

# SASSA Citizen Survey 2015 Comments

*Extracted from the Black Sash MAVC programme, cycle 2*

**Community Partner:** Siyafunda

**Site:** SASSA Pay Point, Keimoes (Kai !Garib)

**Number of participants:** 306

## **Q: Would you like to tell more about your personal experience at the paypoint?**

Number of responses: 31

Not safe with cash, always nervous.
More SASSA staff needed at paypoint.
Moneylenders to be stopped outside.
Airtime
Airtime
Airtime deducted.
Problem with loansharks.
R90 airtime
R100 electricity
Refuse to buy anything.
Airtime
Airtime
Very nervous person.
Airtime
Airtime
Airtime
Airtime @ electricity
Airtime & electricity
Airtime
R90 electricity
Previously borrowed money. They took all without agreement.
Loansharks a problem.
Loansharks every month in front of paypoint.
Moneylenders to be dealt with.
Should have gone to office.
Refer to office.
Refer to office.
R100 airtime
Airtime
Airtime
R100 airtime

## Q: What improvements would you most like to see at this pay point?

Number of responses: 8

Food parcels to be distributed to us.
Basic products to be sell to elderly.
Need info.
More info on household budgets.
Info on household budget.
More relevant info.
Safety,budgeting.
More info to community.
More info on elderly safety.