

CITIZEN MONITORING

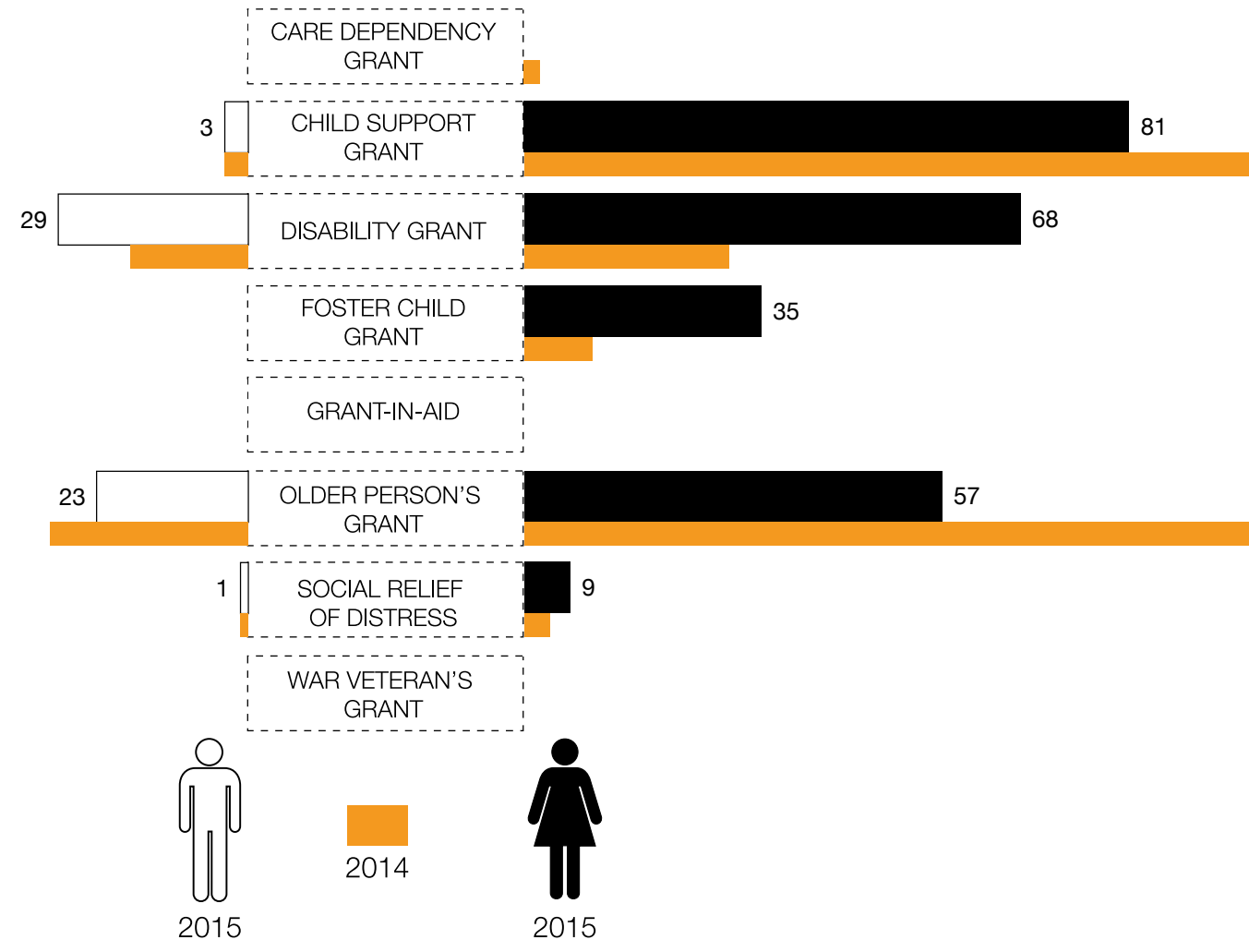
Siyafunda

MAKING ALL VOICES COUNT

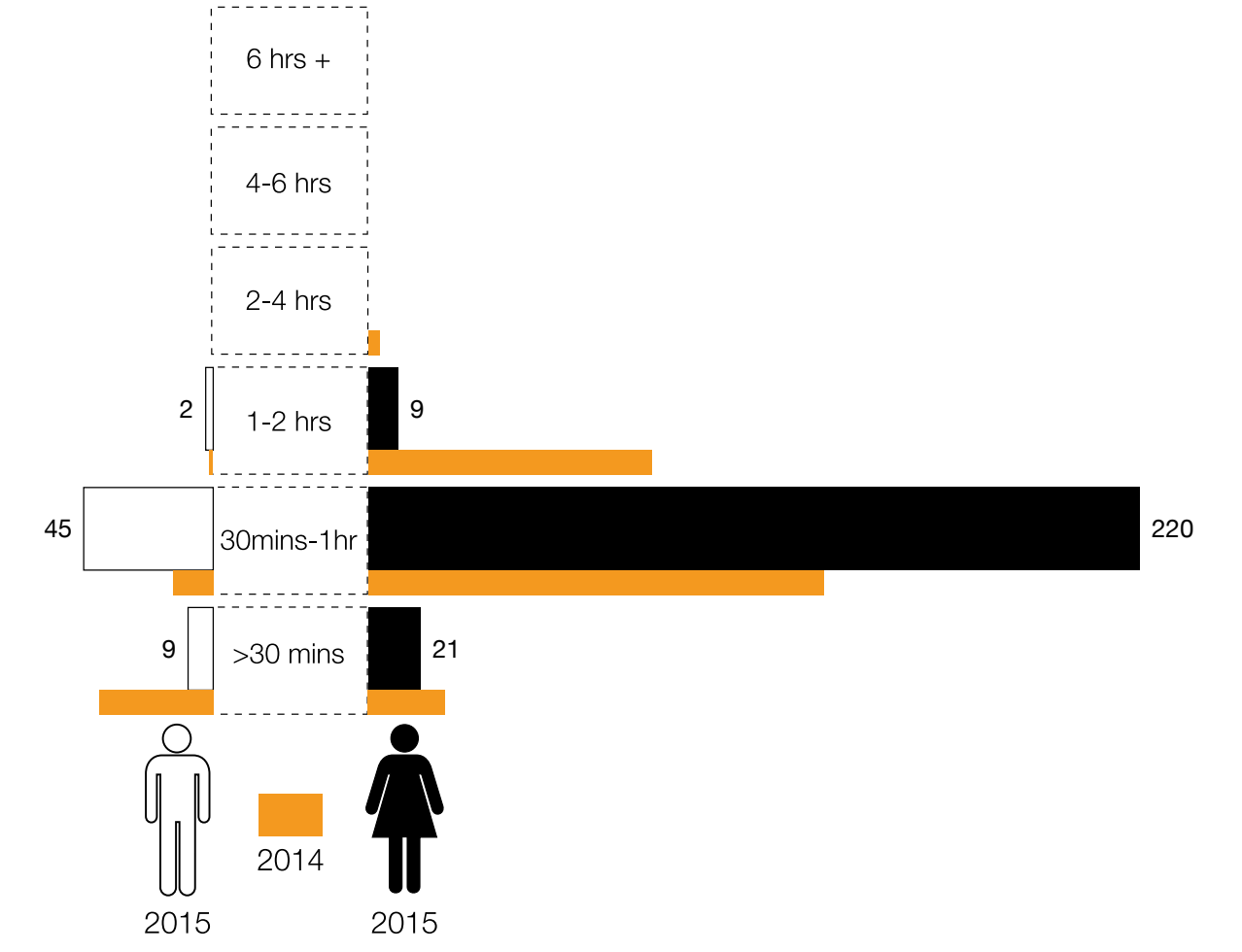
SASSA Pay Point: Kai !Garib (Keimoes)

BLACK SASH
MAKING HUMAN RIGHTS REAL

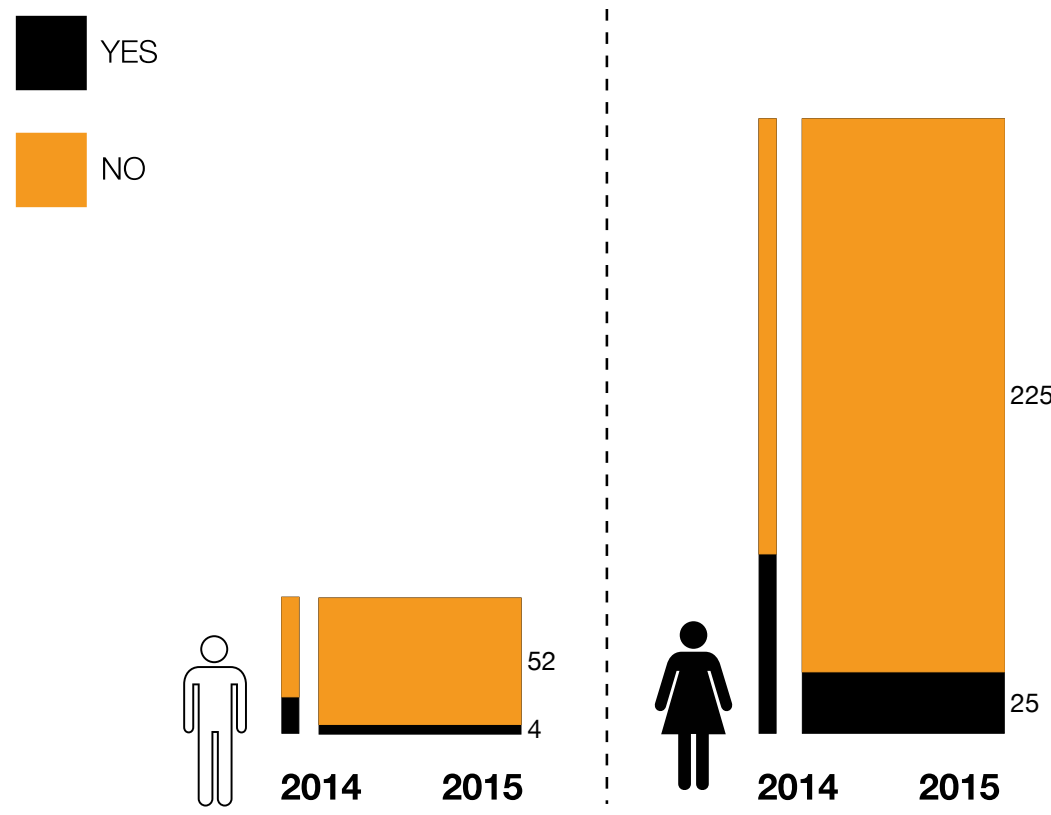
WHAT KIND OF GRANT DID YOU COME FOR?



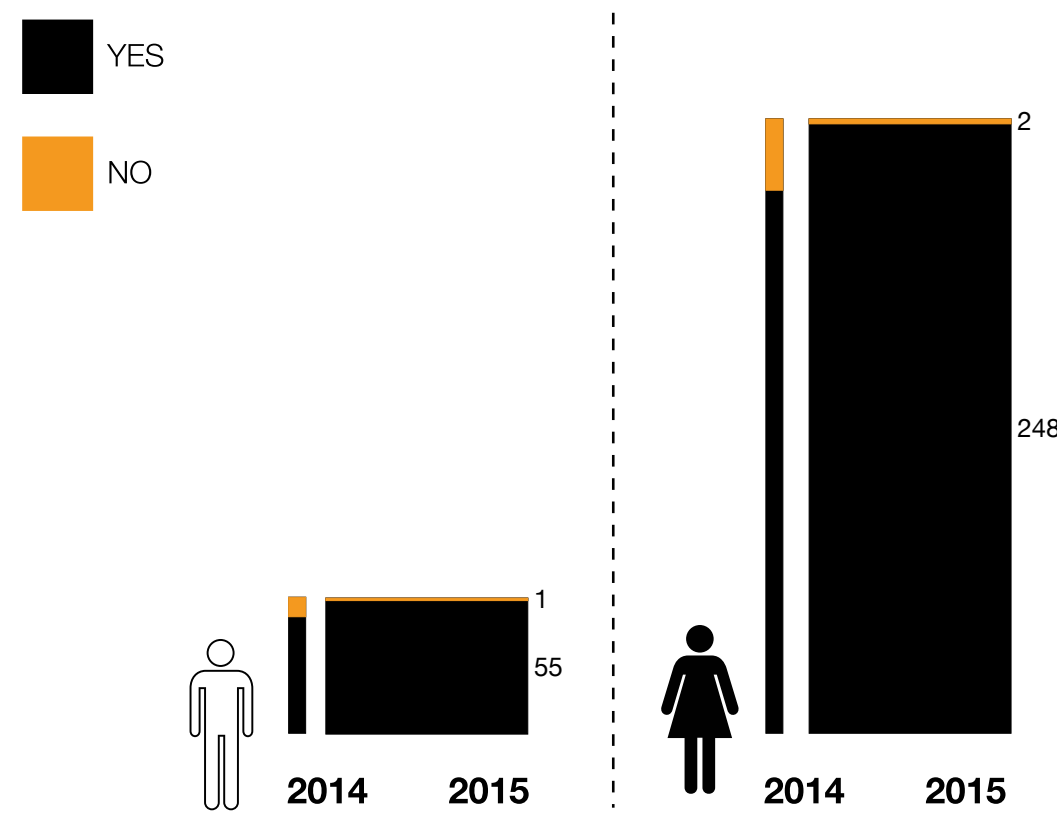
HOW LONG DID YOU WAIT IN THE QUEUE BEFORE YOU WERE ATTENDED TO?



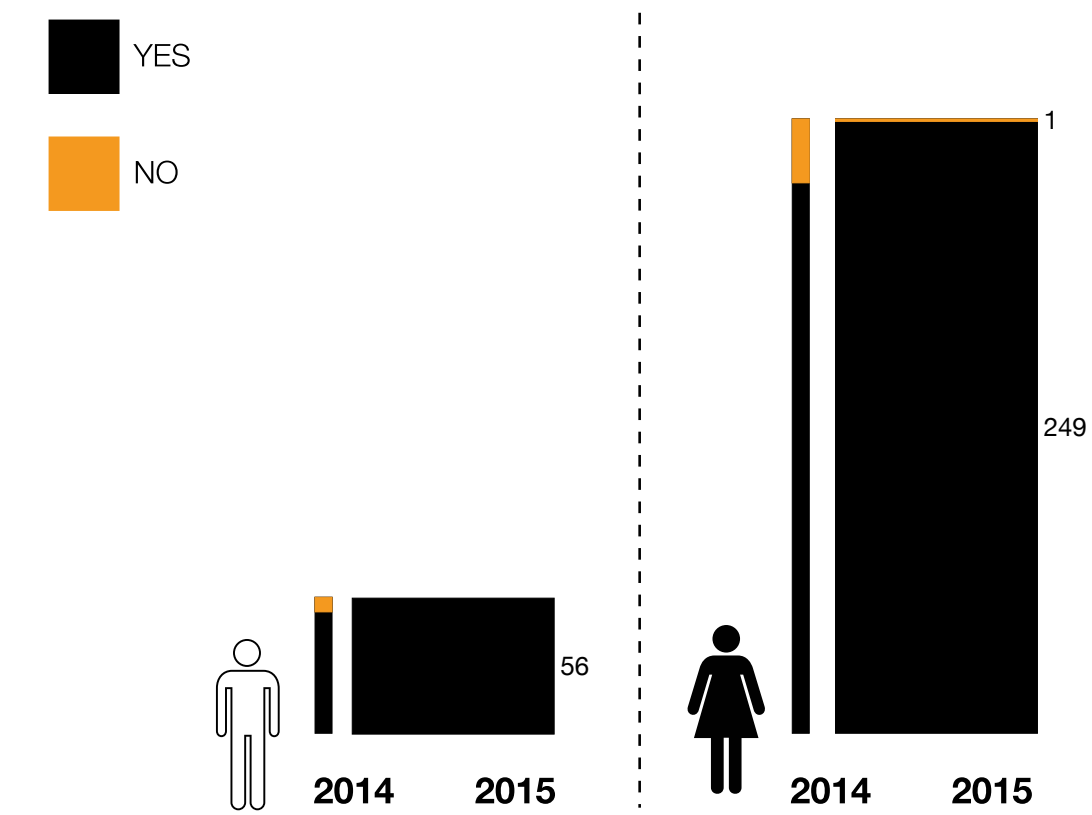
WAS ANY MONEY DEDUCTED FROM YOUR GRANT PAYMENT?



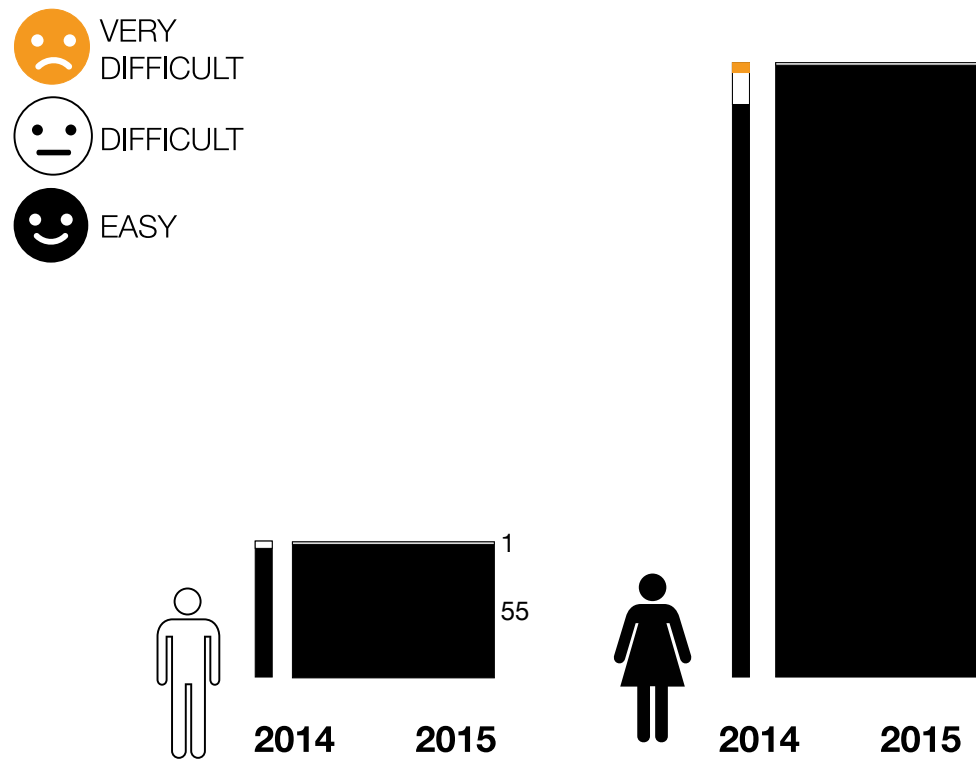
DO YOU KNOW HOW TO MAKE A COMPLAINT AT THIS PAY POINT?



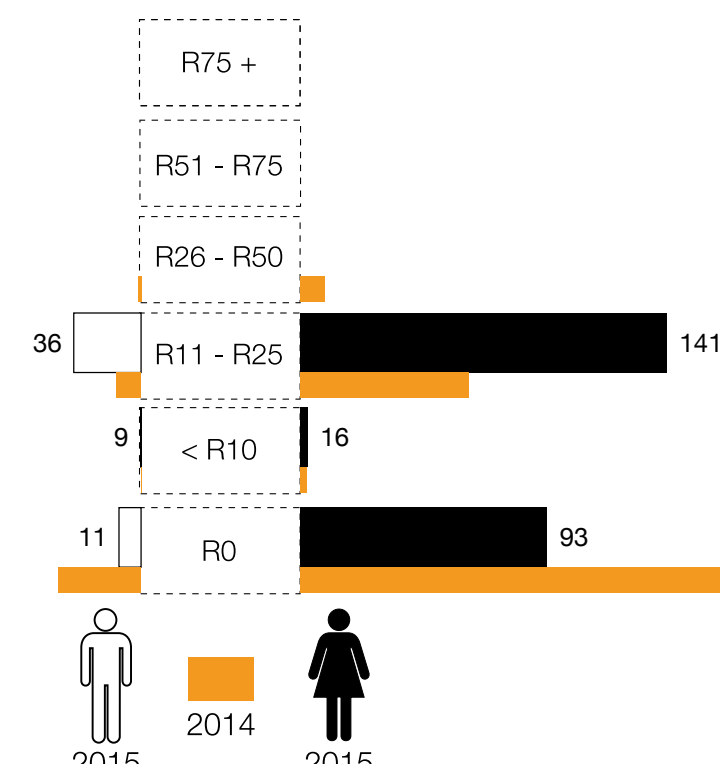
DO YOU THINK THAT THE PAY POINT WILL RESPOND TO A COMPLAINT?



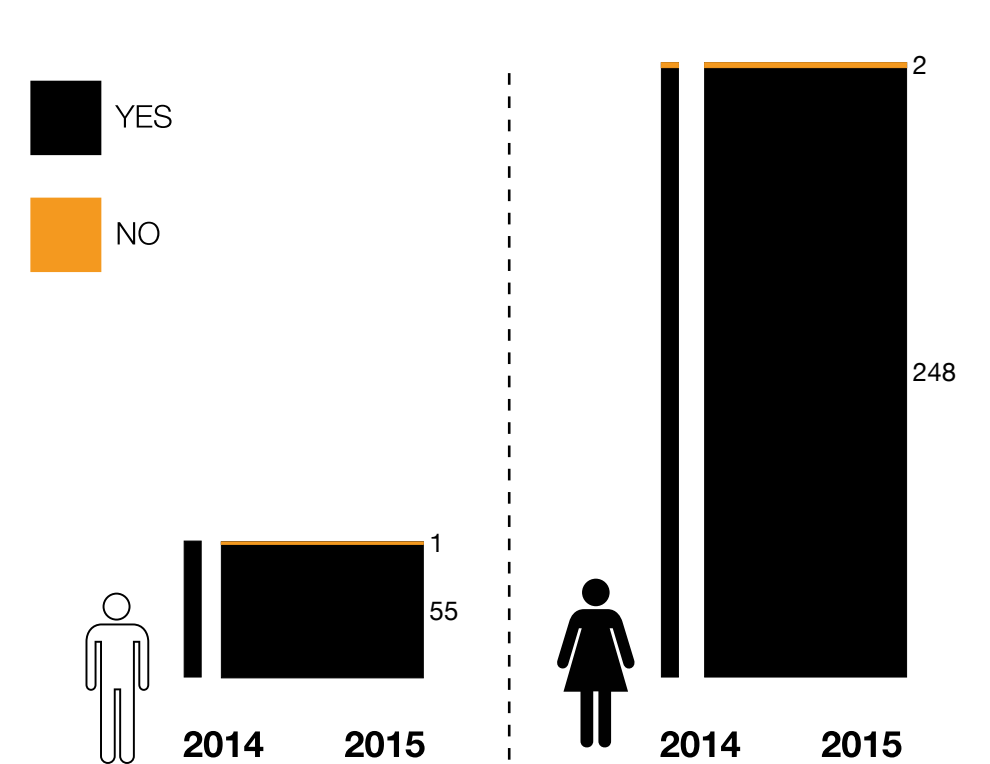
HOW EASY IS IT FOR YOU TO GET TO THE PAY POINT?



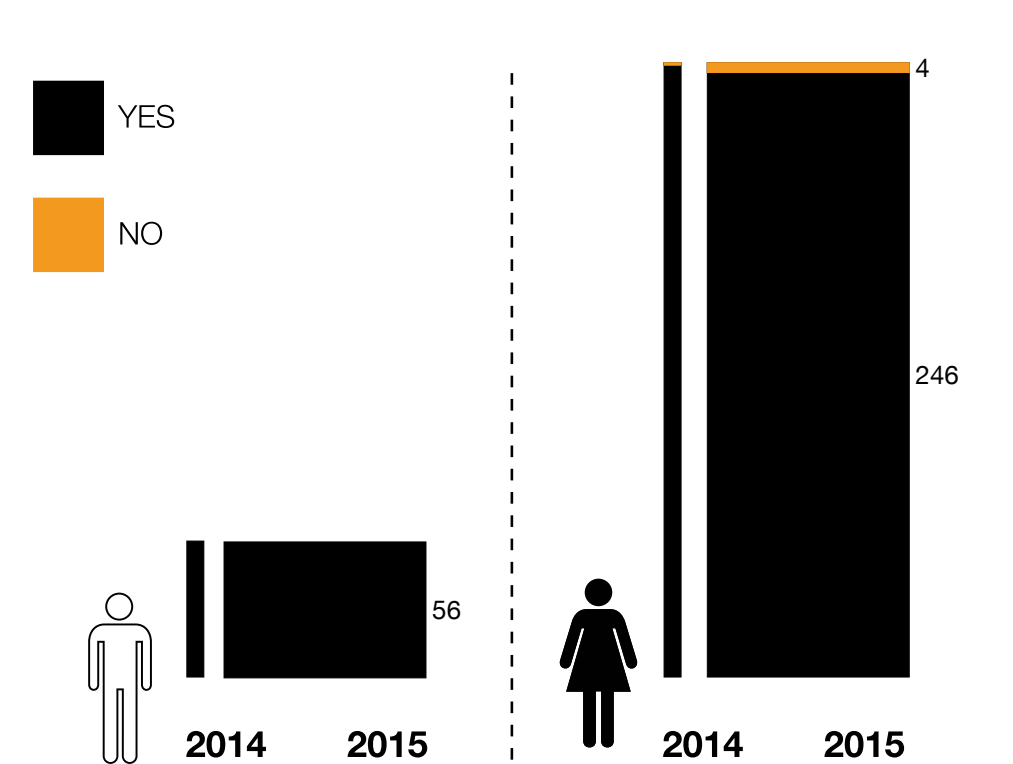
HOW MUCH DID YOU PAY FOR TRANSPORT TO THE PAY POINT?



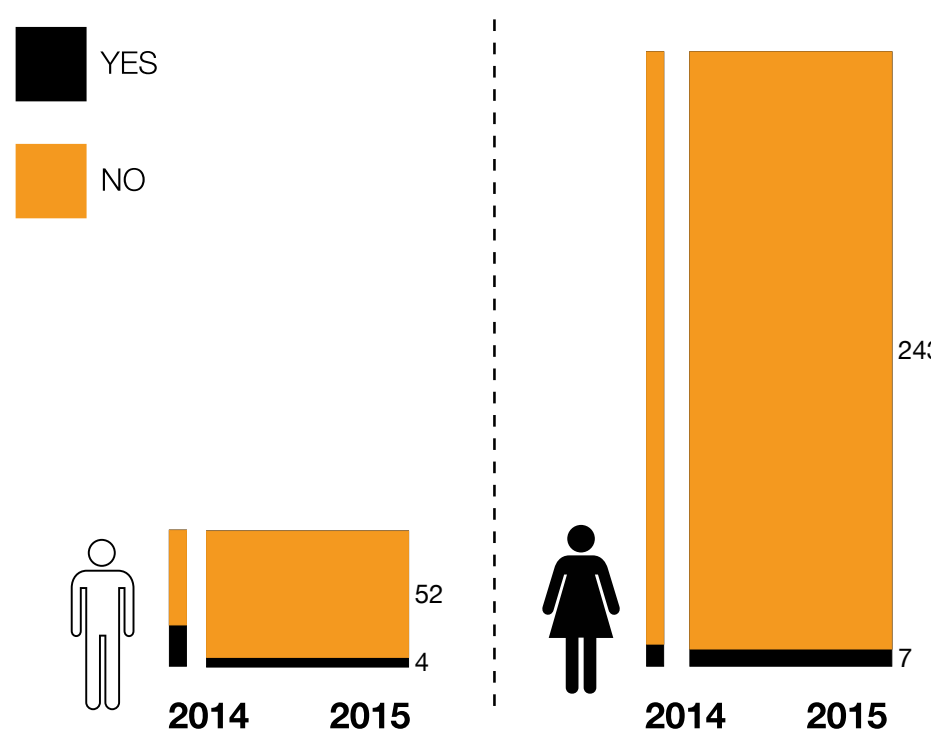
DID YOU KNOW WHAT DOCUMENTS YOU HAD TO BRING WITH YOU?



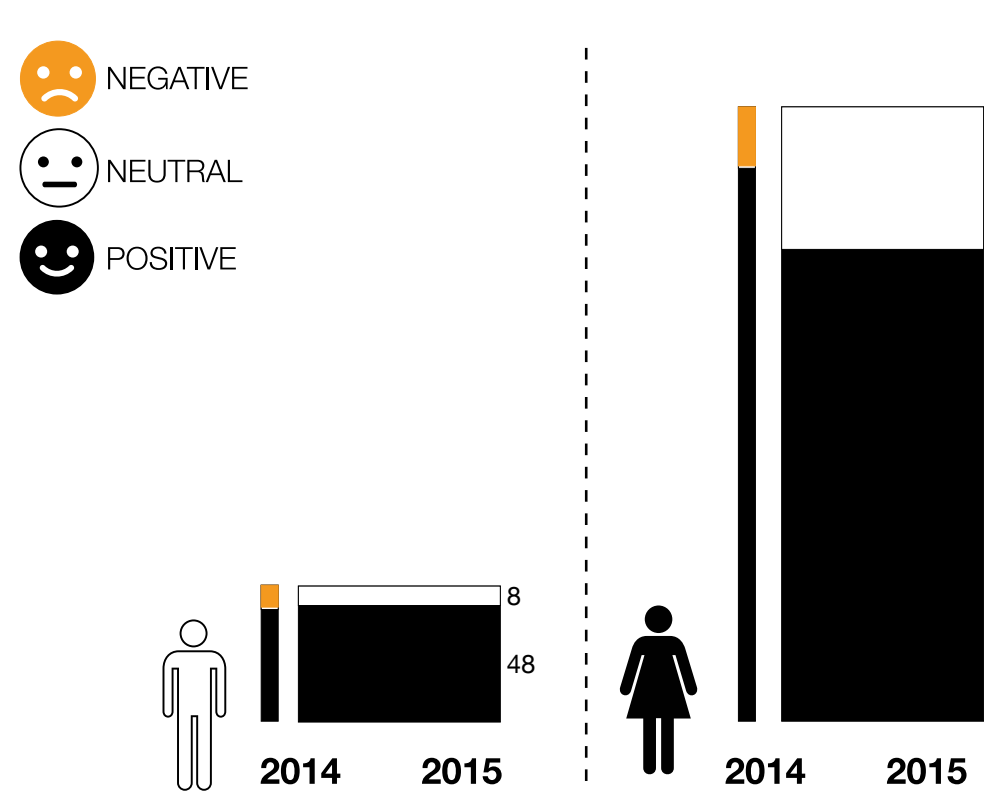
DID YOU FEEL SAFE AT THE PAY POINT?



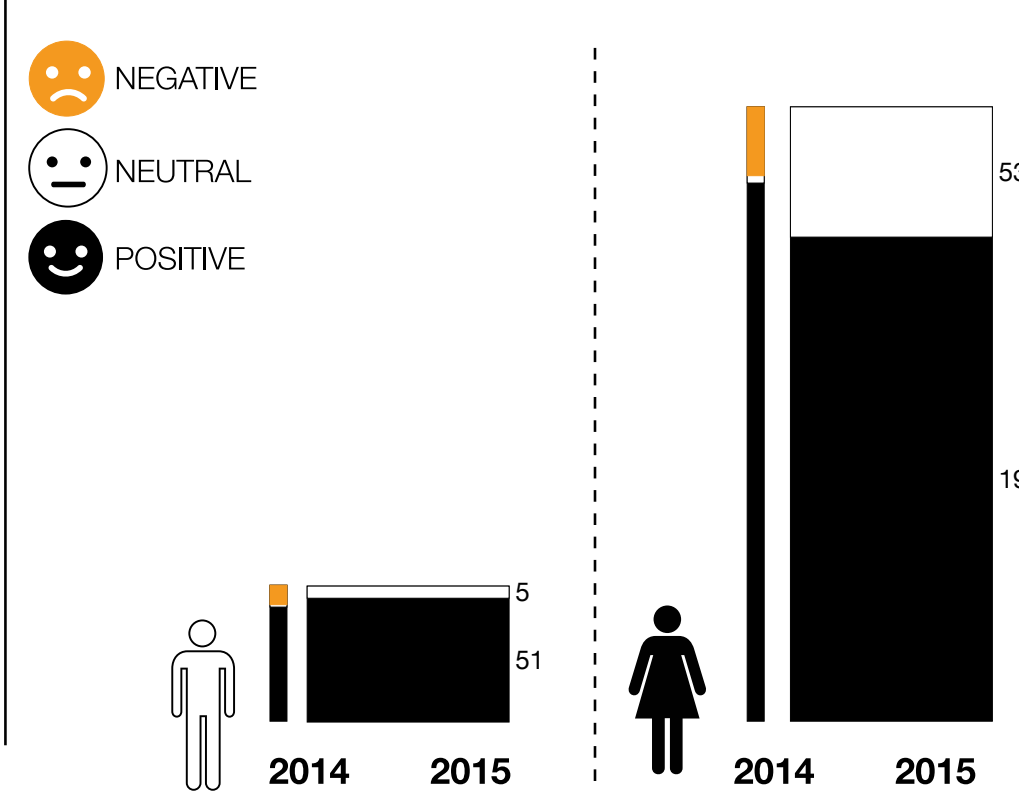
DID ANY OFFICIAL ASK FOR MONEY OR A FAVOUR IN ORDER TO HELP YOU?



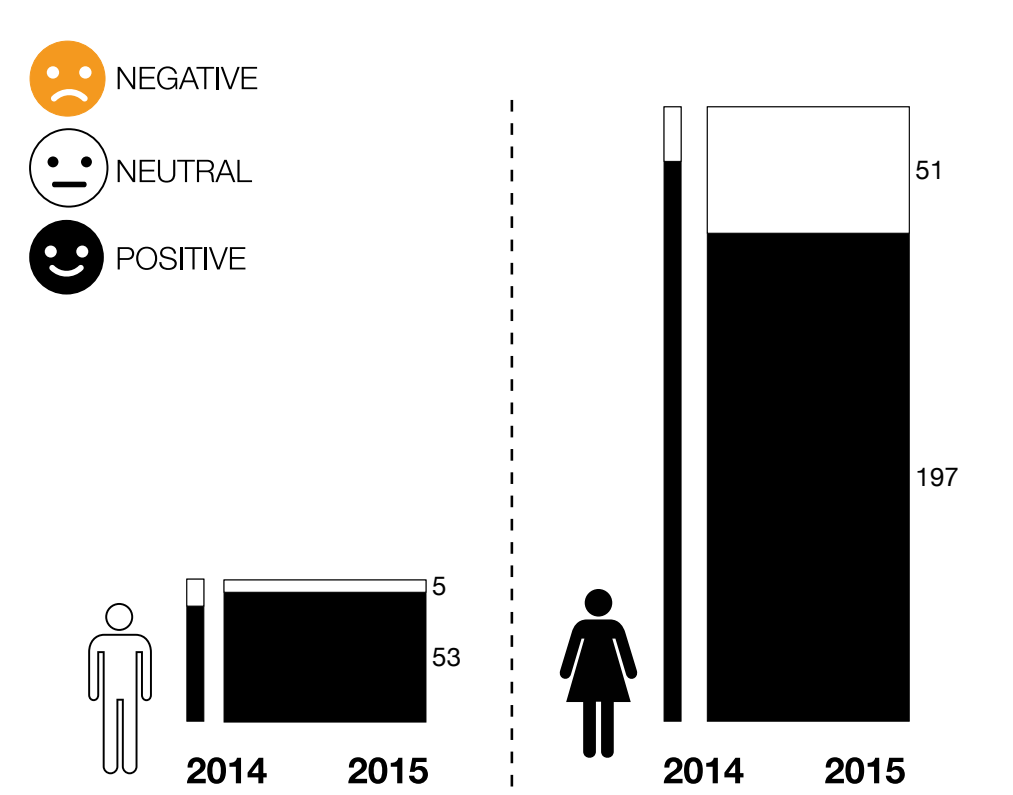
WAS THE WAITING AREA CLEAN?



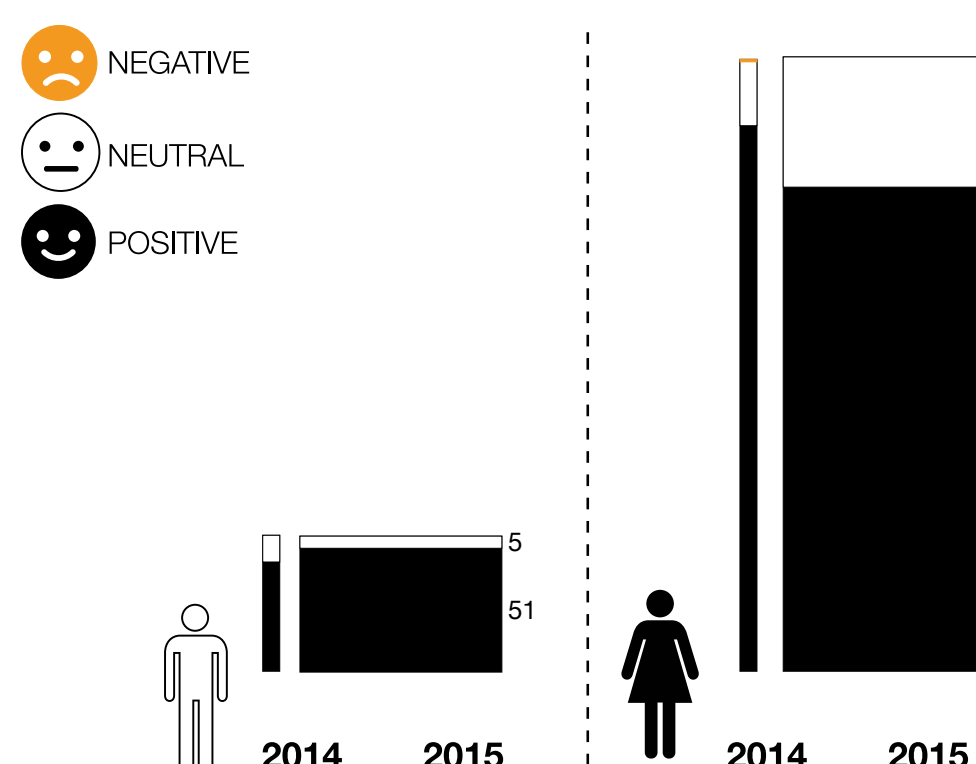
DID THE STAFF MANAGE QUEUES WELL?



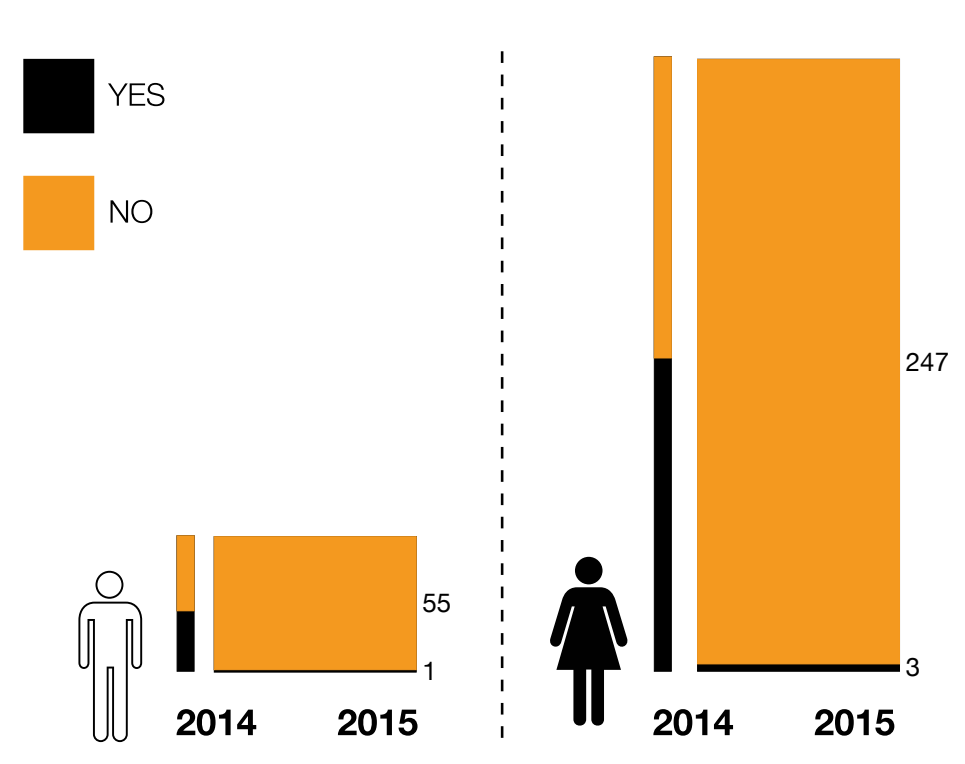
DID THE STAFF TREAT YOU RESPECTFULLY?



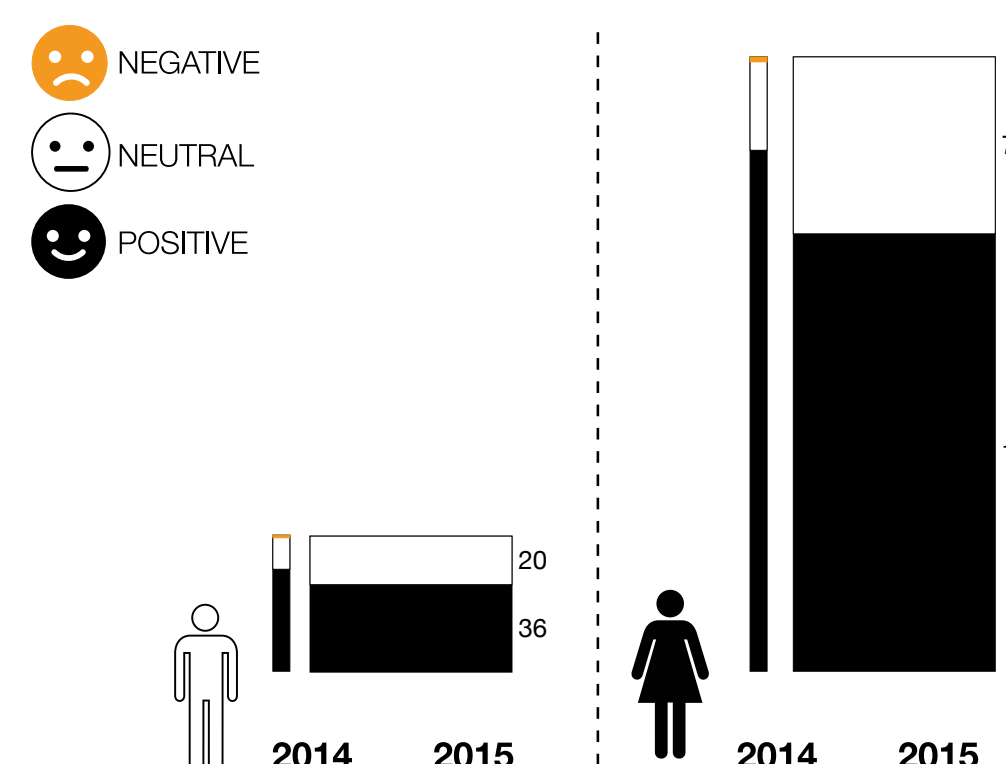
DID THE STAFF WORK HARD TO HELP PEOPLE?



ARE YOU AWARE OF ANY MONEY LENDERS OUTSIDE THIS PAY POINT?



DO YOU THINK THAT THIS PAY POINT WILL LEARN FROM THIS SURVEY AND IMPROVE THEIR SERVICE?



	2015	2014
PARTICIPANTS:	306	267
FEMALE:	250	217
MALE:	56	50