

CITIZEN monitoring

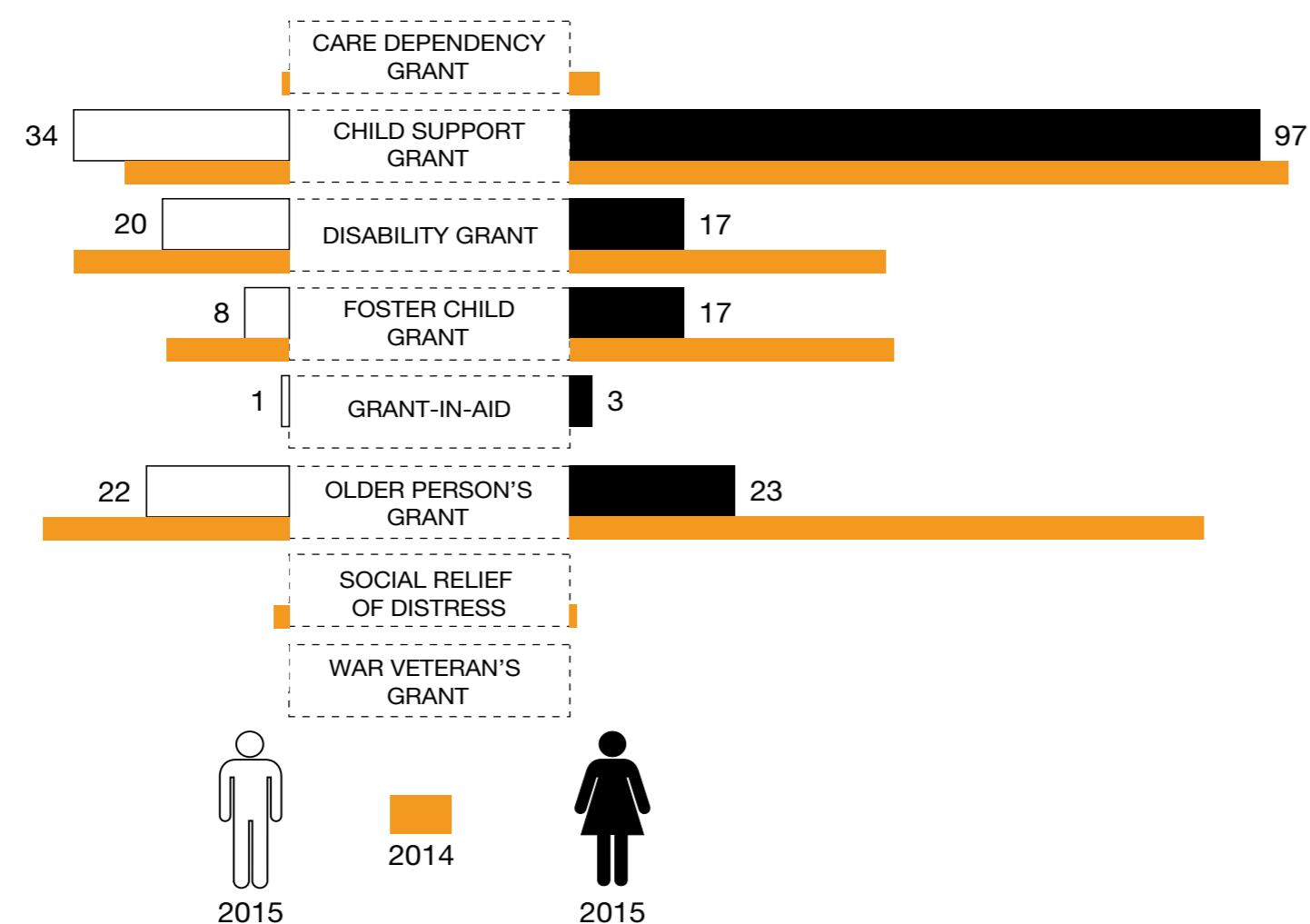
SAVF

MAKING ALL VOICES COUNT

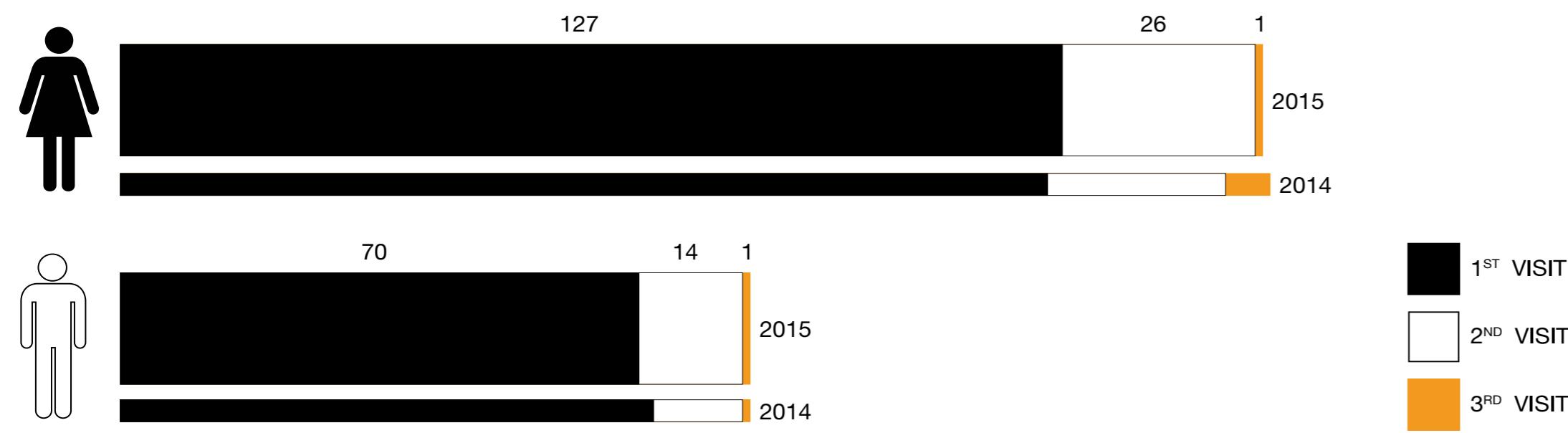
SASSA Service Office: Utrecht

BLACK SASH
MAKING HUMAN RIGHTS REAL

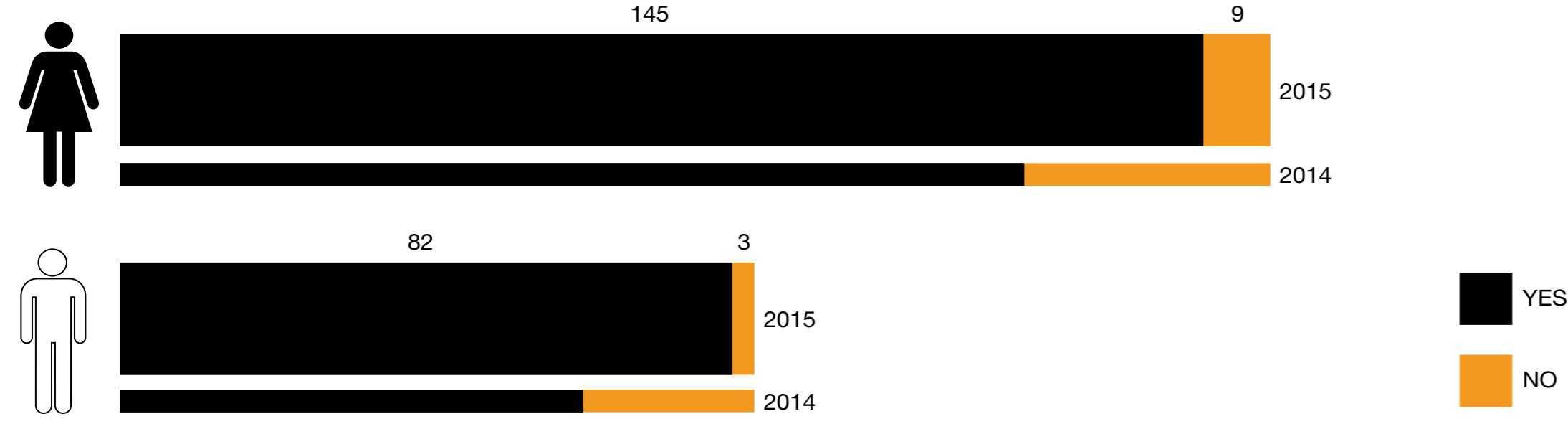
WHAT KIND OF GRANT ARE YOU SEEKING HELP FOR?



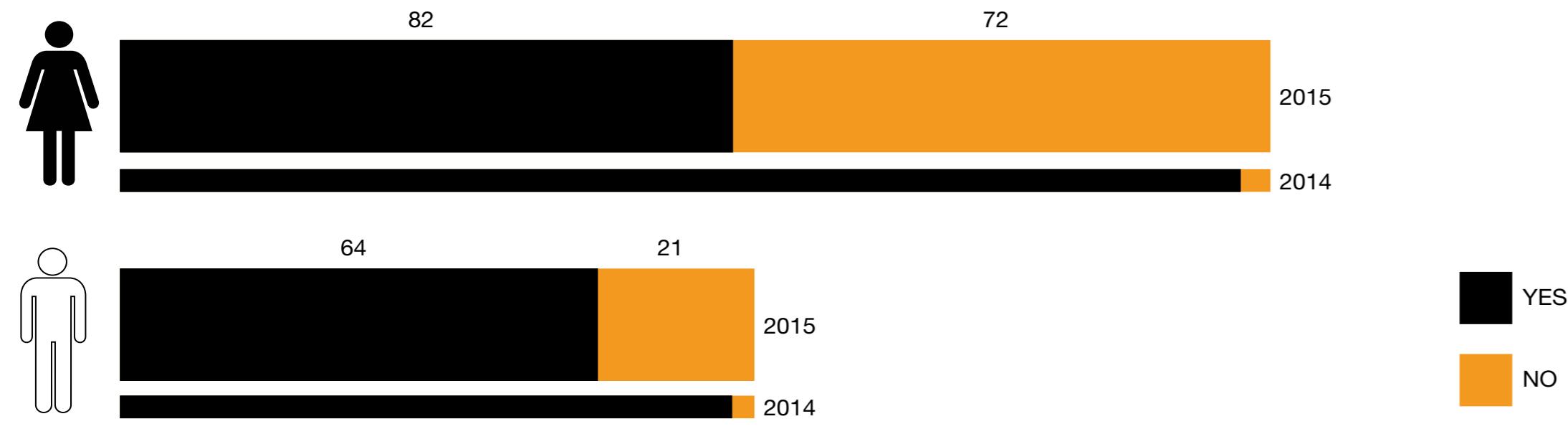
HOW MANY TIMES HAVE YOU COME TO THIS OFFICE FOR THE SAME ISSUE?



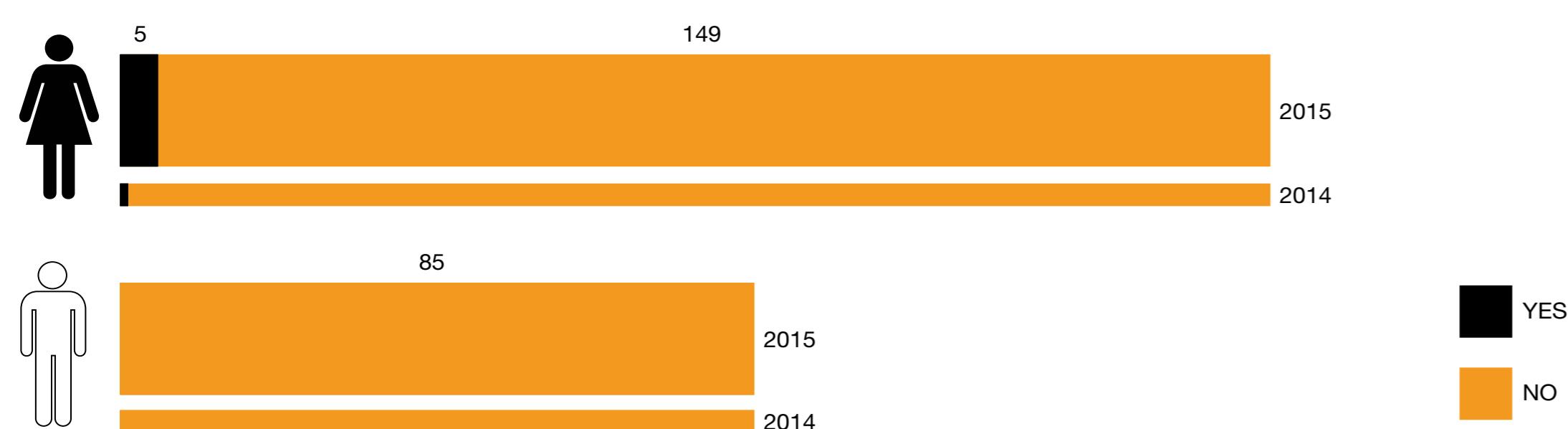
DID YOU KNOW BEFORE YOU CAME WHAT DOCUMENTS YOU HAD TO BRING WITH YOU?



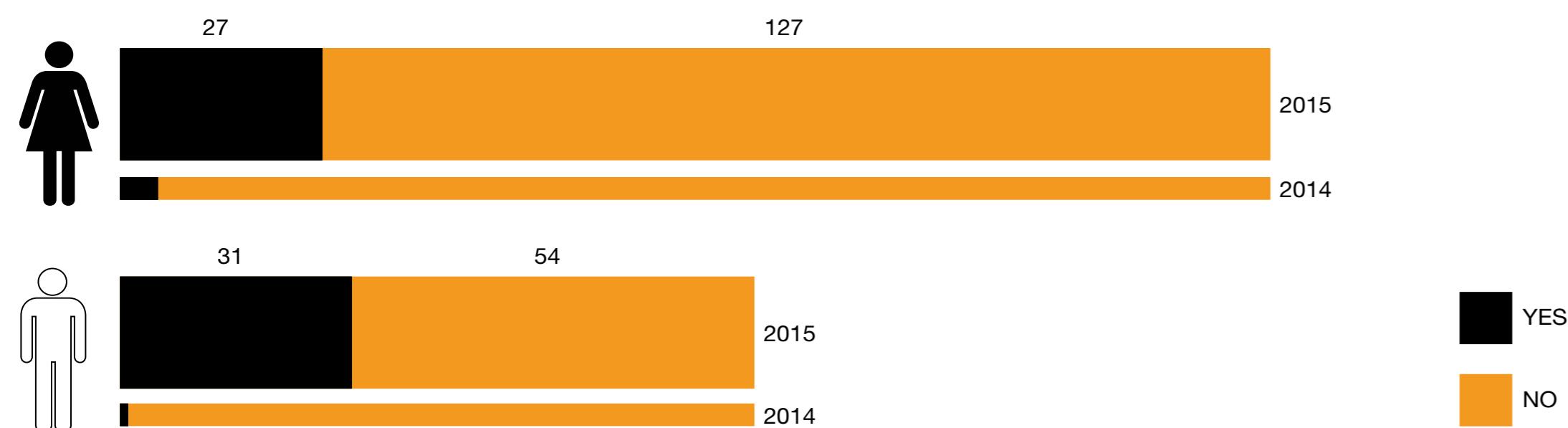
DID THE STAFF TELL YOU THEIR NAME OR WEAR A NAME TAG?



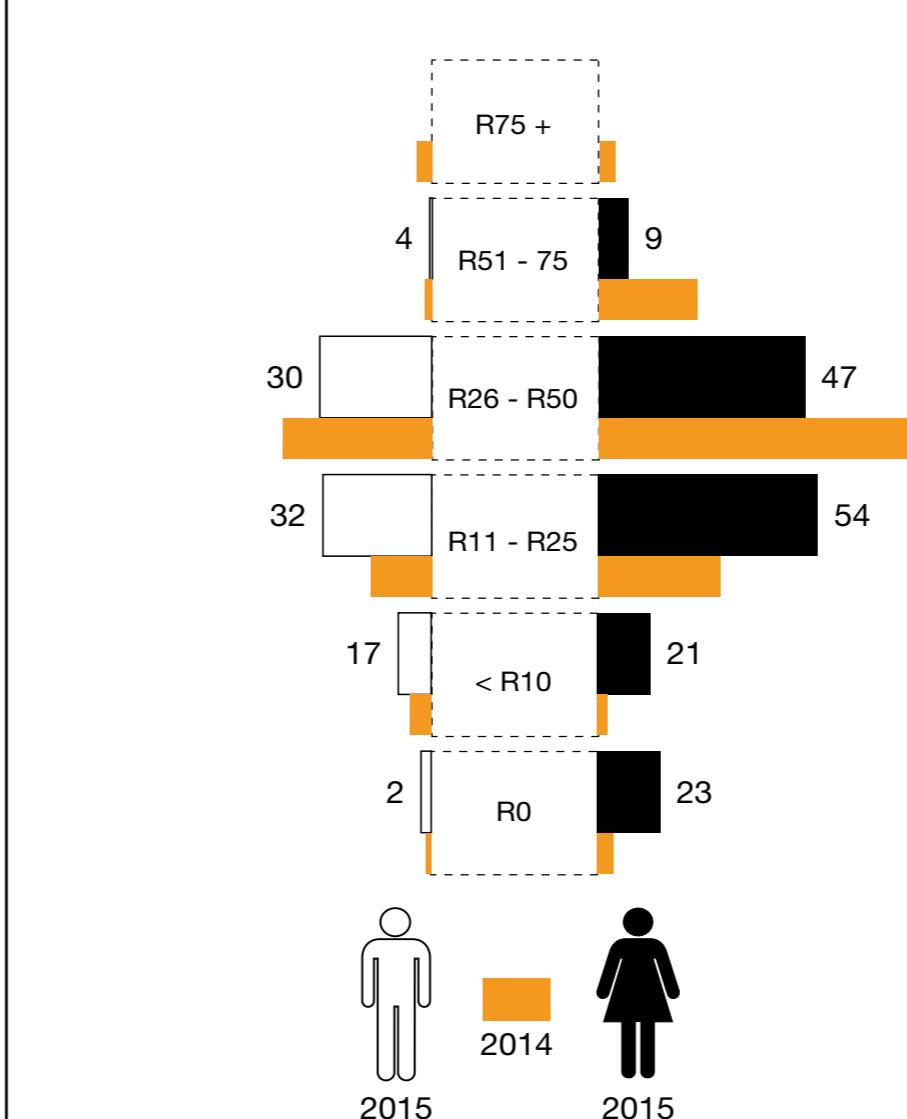
DID ANY OFFICIAL ASK FOR MONEY OR A FAVOUR IN ORDER TO HELP YOU?



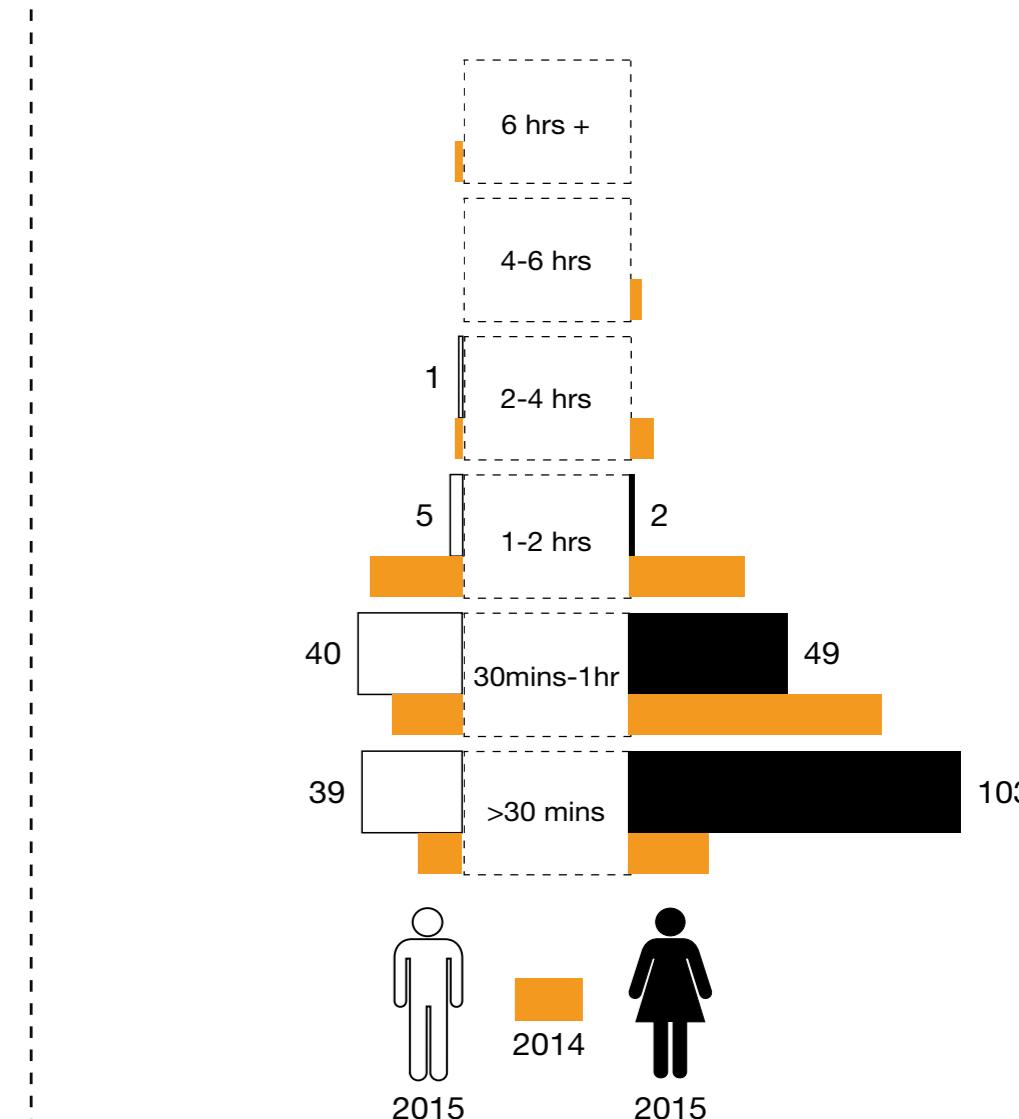
ARE YOU AWARE THAT YOU CAN APPLY FOR A GRANT WITHOUT AN ID?



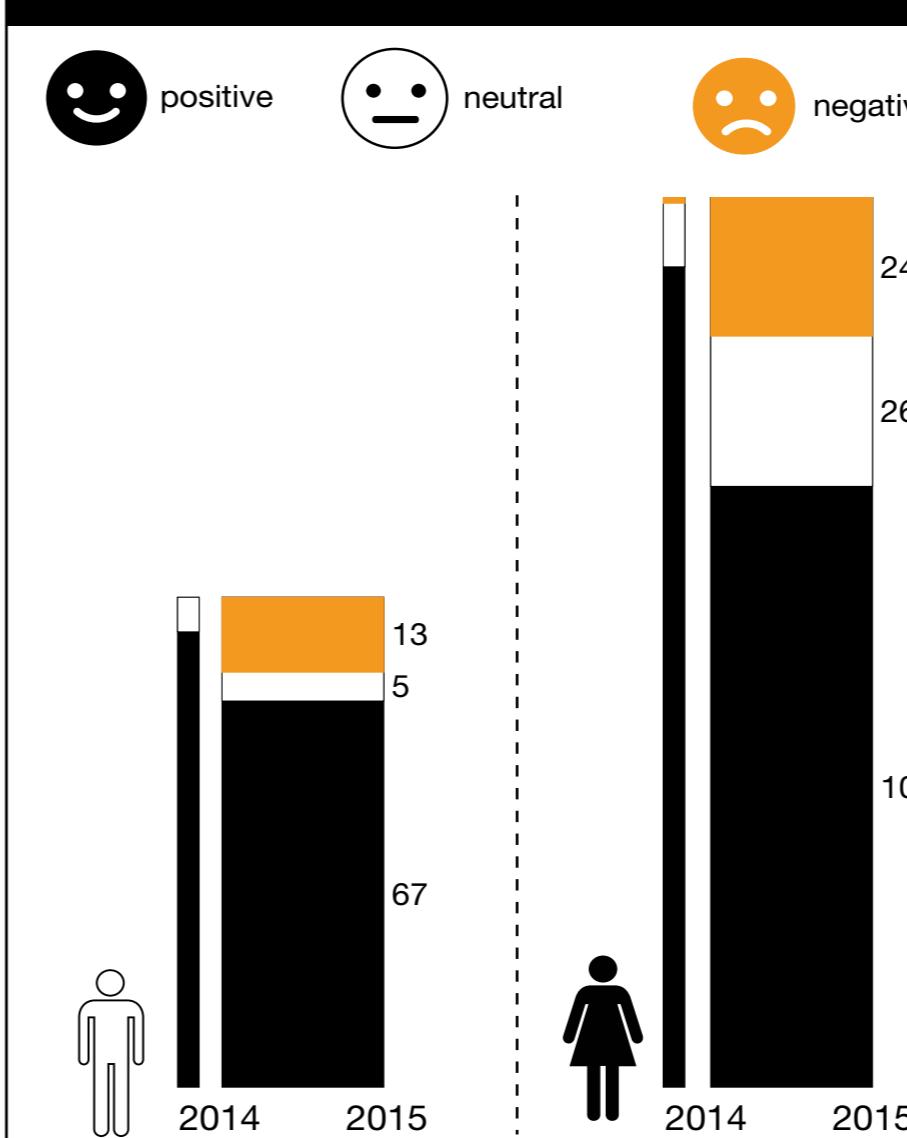
HOW MUCH DID YOU PAY FOR TRANSPORT TO THE SERVICE OFFICE?



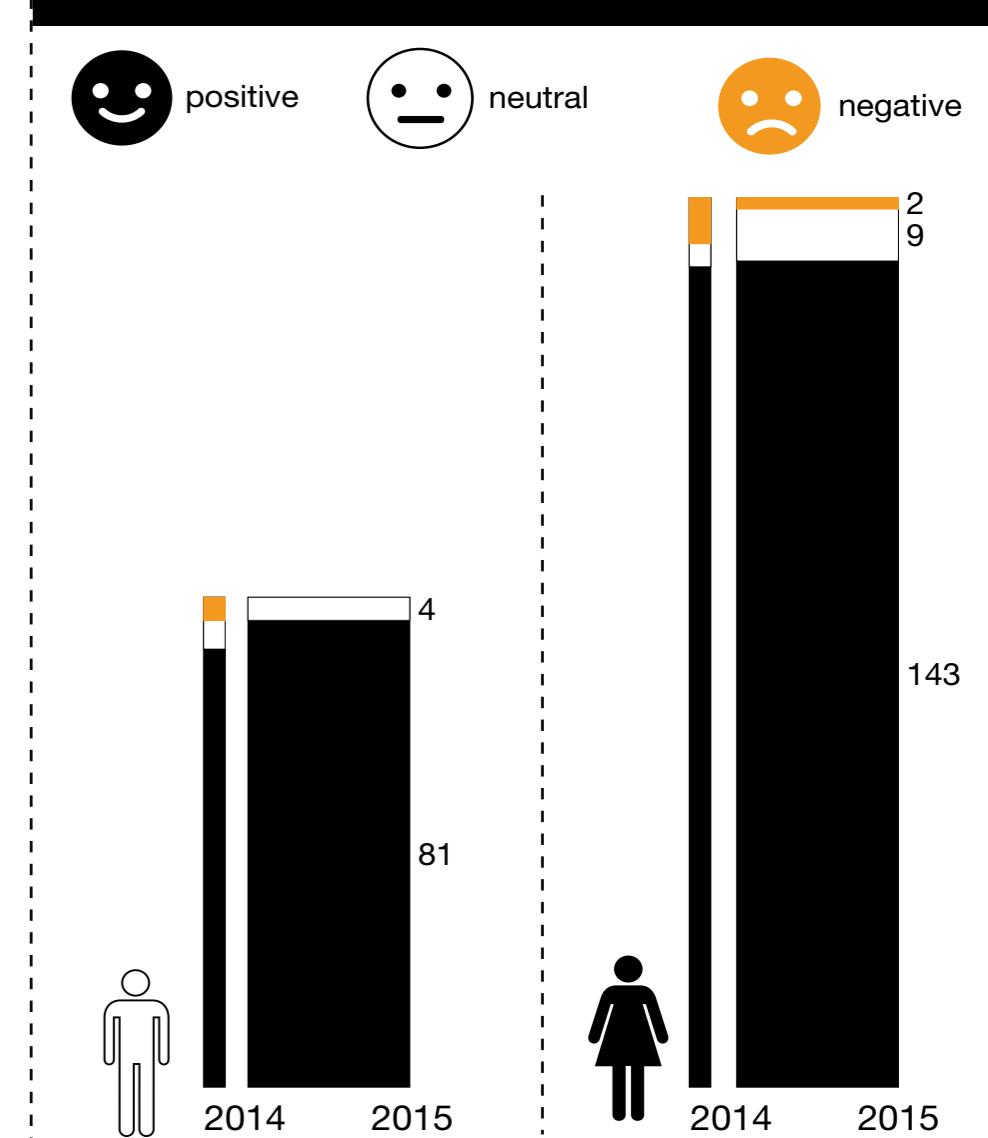
HOW LONG DID YOU WAIT IN THE QUEUE BEFORE YOU WERE ATTENDED TO?



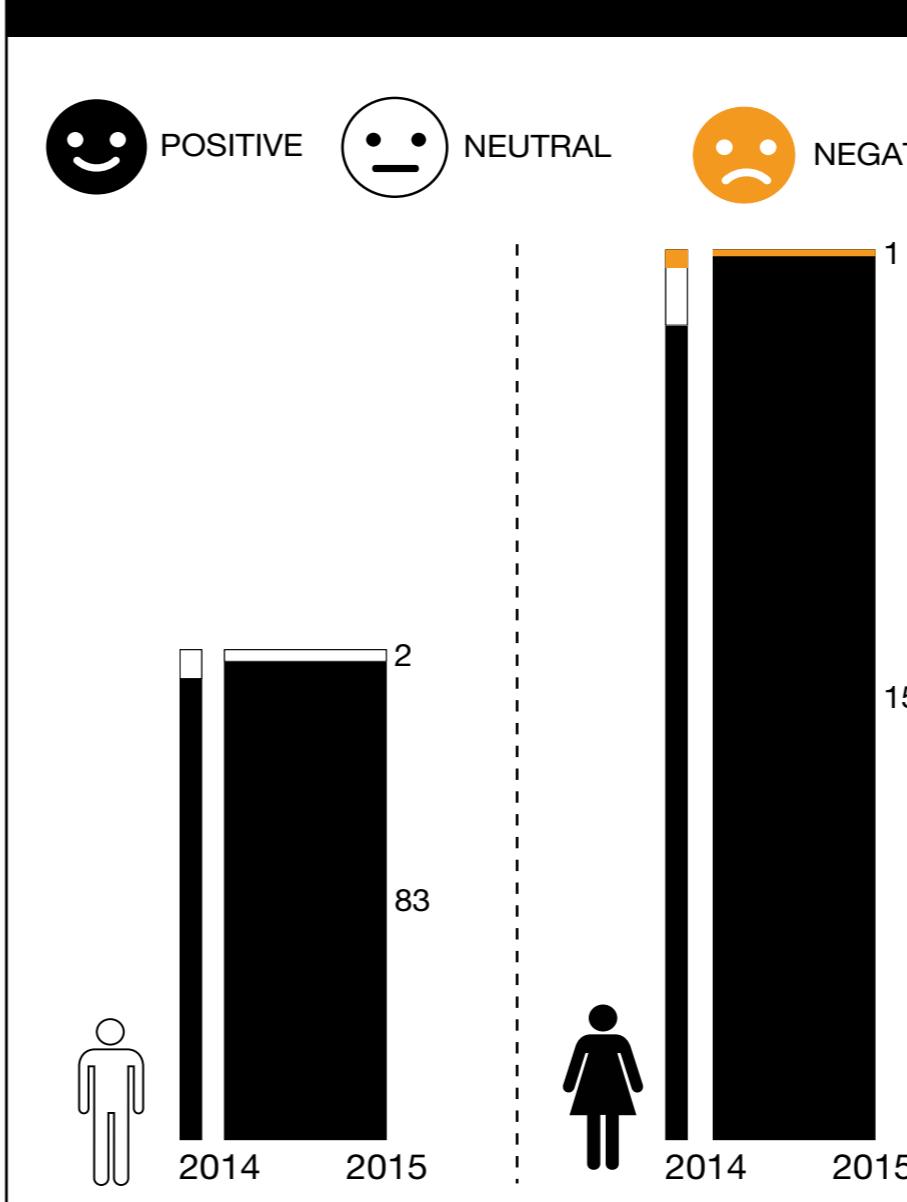
WAS THE WAITING AREA CLEAN?



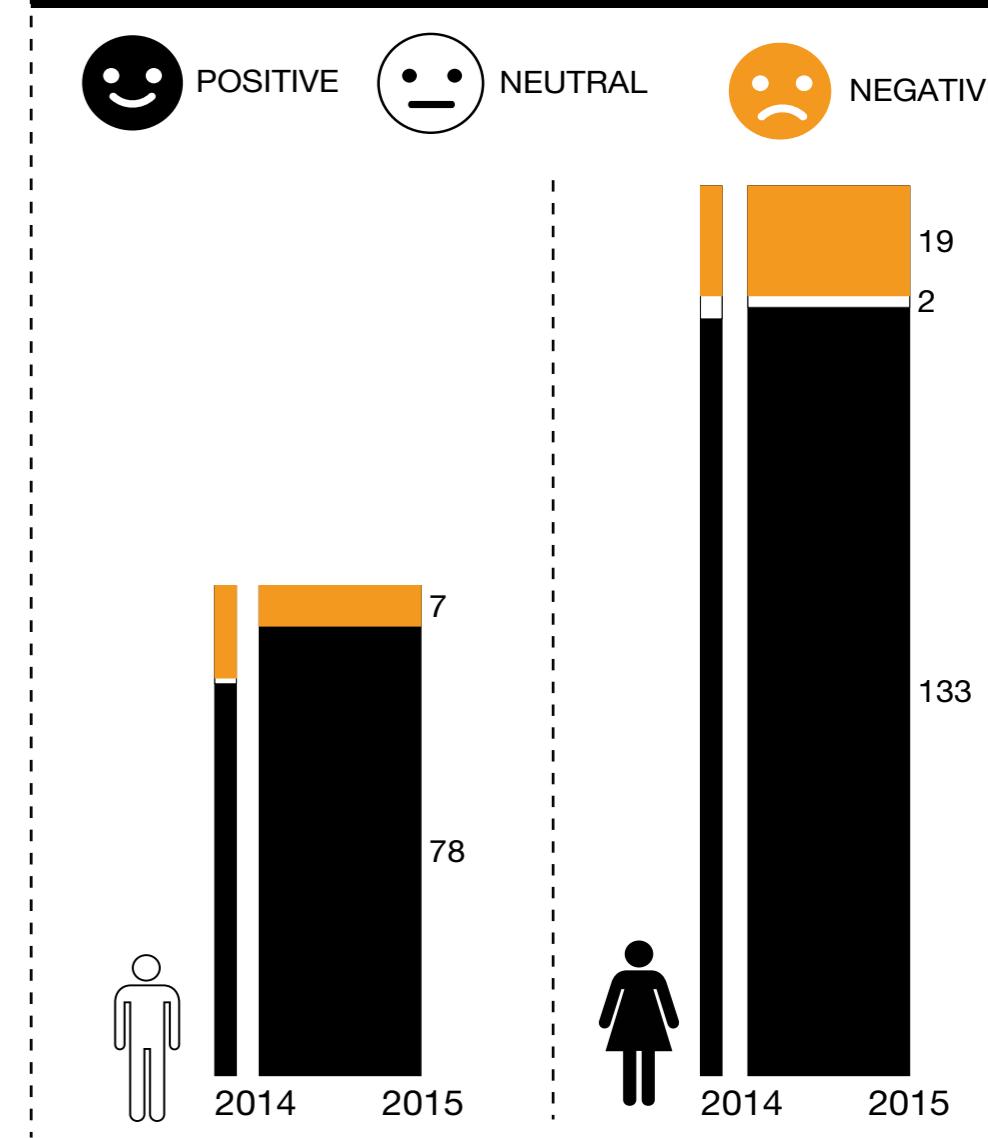
DID THE STAFF MANAGE QUEUES WELL?



DID THE STAFF TREAT YOU RESPECTFULLY?



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



	2015	2014
PARTICIPANTS:	239	416
FEMALE:	154	293
MALE:	85	123