

SASSA Citizen Survey 2015 Comments

Extracted from the Black Sash MAVC programme, cycle 2

Community Partner: Interchurch LDA

Site: SASSA Service office, Uitenhage

Number of participants: 300

Q: What kind of service did you come here for? (other)

Number of responses: 29

Third application
Transfer child grant to grandfather
Second application
Third application
Third application
Third application
Applying for the fourth time
Third application
Cancel the Child support grant
Cancel the child support grant
Apply for another card
Make a new card.
Make a new card
Second application
Second application
Second application
Transfer
Transfer
Transfer the grant to my mother.
Transfer grant to my mother.
Change the child support grant to foster care grant,
Change to another member of family.
Change child support grant to foster care grant
Change child support grant to foster care.
Review
Review
Check response of DG application of my daughter.
Municipality sent me to come and request a letter that states that I receive grant.
Change disability to old age grant,

Q: If this is your 2nd visit, or more, please tell us the reasons for needing to come back?

Number of responses: 136

The application was not rightly filled
Grandmother did not qualify to access my child's grant because of her income, so I had to transfer it to grandfather who is my father.
Computers not working. Lot of people to be attended daily and we have to go back.
Computers are off line. Lots of people to be assisted.
Information is not enough. Number for the day already full.
There were no application forms for child support grant.
Was just told to come on Wednesday
First time affidavit was not done, secondly it was full for the day.
Always told of full number for the day, we must come the following week.
Mother of the child was working in Cape Town. Grandmother not allowed to apply for grant except to bring biological mother of the child.
Not enough information about the father.
Did not bring all the documents needed.
Was told to come the following week, because they have exceeded the number for the day.
There was shortage of cards.
Sent back home, told to come the following week.
First was told to come with the owner and the owner's identity book.
Enquire about the deductions in my pay and would be told to come back everytime
First there was a meeting in Port Elizabeth. Second time it was full.
Not given enough information, had to come again.
Enough number for the day, and told to come back the following week.
Lost the first card now am coming to do a new one.
My first application was unsuccessful
Take a medical form and give it to the doctor to fill in, bring it back now.
We were not told of the right day to come. We were sent back home because it was not the right day.
Was told that my sickness is treated I can work, while I can't even walk properly
Every end of the month I dint get all my money, there is always a deduction. When enquire the staff don't know.
First time was to come and collect forms for CSG, then now am bringing in
First time I came to collect forms and now I am coming to bring them in.
Documents were not enough
Fetch application
First came to fetch firm and now I am bringing it back.
First time came to fetch form, second time we were not told of a right date.
First fetch a form, then get a date to bring back again.
First time get a form and date to bring it in.
Get a form and now I am coming to bring it back.

First time I came to fetch the forms and now I am bringing them.
Collect a form and get a date to bring them in
Collect forms and then get a date to bring the application form in.
First application was rejected, converge second application.
First application was rejected came to do second one
Review of my grant
Biological mother passed away, grant stopped. Change the documents and grant to the father
Turned back because of number of people, come back again.
Information was not sufficient about the children.
Second visit was no time to help and it's the third time still waiting
The computers are off line,we must come again.
First time came to fetch forms for CSG, and now I am bringing it back.
Grant was cut off by Social worker because the mother is abusing the money. So I have to come and do application so that it can be transferred to me.
The client is staying far in Rocklands farm and the school is very far from her. The school letter was not signed yet. And every time coming from SASSA to explain of the delay of school i will be sent back.
The documents were not enough, the child certificate was missed.
The grandmother had to wait a month. Two weeks waiting for the school papers. Then bring the forms back again on the 23.07.15
First came to get application form for child support grant. Now I am bringing then back.
Came to ask for review of the decision of rejection of mph grant, asked to come today.
Come to enquire about the shortage of my grant money every month.
First time was told that they are going to call somewhere, I must come today.
Was getting a disability grant and now I have 60, I am coming to stop the disability for old age grant.
First time I came here to enquire about deductions in my child's grant, I was told to come today.
First time did not have enough information as to what to bring.
First time was told to bring my mother and an affidavit that states that I am transferring the money to my mother.
Because I don't get the right answers every time I come.
Did not have much information at first, so I am bringing the documents that were asked of me.
Change the child support grant to foster care.
Was sent home more than three times and I was then assisted. The child is not getting grant.
Firstly was getting disability grant now i am coming to change to old age grant.
First came to fetch the forms and I was told to bring them now in July.
Returning the application forms.
Every time the client is sent back because if number of people.
First came to fetch application form, then given today's date to hand in the forms.
Asked to bring more documents.
They needed to get a printout of my account to be able to see the deductions.
There are still deductions appearing on my bank statement
The issue was not resolved.

SASSA officials not upfront and clear of which documents to bring, not giving people proper list. Being turned away because of long queues and the system being down.
System down. Long queues and shortage of staff.
Long queues have to be turned back.
Pending documents.
Systems down. Shortage of staff.
Doctor says the client is sick and unfit but SASSA still rejects.
Been here the early morning hours because of the queues and they turned us away because of the numbers and shortage of staff.
System low, shortage of staff, too long queues so client was sent back.
Bringing doctor's report.
Pending documents
Bringing pending documents.
His ID was wrongly written, had been trying to sort that with DHA with no success.
System down. Shortage of staff.
Was told to come back because she finished 60years last Friday. Was told to wait for her birthday.
Turned away because of the copy of ID and affidavit.
I did not give enough information. Needs to be published well and properly.
Get more documents
Just informed to bring ID again and later other forms.
First get the application forms.
I've been coming here with no assistance, firstly my application got missing here and I was sent to the doctor again for other forms.
Every time I come here I get rejected,
Was told to come today.
I am coming for different applications
First time I was rejected and the doctor said I must come again for the second time, because I cannot anything in my condition.
Every time I come here I am told to go back home and come on certain dates. But on the said dates I don't get straight answers.
We were here last week with my son and we were turned back because of times.
Nothing
I am told to go and fetch other information every time.
First time I was approved for six months and I am coming to apply again,
Rejected by the system. He had disability grant but was stopped in 2004. He has epilepsy, they say he does not qualify. They asked him to come back again.
The client was turned back 4 timetable was told there's shortage of staff.
Disability grant was paid and stopped 2010. He has been coming back to try his luck.
They turned back because it's too full and there's shortage of staff. It's his 4th time here.
Computers were not working. Shortage of staff,
Returning because have to bring pending documents
Bringing pending documents
Computers were offline. It was too full and shortage of staff.

Bringing pending documents.
It's the 6th week she's been coming to SASSA, they give her documents to bring each time she comes to the offices and there's always something pending document.
She's here for the fingerprints to see if she will qualify or not.
Was asked to come back after 2weeks to check progress.
Pending documents. Systems down.
She has stroke, application was rejected, because the physio didn't include its report.
Firms were finished. Systems down,
Bringing divorce decree.
Systems down. Shortage of staff. Too long queues.
I did not have all the documents the first time,
Money was deducted from my account, had to come back for some statement.
Airtime was being deducted from my account, so I come to ask why because I don't buy airtime with my SASSA card I pay at the shop for airtime,
Incomplete documents,
Outstanding documents
Had to bring proper documentations.
Improper documents
Outstanding documents
Not enough documents
Not enough documents
I was told to come back today for statement
I was told to come today for print out.
Every month I don't get the whole money now I as told to come today.
Review,
Last time I came to query I was told to come today I always get a short money.
First time I came was not the right day, so they told me to come today.
Last week was told to come and check statement today,
Not enough documents.

Q: Would you like to say more about your personal experience at this service office?

Number of responses: 300

Q: What improvements would you most like to see at this service office?

Number of responses: 254

More staff are needed
If they can update their system to be fast.
Increase working time and reduce meeting time.

Their service is good, but they need to add more staff.
More staff to be employed, try to be fast in assisting clients.
Service very slow, you come as early as 6:00am go home late without being assisted and you will be told come the following week.
Improve their services and add more staff
Improve their services and add more staff
Improve their way of serving the clients
Poor service. Lots of people inside the office
Stop walking around before attending clients.
They must stop walking around so early and start working. They cannot all manage the line, they must start working.
More staff are needed to make work easier and faster.
Move fast to assist people
Too slow to assist clients
They take the whole day to assist, you can even give up
They have a mood of helping people.
Try to be faster
Their service is right but they are too slow when it comes to assisting clients.
Try to be nicer to clients
No proper information given to people.
People must not stay in the queue for too long.
System must be improved. People should not sit here the whole day for proof of income.
Improve on the way they serve people
They must be patient with old people.
They spend more time in their offices while people are waiting to be helped. Every time they they send people to come the following week.
Improve their services and try to be quick.
They take time to assist clients. Their service is poor.
Service must be improved, try to help people fast.
More staff needed
Improve their way of servicing people
Need to have safe place for people
They are too slow to help people
Be fast in assisting people
Their service is not good
They take long to assist the clients
Try to be faster. They are slow.
Their service is right.
Service is right but their system is slow. They try their best in assisting people.
No complaint, everything is fine.
Make their services better
Everything is fine.
Work on time, try to find their system so that it can be fast.
Service is right but slow

Try to be fast when assisting people.
Service is slow. They all go to lunch in one time.
They are so slow. They go all go to lunch at the same time.
They are slow, they all go to lunch at the same time and leave people behind.
Try to change their system of working and hire more staff,
Waiting shelter outside and food for people to eat.
Must have a waiting area outside.
Their service is so good for now.
More staff are needed, working shaft to assist people.
They take their time to help clients. Shelter for people while waiting outside in the morning.
Shelter on the outside waiting area.
Try to be quicker and faster when assisting people.
Everytime I go there, the person assisted me is out. The office is bad service.
Their service is poor. Client spend more time waiting to be helped.
You wait until you are fed-up, because the staff are slow.
I think that they must be friendly when assisting people , because they are here because of us.
They must have patience to assist clients.
Their service is good, but system is bad. There are too many people to be assisted but staff is not enough.
Service is good but the system is slow.
The staff assistance is right,but their system is bad.
Service us right but computers are slow.
Their services are right but the computers are slow.
They must try at least to be patience with people.
They know their work, I don't have a problem.
Everything was fine, no comment.
The person that was helping me knows how to deal with people, her service was good.
Everything went well, no problem.
They are good, no complain.
I don't have any problem.
They give respect to people, especially old people.
Their service is good.
All I want is where my other money is going.
Everything was fine.
The person that was helping me was so nice, she even told me other things.
The person helping me was so nice and friendly.
Their service is good.
Good service, no problem.
No problem. Everything was perfect.
Good service, friendly with people.
Good service, bono complaint as in yet.
Good people, no problem at all.
The person that was helping me was good, she even told me what to bring next time I come.
Good service, good people.

Excellent work the staff is doing.
The staff is good and friendly.
At the moment I don't have any problem, everything is fine.
Did not have any problems, I was well assisted.
At least smile when assisting people, otherwise their work is good.
Try to work on their faces when helping people.
Their service is good.
Service is good, the system is the problem.
Good work they doing.
The person helping me was good.
I was impressed with help that I received from the person helping me, she was good.
Give people right answers about their questions.
Everything was fine, I do not have a problem.
Have something on the wall that tell about information people must bring.
Their services is slow.
Everything is fine.
They must all work. Computers must be serviced.
Their services are poor.
Systems are too slow that is all I can say.
Systems are too slow.
They are good but when the computers are off then they start to be slow because they have to wait for the computers.
Their system is slow.
Systems are too slow.
Things have changed, fir example you wait too long to be assisted now.
Service is good but people are slow.
People are not aware on how to apply for grants. You are told every time you come to come back the next week.
Compare from the first time I was here, things have changed,p. Their service is good.
There is a change to their work.
Things have changed, everything is fine but the staff us slow.
More coloured staff is needed for coloured people.
Pamphlets are needed for dates and days for the different grants.
They take too long to help people.
Spend long hours and left unhappy because I did not get help. More staff needed.
The service is okay.
I don't understand why there are deductions and why they can't sort them out.
The experience was not good the first time but my issue is resolved.
I am very satisfied with the services, I was given all the information.
Cold chairs and long waiting periods.
Long queues and shortage of staff.
Long waiting period and uncomfortable chairs.
So many visits for one problem because of SASSA.
No problem

No money to come and to be turned back and to come again.
Long waiting periods.
Clarity why they are not approving if the doctor said he's unfit?
You come very early to queue and after many hours you are told you cannot be served because the staff had other commitments.
Turned back so many times because of inner problems.
Some staff members are rude, they can't explain clearly regarding their services.
Bringing documents that were pending on the first visit.
Clarity who approves and disapproves applications between doctors and SASSA officials because the doctor said the client is unfit.
Was asked to sort his things with DHA then come back.
Not happy being turned away because SASSA had shortage of staff.
SASSA officials treated me well, it was my fault I brought wrong documents.
Happy with the services of SASSA.
Came at the wrong day for old age because it was not specific. Must have proper enquiries desks.
So far I am happy.
To me everything is alright.
Staff start at 8:00 but serve people after. Thrusters drinking coffee and tea first.
Everything is good in terms of service
Happy with SASSA services
I want to get help because I am sick, I cannot get set job because I am diabetic, asthmatic and have arthritis.
I was the first in the morning, I came here at 4:00am, I forgot my letter at home and requested the official if I can go home and fetch my letter. After I came back I was treated very bad. The officials are rude and cheeky.
I don't have a problem as I have not been assisted yet.
On different days they must have posters which states the problems you see coming for instead of jumping the queue and people get cross with you.
There is no care, people line up and are not attended on time. They go to lunch and leave us here.
Everything is wrong here, they don't know how to talk with people.
If they can give people food while waiting because this is a government institution and also work on their time.
If they can assist people and not turn them back home. We teleworking we don't have money.
Their services are poor, but I am being patient because I want to be helped.
Explain to people what documents to bring and where to stay so that we won't spend more time waiting.
Maintain their queue well, the people are slow and they are not worried about people at the waiting room.
Sometimes you have to wait for too long and they take time. There was this lady that was rude to me.
If they cannot all go to lunch, maybe one person can go and others assist people so long.
Since 2004 he had been asked to come back but told the same thing.

When the clients get back they are not given numbers to come back. Most people were turned back because of shortage of staff.
They don't properly explain the reasoning rejection. Sometimes get staff with bad attitude,
It's costly to be turned back several time, not because it's your fault but theirs because if shortage of staff.
Having to come back without any proof that up you were turned back the previous day.
Having to stay here the long day because of long queues and shortage of staff.
Long queue
Came to apply for disability grant for her 19year old son.
Long queues and shortage of staff.
They did not give her the full list of information.
Waiting long hours.
She comes by foot in most instance because she doesn't have money.
Cold chairs
Having to return each and every day without having money to come back.
Returned many times because SASSA had a crisis with their system and staff.
She's taking care of her elderly mother,she needs an increase in Grant In Aid.
There is nothing special about it, they are doing their job.
The lady was a bit judgemental because of my age.
Try to be nice to people.
The overall service was good.
Give people enough information as to what is needed.
I could say standard
Everything is good.
They assisted me and I knew where the money was going.
Was ok but improvements can be made.
We wake up early and stand in a long queue and they only open at 7:30 and they will start talking their businesses before helping us.
Some of them are very nice.
They are good.
Nothing special they did their job.
Don't have any problems
They were very helpful.
They are very nice
No problem
They are up to standard,
They are not friendly neither unfriendly. They just do their job,
They were very helpful
Everything was okay.
The service was not what I expected, it was better than I thought it would be.
The lady helping me was nice.
The service was okay,
Everything was alright.
They are not good for bad, they are just in the middle.

If they provided all the information, I wouldn't need to come back.
No problem.
They are nice
Give enough information to people
At the moment I don't have anything to say.
At least try to be friendly and smiling
I don't have any problems.
Tell us on time of every documents that will be needed.
I am happy with their services
Speed up their work, we come here very early.
They are good if they can be fast when helping people.
No nothing to say.
All I want to know where is my money going, hey did I have shortage,
The person that was helping me was so nice,
The help that I got was good.
They must be nice when working with people and don't get angry when we ask because we don't know.
They work well with people.
I am just angry about these deductions nothing else.
No problem
They are good at what they are doing.
Smile when assisting people
Good no problem
They are good with their work, but needs to be fast
The person that was helping me was so nice and friendly.
Their service is very good.
They are friendly people
The people here are nice
I don't have a problem with their services.
The lady that Zara helping me was a little bit rude.
Good service I must say.
Sauce us good for me.
Poor service and bad attitude
They are trying their best.
Some of them are friendly, some are rude.
If they can be fast, otherwise they are good. I don't have any problem.
Their service was good.
They know their job, just the systems that are giving them problems.
I did not encounter any problem, everything was fine,
They are slow.
My first time coming here so I don't have a problem.
Some are friendly and some are not,
If they cannot turn people who come to ask and help them instead,
If they can be nice to people.

The lady was nice
Good people, work well with people.
Give the people answers and not to tell them to come next week, there is no money we are not working, we depending on this grant.
Have a board that shows which documents to bring ,
Some of the officials are rude, some are nice
I did not get any problems
They are good
They are very nice
Smile when attending people