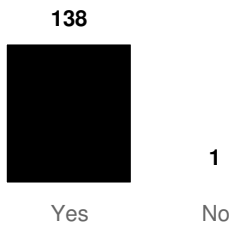


Male

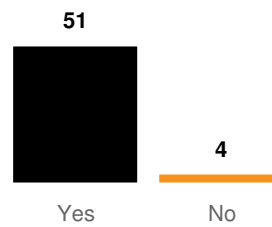


Was your card swop successful?

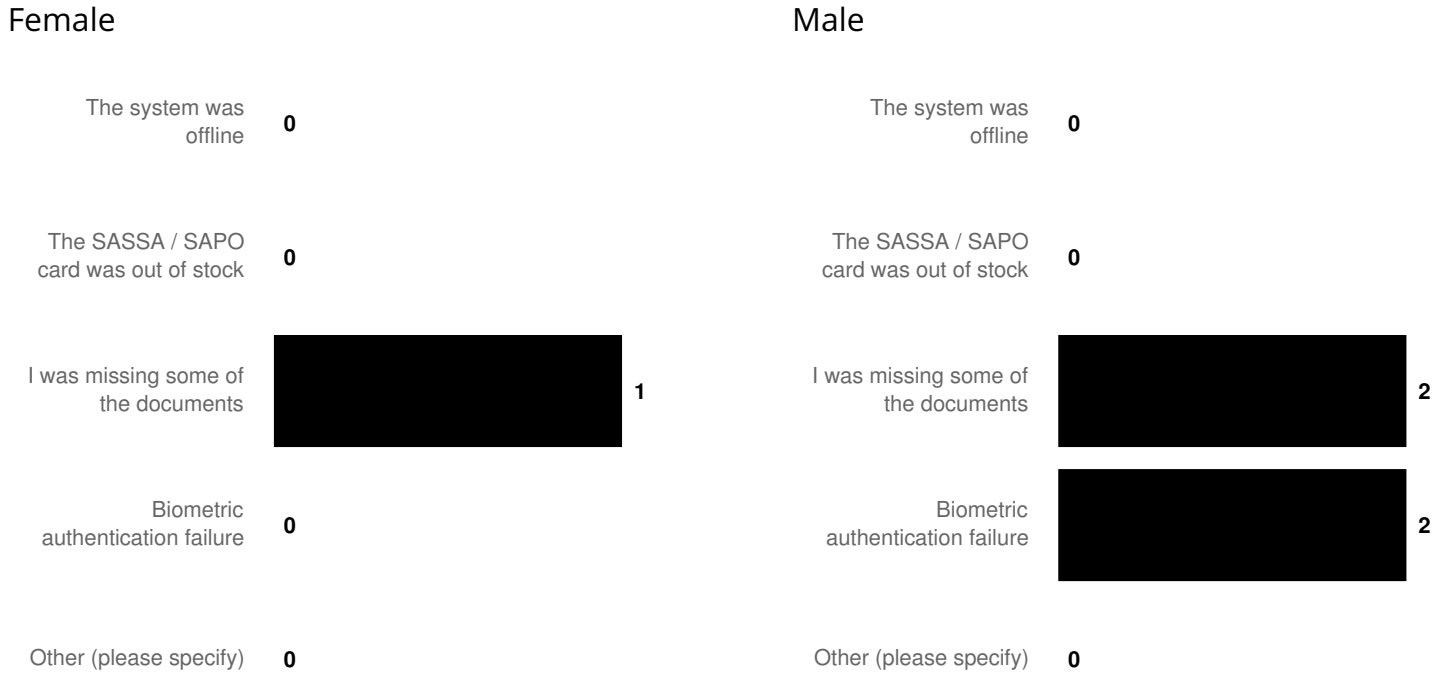
Female



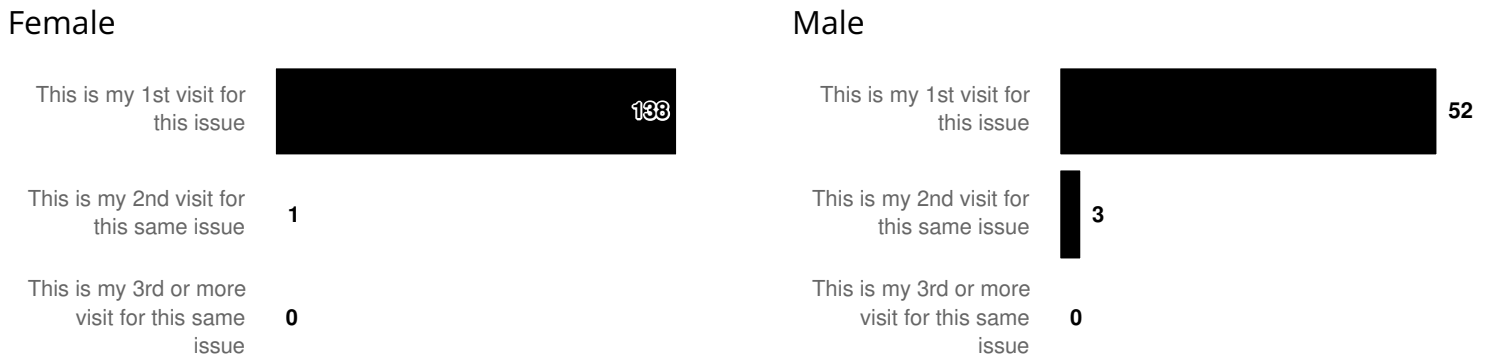
Male



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



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



Group

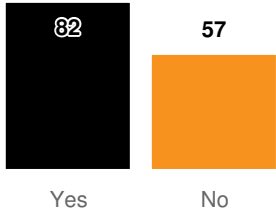
Note: SAPO Bank Account - Did you receive all of the following documents?

Description of bank account?

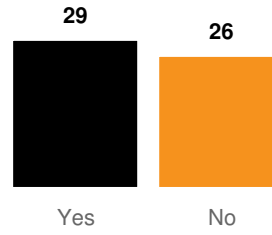


Rates and fees?

Female

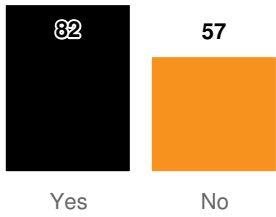


Male

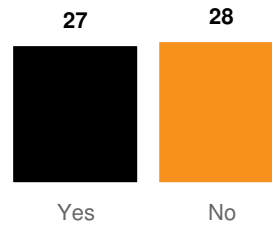


Terms and conditions?

Female

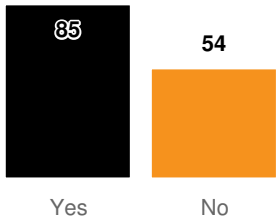


Male

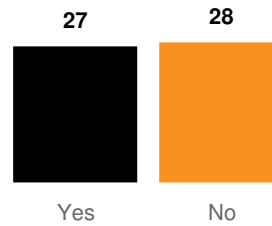


Were the documents explained in a way you could understand?

Female

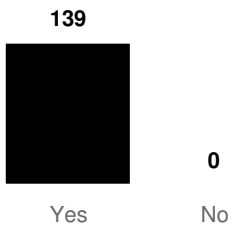


Male

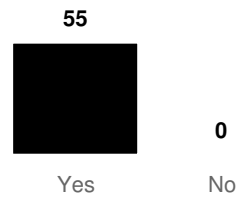


Did you set your new card up with a fingerprint?

Female

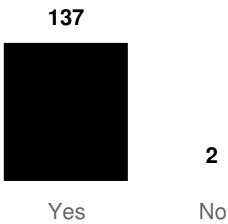


Male

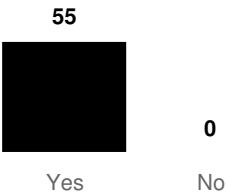


Did you set your new card up with a pin?

Female

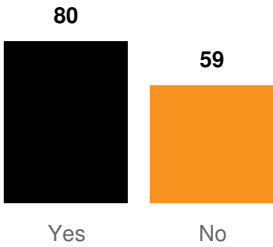


Male

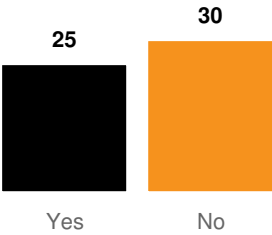


Are you aware of the complaints procedure?

Female

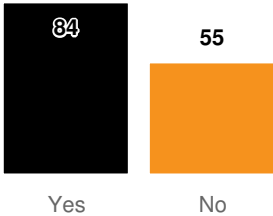


Male

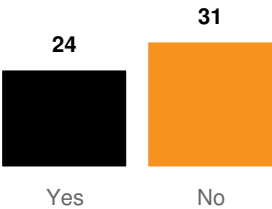


Did you know that if you use your card at a commercial ATM you will pay bank charges?

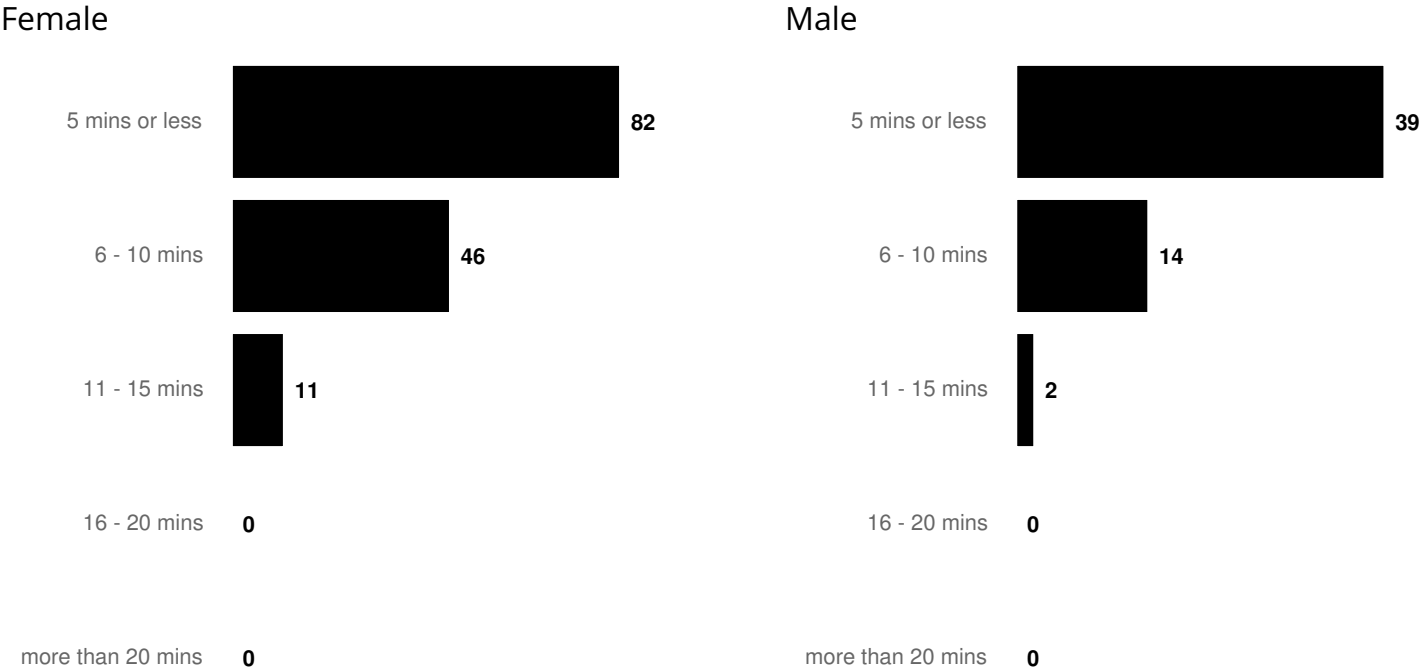
Female



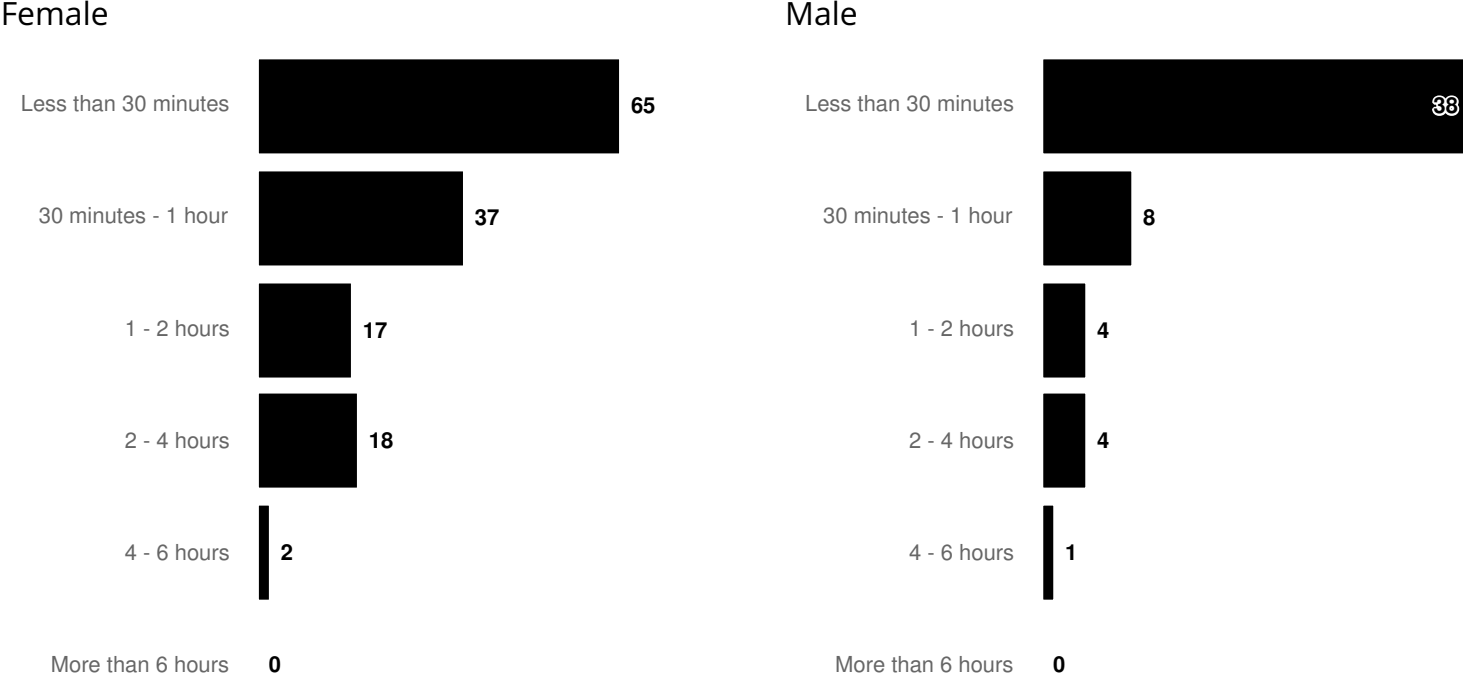
Male



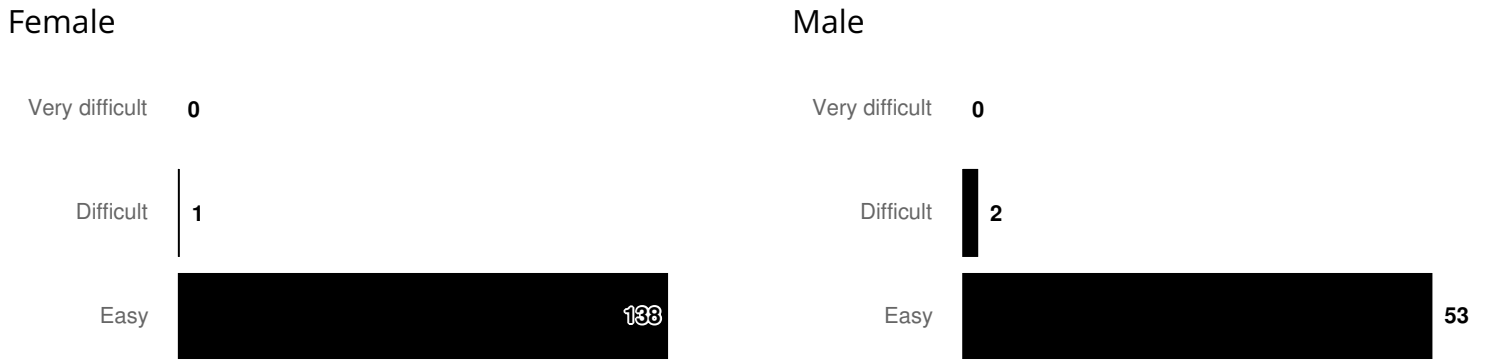
Excluding queue time, how long did it take for the process to be completed once you were at the counter?



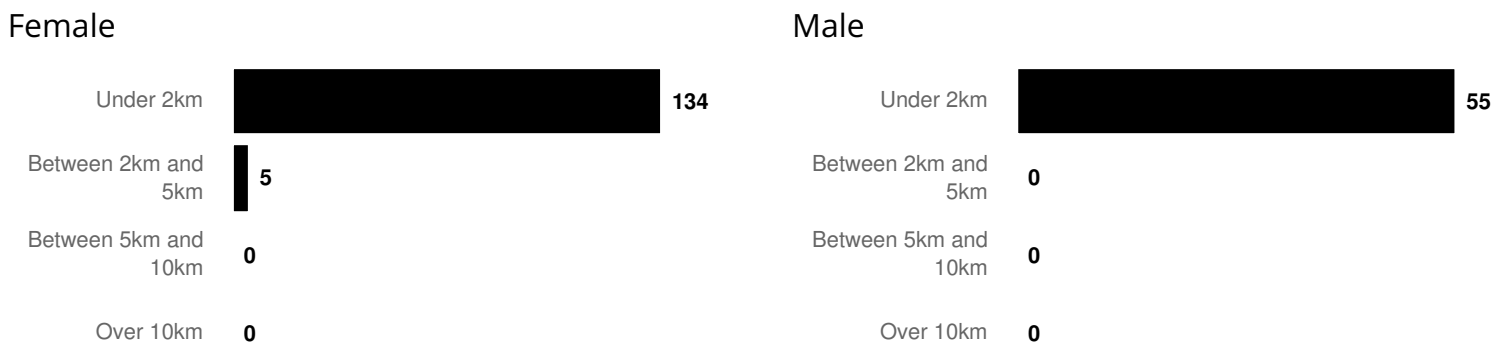
How long did you stand in queue for?



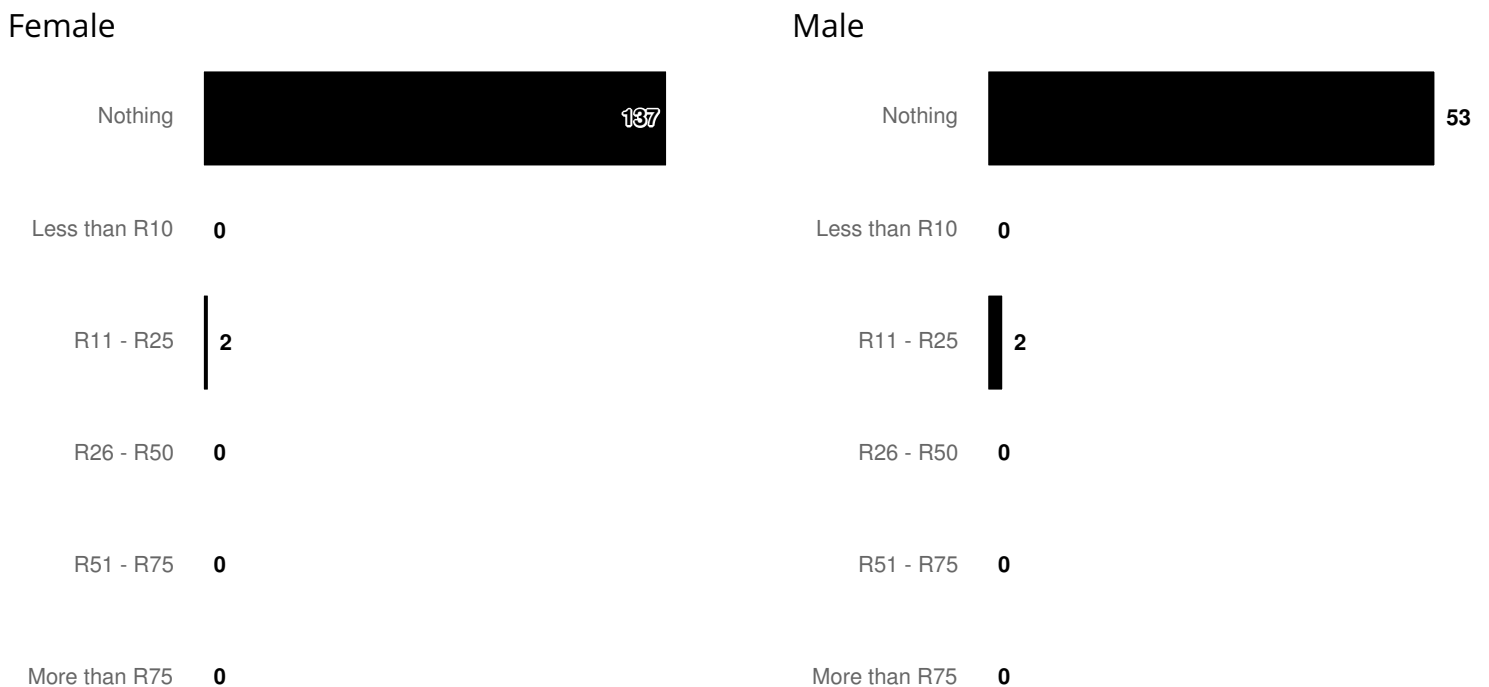
How easy is it for you to get to this facility?



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



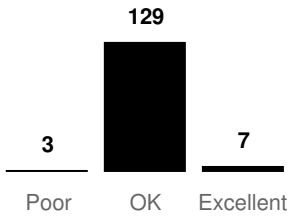
What was the total amount you had to pay for the transport to get to this facility?



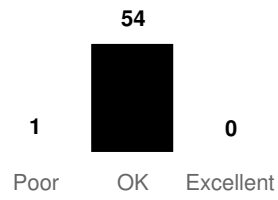
What do you think about the service provided at this facility?

What was the state of the waiting area?

Female

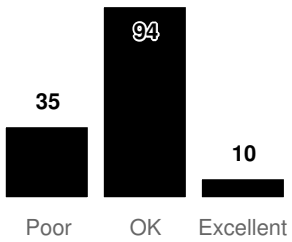


Male

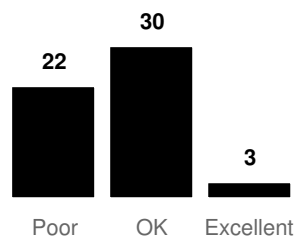


Is there adequate shelter, seating, toilets, disability access, clean water and cups, good ventilation?

Female

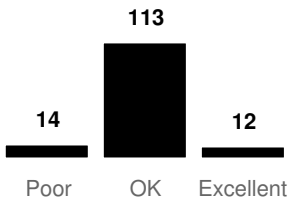


Male

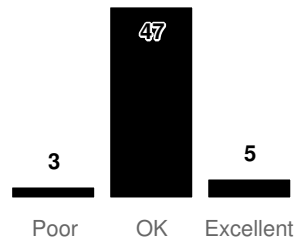


Were queues managed well?

Female

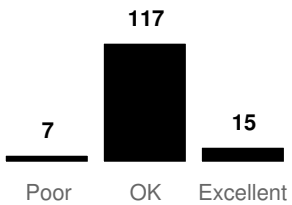


Male

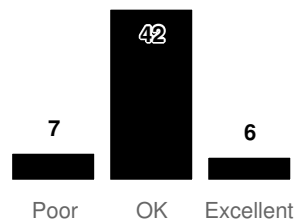


Were you treated respectfully?

Female

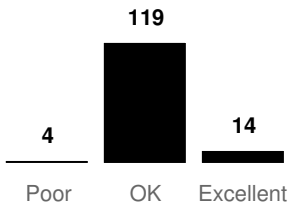


Male

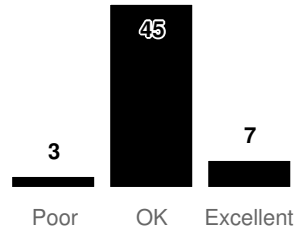


Did the staff work hard to help people?

Female



Male



Do you know where to receive your next payout?

Female

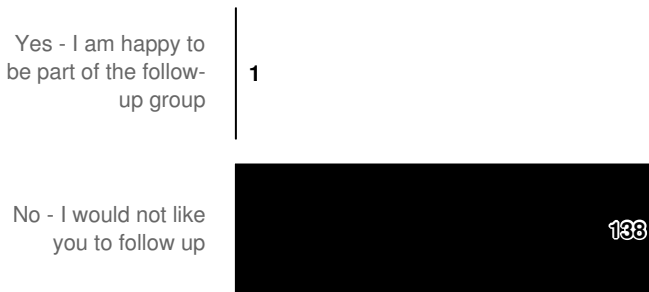


Male



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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