

JUNE / JULY 2014

# COMMUNITY MONITORING

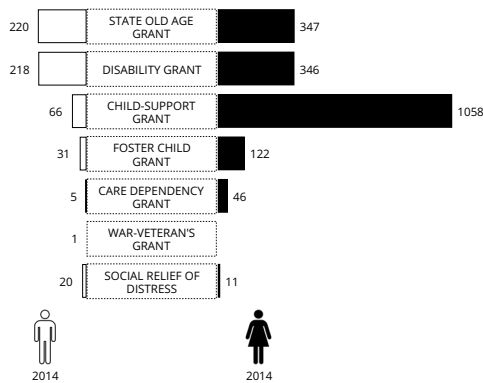
SASSA Service Office - Citizen

MAKING ALL VOICES COUNT

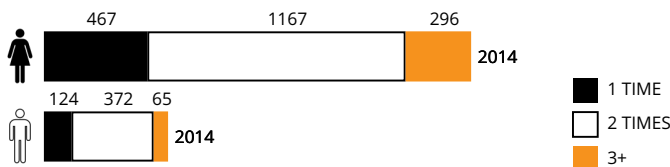
**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

## South Africa

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?

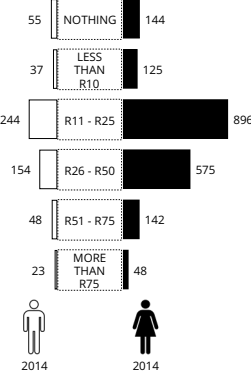


DID YOU KNOW BEFORE YOU CAME WHAT DOCUMENTS YOU HAD TO BRING WITH YOU?

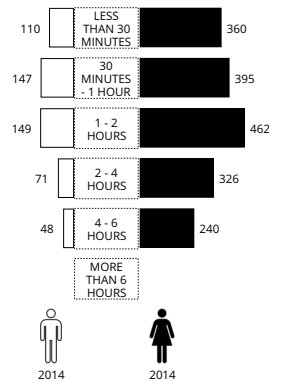


DID THE PERSON SERVING YOU TELL YOU THEIR NAME OR WEAR A NAME TAG?

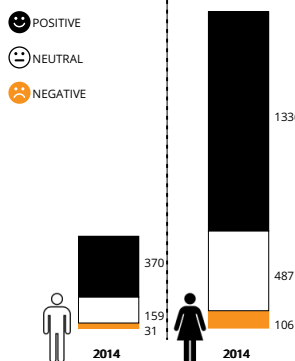
WHAT WAS THE TOTAL AMOUNT YOU HAD TO PAY FOR TRANSPORT TO THE SERVICE OFFICE?



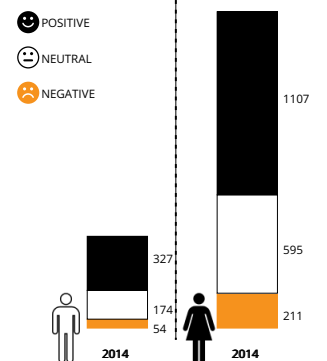
HOW LONG DID YOU WAIT IN THE QUEUE BEFORE YOU WERE ATTENDED TO?



WHAT WAS THE STATE OF THE WAITING AREA?

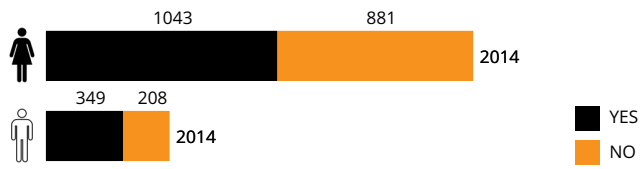


HOW WELL DID THE STAFF MANAGE QUEUES?

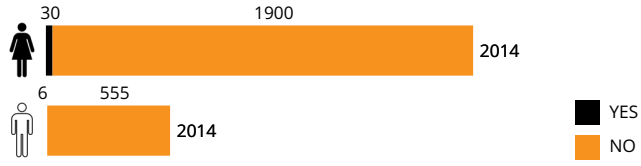


HOW RESPECTFUL WERE THE STAFF TO YOU?

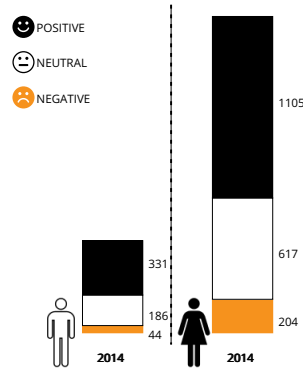
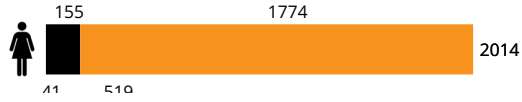
DO YOU THINK THAT THIS SERVICE OFFICE WILL LEARN FROM THIS SURVEY AND



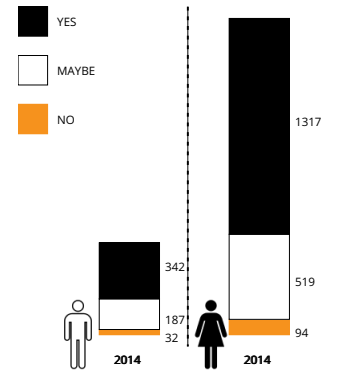
DID ANY OFFICIAL (INCLUDING SECURITY) ASK YOU FOR MONEY OR A FAVOUR IN ORDER TO HELP YOU?



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:	2491
FEMALE:	1930
MALE:	561



The SASSA Service Offices presented here are Dr CN Phatudi Hospital (Lephepane), Gugulethu, KwaMhlanga, Mahube, Mthatha, Paarl, Uitenhage and Utrecht

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Batho Pele Principles

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MAKING HUMAN RIGHTS REAL

**Hivos**  
people unlimited

MAKING ALL  
VOICES COUNT

A GRAND CHALLENGE  
FOR DEVELOPMENT

DG  
MT



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