

# CITIZEN MONITORING CARE

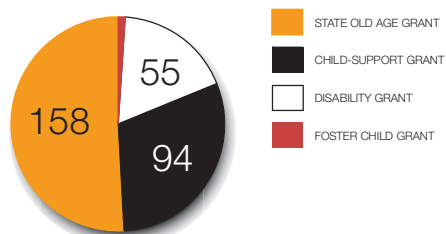
MAKING ALL VOICES COUNT

## SASSA Pay Point: Montagu

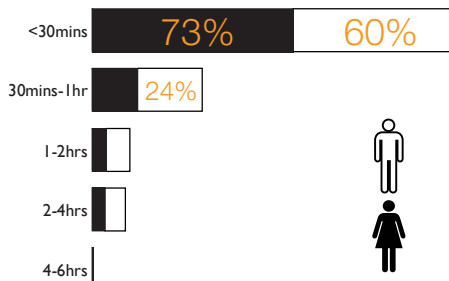
PARTICIPANTS: 298  
FEMALE: 218  
MALE: 80

**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

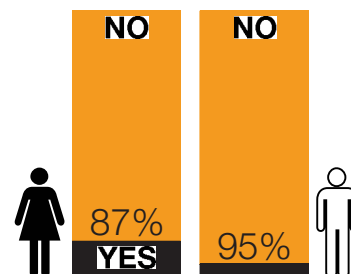
### WHAT KIND OF GRANT DID YOU COME FOR?



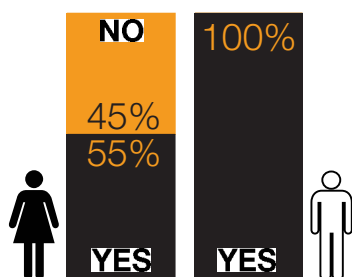
### HOW LONG DID YOU WAIT IN THE QUEUE BEFORE YOU WERE ATTENDED TO?



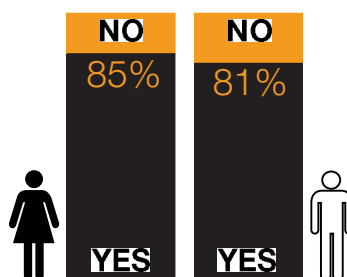
### WAS ANY MONEY DEDUCTED FROM YOUR GRANT PAYMENT?



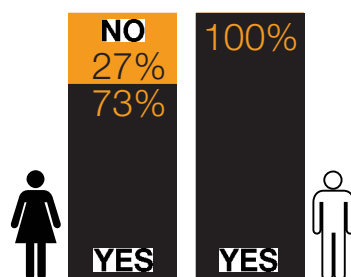
### DO YOU KNOW HOW TO MAKE A COMPLAINT AT THIS PAY POINT?



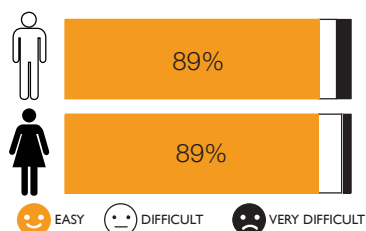
### DO YOU THINK THAT THE PAY POINT WILL RESPOND TO A COMPLAINT?



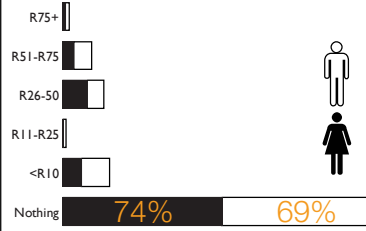
### DID YOU AGREE TO THESE DEDUCTIONS BEFOREHAND?



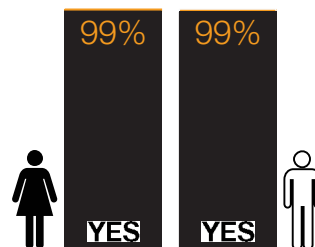
### HOW EASY IS IT FOR YOU TO GET TO THE PAY POINT?



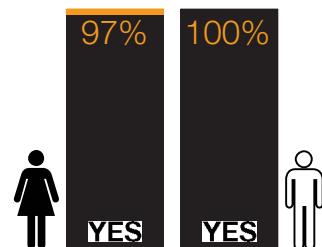
### HOW MUCH DID YOU PAY FOR TRANSPORT TO THE PAY POINT?



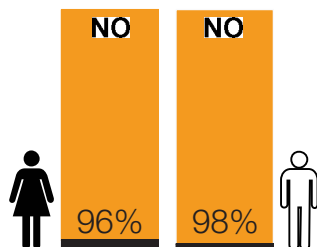
### DID YOU KNOW WHAT DOCUMENTS YOU HAD TO BRING WITH YOU?



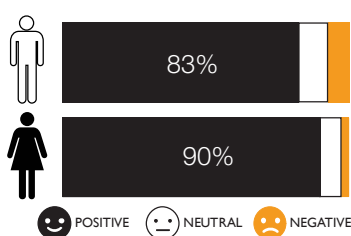
### DID YOU FEEL SAFE AT THE PAY POINT?



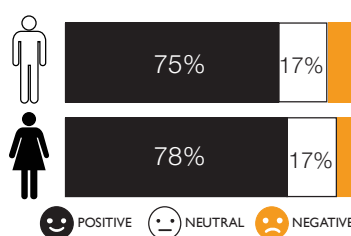
### DID ANY OFFICIAL ASK FOR MONEY OR A FAVOUR IN ORDER TO HELP YOU?



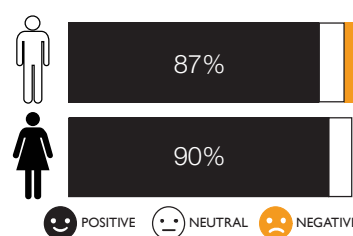
### WAS THE WAITING AREA CLEAN?



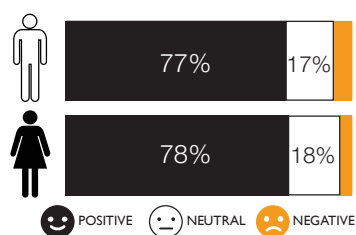
### DID THE STAFF MANAGE QUEUES WELL?



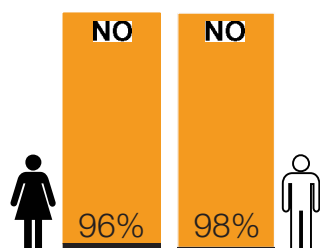
### DID THE STAFF TREAT YOU RESPECTFULLY?



### 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?

