

# COMMUNITY MONITORING

## SASSA Service Office - Citizen

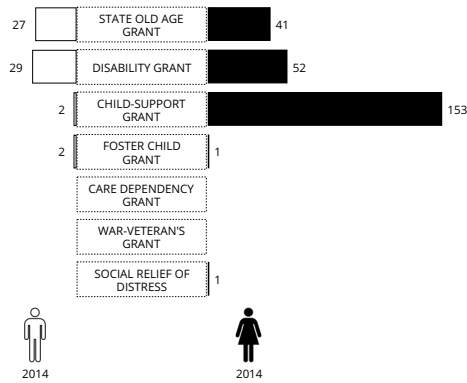
JUNE / JULY 2014

MAKING ALL VOICES COUNT

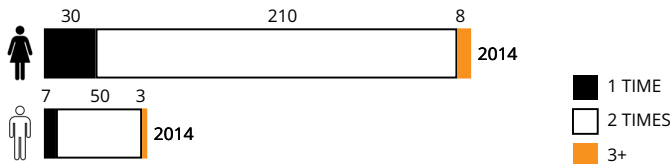
**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

### Limpopo

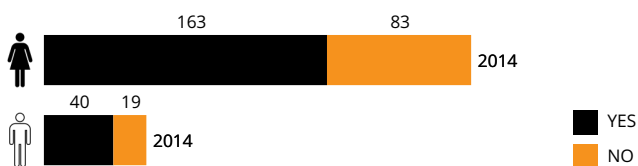
#### WHAT KIND OF GRANT/S DO YOU RECEIVE - OR ARE YOU APPLYING FOR?



#### HOW MANY TIMES HAVE YOU COME TO THIS OFFICE FOR THE SAME ISSUE - BECAUSE IT WAS NOT RESOLVED THE FIRST TIME?



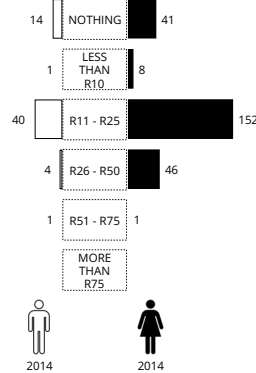
#### DID YOU KNOW BEFORE YOU CAME WHAT DOCUMENTS YOU HAD TO BRING WITH YOU?



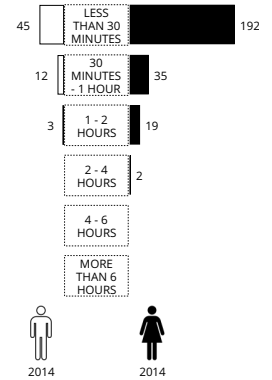
#### DID THE PERSON SERVING YOU TELL YOU THEIR NAME OR WEAR A NAME TAG?



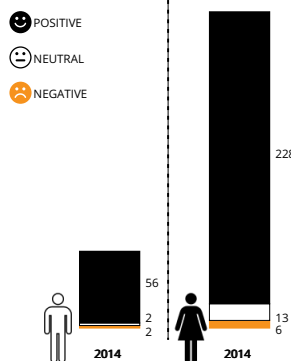
#### WHAT WAS THE TOTAL AMOUNT YOU HAD TO PAY FOR TRANSPORT TO THE SERVICE OFFICE?



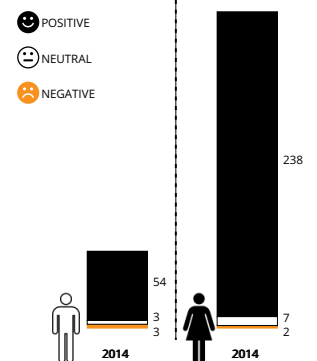
#### HOW LONG DID YOU WAIT IN THE QUEUE BEFORE YOU WERE ATTENDED TO?



#### WHAT WAS THE STATE OF THE WAITING AREA?



#### HOW WELL DID THE STAFF MANAGE QUEUES?

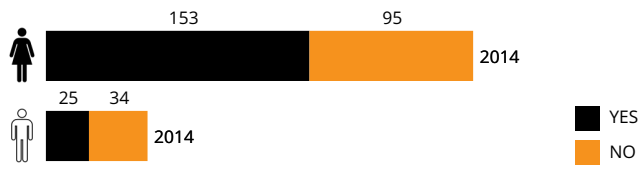


#### HOW RESPECTFUL WERE THE STAFF TO YOU?

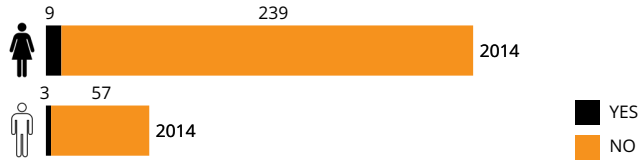


#### DO YOU THINK THAT THIS SERVICE OFFICE WILL LEARN FROM THIS SURVEY AND

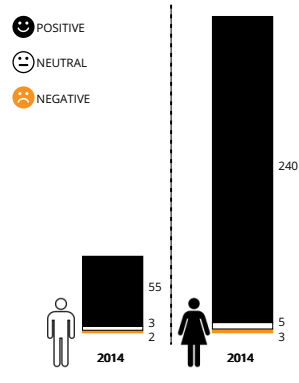




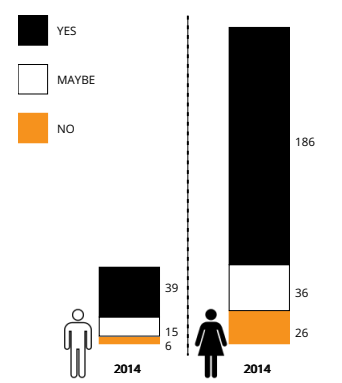
DID ANY OFFICIAL (INCLUDING SECURITY) ASK YOU FOR MONEY OR A FAVOUR IN ORDER TO HELP YOU?



ARE YOU AWARE THAT YOU CAN APPLY FOR A GRANT EVEN IF YOU DO NOT HAVE AN ID BOOK, USING ALTERNATIVE IDENTIFICATION METHODS? (REGULATION 11)



**IMPROVE THEIR SERVICES?**



2014	
PARTICIPANTS:	308
FEMALE:	248
MALE:	60



The SASSA Service Office presented here is Dr CN Phatudi Hospital (Lephepane)

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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  
MT



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