

SASSA Citizen Survey 2015 Comments

Extracted from the Black Sash MAVC programme, cycle 2

Community Partner: Tshedza Community Development Project

Site: SASSA Mahube Local Office, Mamelodi East, Pretoria,

Number of participants: 305

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

Number of responses: 2

re application of grant
renewal of grant

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

Number of responses: 76

Loss card complian
To check if to apply of staying with my brother children for the grant
Complain about deduction
Can I use the money for loan
Deduction on my previous grant
Deduction on my grant to sort out
Not yet received the sms thy promise to send to me
To bring the residential proof where I stay I for get it
To submit the document they vequester on first time visit
To be check again by the doctor of health for my disability
Complain of not receiving money last month
The child birth certificates found not matching with the date of birth
To complain about my lost card and identiy
They have deducted my money and to ask why
To ask what documents to bring
To bring back the required document
To bring Doctor's to the office
Submissions of the paper the want
They give the appointment of today
Short of payment
To check about the deduction on my grant
Deduction on my grant why
Money short in my account

The renewal of the child support grant card
To report about my lost card and had received it
To change my residential address
I had received this kind of grant before so I wanted to know if I can get it for the second time since I'm unemployed
renewal of disability grant
at first I did not have all the necessary documents
to inform the staff that the father of my grandson is nowhere to be found
Nat first I did not have complete documents
report lost card
I'm not working so this grant assist me
second child support grant
To come and submit the affidavit from police station
I come here to report that I could not make it to collect my grant I was at hospital and last time I informed them and they helped me
the social work give me some document to submit at the office
they give me appointment last time when I was here
reason for second visit was to get proof of life certificate
reason being that did not have some paper work that was required
did not have all required paper work
did not receive any payment whatsoever
was moving from to many places without any resolution
did not get all the help I wanted before
short fall in payment
payment would skip certain months
did not expect the level of service fist time round and had to go to many places without my issue being resolved
short fall of payment
found it difficult first time round to collect proof of life certificate
needed to resolve the short fall of payment
wanted more information yet got no results
need a full explanation why my issue won't be resolved
did not receive any payment at all
appeal for stopping payment
to get proof of life certificate
had missing documents before
system down
second child support grant
had a problem with first grant and wanted a relief
want to know why there was a short fall in his payment
reason being was to get proof of life certificate
reason being was to get proof of life certificate
apply for new card
enguire about the money deduction

my money was not transfer to paypoint
there is deduction on my account and I am angry with this office
report lost card and idendenty book
the matter of deduction was reported and it just continue
to be checked by doctor
to apply the foster grant
to change the card
to report my lost card and they have replace it
to report that I missed my grant due to my health conditions
my money short every month what's happening I was just to ask to stop this deuction
Requested clinic card
On the third week was told to wait and contacted me today and working on file

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

Number of responses: 304

Good welcoming
To hold FonePad when called to complain waiting to long
To help other people who stay hungry not having food to eat
We need move information about the grants
To stop the deduction
They should come and explain us more
To find out more to open up business
They seems they can not help me to stop the deduction
They have explain me what is needed
To stop to deduct our money
To approve my application
Open kindness and explaining
Help us to the grant
Very good well coming
Open people and know then story of service
I was nervous but everything I came here went well
Not yet satisfied with information
We don't have information they show come to our areas
To distribute information about other grants
To queue on the right side and expose the information
They people not respecting other people
They explain that their system was uploading and it will sorted out
The hospital made mistake and they did not understand
It is full of mixed service in one

They explain to me me everything
Not much helpfully to help me
They should and explain to us more at our area.
I did not know I can apply without id
Good service
The service is good
I did experience what documents must I bring also to apply without id
I realized later you can apply without identity book
Service is improving for the people
The staff should at all time give respect to client
The device is better form last time I was hear
They have treated me with respect and they where good
I am satisfied with coming here
Ladies staff needed to be serious about they work
They explained step by step what to do
I find out my self information
I find out what documents to bring
It disappointing to received short money and is make you out budget is not acceptable is our money our government why the do this
They deduct our money not telling us
The official have to investigate who is doing this
Good staff
Staff is respectfull
When we approach shoprite they took some money why
long queue
I stay in the wrong queue not understanding my problem
manage the queue was not up to standard
when people still on the area not easy to check if area is clean or not
More information is required from the office to community to highlight us with their operations
I was asked some information about documents they work on it
They understand their work
The security direct you where to queue and official then call you in the group
it is good to be help by someone who welcomed you not who ask you u many questions
The information is not clear on how to apply the grant
the queue where not well manage to direct the people to correct section
managing waiting area was very bad
waiting area was very bad
the waiting area was cold and the service was very bad and queues were long
They can't manage their queue because I didn't know where to go
the queues were not well managed
the long queues
the waiting area didn't look good
there was no one managing the queues
waiting area was not clean

their staff didn't wear the name tags
the waiting area was bad
the waiting area was cold
I was not guided to the right queue
waiting area is cold
I was not guided to the right queue
information not reaching the community
we dont get much information from sassa as the community
good service from staff
waiting area is cold
their system is very slow
their system is very slow
we lack information from sassa
waiting area is cold
waiting area is cold
the staff was very respectful
sassa should protect our grants
waiting area is cold
we lack information from sassa
we lack information from sassa
waiting area is cold
waiting area is cold
waiting area is cold
we lack information from sassa
we lack information from sassa
we lack information from sassa
sassa information doesn't reach the community
their system is slow
waiting area is cold
everything was on point
I believe they should extend the period of this grant since you can never get a job overnight
the staff works effectively with older persons
The staff was friendly
the service is good but the place is not convenient
younger people do not have respect for older persons an disabled people
they should let people know how to apply for second grants
the staff is friendly
the staff should keep up the good job servicing older persons
staff was very friendly
the waiting area is too small
the staff practices the bathing peel principles
the staff should continue doing the great job by helping people with disabilities
the service was very good indeed
that the service office gets more than one doctor

I was impressed about the service
language barrier
information about what documents to bring for grants is needed
I got the assistance I needed
it was brilliant service indeed
the staff is respectful towards older persons
the staff here is so energetic and know what their doing
that they could assist me with the grant in applying for since I'm unemployed myself to take care of my grandson
that they inform us as to what to bring when applying for the grant
I really was not satisfied about the queue management
I was given the information correctly
I got the required service
staff respect older persons
staff was friendly and offer their services to you
we travelled we need satellite offices around
disabled people should get first treatment
To explain on pamphlets how to report lost cards
change of staff a problem since you want to be helped by the previous one
clear explanation and respect shown
warm welcome by the staff
explanation by staff was understood
this kind of grant should be extended
everything was well managed at service point
it explained to me what to bring when applying for second grant
come here without documents
they did understand my problem and they where prepared to solve it
the official started not trusting me but the other one intervention and understand my report
this grand is needed at community people don't work and it would help them
it make not to sleep they need this and that
the other staff seems not prepared to help older people especially women in this office
she can explain to me what needed to get my older grant and the process I must follow
the staff was friendly
we travelled from far as repeaters to come mamelodi we need our offices
not bad experience on services
the experience of services was good
experience was well received
level of service that was received was not that bad about services
experience had about services offered was good
experience was well received about what I wanted to inquire about
experience was excellent about what I came for
everything was as expected to be good about information inquired
information inquired was well received
wanted information and was well received

it was not as bad as I thought it would be to get information that I needed
was help about my inquiry
what I wanted I received with great help
wanted information and was well given
the staff is young and energetic
I received the help I wanted
the staff helped me with dignity and respect
the staff ushers me in my wheelchair To the service point
the staff treatment was great
queues were managed very good
staff was friendly
attended to with respect
people with disabilities and older persons were given first preference
the staff was on point about the service
did get any help at all
got all th help I wanted
got all the help I wanted
my experience was bad about what I wanted
all information I wanted I received well
what I came for was helped
got all the information required
did not get the help I wanted
experience was well with what I came to do
staff did sort out my issue
did not get the help I wanted
got what I wanted with excellent service
experience had was well received but not satisfied
all information required was received well
found what I was looking for
managed to get the required information that was wanted
mixed emotions about services rendered
did not get any help
had no help at all
got no help at all
experience was well received about service but not satisfied
bad service received
got all required information
experience was bad about service offered
got all the help I needed
got all the help wanted
was helped with service needed
excellent service given
got the relevant information
level of services was good but could do more

got all information required and learned a lot
had a great experience with services
my experience was good with services given
services was good given
was helped with what I came for
got bad experience in the beginning but it improved
the staff is often serious at their work
the staff have respect
the queue was well managed
language barrier
the staff works effectively with people
I have experienced respectful and helpful staff
the waiting is cold
the staff was very respectful towards everyone
the staff was very respectful
we spend a lot of money coming to this office
the staff was very respectful
the waiting area is cold
we lack information from sassa
we are experiencing long queues because maybe sassa have to accommodate many places
the waiting area is cold
the waiting area is cold
we lack information from sassa
I experienced a well trained staff
sassa mahube is too small to accommodate all places
waiting area is cold
we lack information from sassa
waiting area is cold
queues are long and staff is trying hard to help for everyone
service is good but the is that they are many areas depending on this office
we lack information from sassa
sassa have long queues because many places are depending on mahube
we need more information from sassa
their system is slow
I have experienced long queues
good service from staff
I have experienced good service from staff
waiting area is cold
well respectful staff
waiting area is cold
we lack information from sassa
we get cold while waiting for help in the waiting area
community don't get much information from sassa
information don't reach the community

the system is slow
waiting area is cold
I have experienced long queues
I have experienced a cold waiting area
I have experienced a respecting staff
I have experienced a cold waiting area
I have experienced friendly staff
I have experienced friendly and helpful staff
I have experienced long queues but managed it well
I have experienced friendly staff
I have experienced long queues
the staff was respectful towards the community
information doesn't reach the community
staff treat everyone with respect
the staff was very helpful about everything
waiting area is cold
waiting area is cold
waiting area is cold
sassa staff was very respectful towards everyone
waiting area is cold
waiting area is cold
sassa staff was very respectful towards everyone
information not reaching the community
waiting area is cold
information not reaching the community
the staff was very helpful
I have experienced helpful staff
I have experienced helpful staff
the staff was appropriate and handle me very well
matter of applications was clearly explain
my application was promised to be resolved
the staff should remain committed to the work
my matter was resolved and hope it will never happened again
the matter was well resolved
the matter was well resolved
the office should give us more information about thing's we don't know
the staff should talk other languages
we don't have enough information what's happening in our grants
waiting area is cold need air conditioning
our information must be protected to other people
waiting area is cold
the general information about sassa
the reporting procedure to this office
chairs are not enough for waiting area

the office should protect our grant
level of experience is not the same as in town
the information is not there at our area
they should open up space for disability people
the clarity of application since I foster my brothers children
service is good
waiting area is not up to date
I was not sure I qualified for the grant since I am still at school
I just reach my 60 years last month I was here to apply
I thought they are going to lash me but they did help me
the waiting area need to be improved for more chairs to accommodate us
since I have just not working I was here to check about this grant
they promise me to pay me the whole amount
they accepted my application
who deduct our money is not ok
my health is not ok and need to find out if my child can come colect the money on my behalf
My child be assisted
Very few staff assisting people

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

Number of responses: 305

Infrastructure improvement
Changing of stuff and bring new people
To distribute their information to know move
The office not improving
To tell me who deduct from my grant
We need own offices at rethabiseng
Make our own dates of our enquiry
The investigation is to slow
Dived us from children's
To add move chairs for waiting
No commend
No comments
The area and offices is to far
The waiting area to be open
The venue is to far from on areas
They should put move chairs
Guiding information about grants
Establish office in our area
No comments
To improve the desk

More space for people with disability
No comments
To link their offices with health department
The specs of waiting
Is for our own area
To have police officers here
We need sassa office at our area
Improvement of service
No comments
Uniform
Open space to be covered with chairs
Most people are affried to comes and officials must motivate people to come and apply
If they know about this they will improve
Hope the survey can inform about our view and our voice
More positive staff is required
Toilets should be more
The area looks very clean all time
Workers should all time to be motivate
They are committed to their work
They have to consider to be recommended
No comment
The office should protect us if they don't know
The should lead that we watching them
They should change the system and go back to the old one
Nocomments comment
If the report will delivers to them
The place is ok
change the security operation that control the queues
toilet need to be check all the time
others have appointment and others not
toilet improvent
many people have not access this grant outreach will be better
the office try to help us and that's good
They should be awarded position
let us not call us on one day for appointment seperate us and it will be most fast service
The should come on other days to talk with community
No comment
the direction of office need to be exposed
The sign of directive should be exposed
They should improve waiting area
they should improve their toilets
the waiting area need to be improved

improve the waiting area
They should improve on how to manage the queues
they need to improve on cleaning the toilets
they should improve on how to manage the queues
they must improve on cleaning the toilets
they need to improve on making sure that staff wear name tags
they need to improve on cleaning the toilets
they should improve their building its cold
they should motivate their staff
they should improve their building its cold in winter
they should manage their queues
they need to improve how information is distributed
improve how information is distributed
they should keep up the good job
they should improve the waiting area
we need sassa office in our area
they should improve their system
they should improve the way they distribute the information
they should improve the waiting area
they should improve the waiting area
they should improve on giving people all information
salsa should make sure our grants are complete
they should improve the waiting area is cold
sassa should improve how information is distributed to the community
sassa should how information is distributed to the community
they should improve their waiting
they should improve their services especially about the money missing from our grants
they should improve the waiting area
they should improve how information is distributed to the community
salsa should improve how information is distributed to the community
sassa should improve the way information is distributed to the community
they should improve the way information is spread to the community
they should improve their system
they should Improve the building because the waiting area is cold
it's either they extend their working hours or decrease their lunch and tea breaks
they need to get comfortable chairs
language barrier
They should have rotating cleaning staff
that they increase their satellite offices
older persons and disabled be given first preference
More reading material about grants
cleanliness in the waiting area
space increase

More wheelchair facility needed
building needs to be erected
staff understanding other African languages
extend the reception area
some more toilets
doctors offices should be increased
bigger premises
translation is needed
each grant have its queue
that more information be displayed on what kind of grants are available and for who
that senior citizens get first preference at point of service
More respective staff in future
that they employ more staff that is energetic
that they have satellite offices around Mamelodi
information material distributed
staff attitude changes
advertisement about grants
advertisement about necessary documents
communication should be in all languages
they should get more younger cleaning staff which is energetic
the environment is not up to date
separation of older and younger is needed
have pamphlets written in African languages
waiting area is not always clean
most things look old so they need to put new stuff like furniture
accommodate wheelchairs in their facilities
extend working hours
waiting area should be bigger
the waiting area is sometimes untidy
More information should be in flyers abt different grants
they come to out section for explanation what's grant are available and can they help
They should help all the client no matter what in the office it is our government
winner staff seems not committed to their work they are playfully with older people
the doctor took his time to process the church out for your health
is cold now and need heaters at waiting area
they should respect us and improve their attitude
they must interpret the grant to person languages
they should clean the areas and rotate staff if cleaning
not much we need our office
older should be given first priority
the quality of service
better communication would be appreciated
More information needs to reach the public about services offered
more people should be hired to reduce work overload

more people need to be hired
so far nothing I can change
need more offices around
need to see more officials in the community to speak about services offered
more information should reach the community
attention to detail about services would be a great help
level of agency in matters arising
problem solving tactics is sassa personnel would be great
More offices are required
bigger premises
the waiting area is often untidy
enough toilets
bigger space for wheelchairs
comfortable chairs
bigger facilities
the waiting area is not often clean
staff needs to understand some african languages
bigger facilities for easy movement for wheelchairs
if they had a kids playing area
more offices required
employ more people do deal with long queues
more people diving issues should be present
attention to detail would be best about services
information should reach the community
problems should be resolved immediately
must be willing to help people
visibility to the community
level of problem solving should Improve
elderly should take fist priority
service quality needs improvement
information about services offered needs to reach the community
problems need to solved same day
More information should reach community
information regarding services should be given at first glance
better information about services
important issues need to take first priority
important matters should take first priority
need to know more about services
the quality of services
more visibility and offices
problems need to resolved immediately
more offices required
quality of service in and around offices
More visibility about their offices

more visibility
More information about services offered
more offices than one
visibility about services offered
important issues should take priority
visibility in the community about services
should have plan b when system shuts down
more offices
more offices
more personnel required to resolve conflicts
more offices to cater more people in the community
they should have different questions for grants
that we have more offices around mamelodi
reading material to be in all languages
bigger facilities
the place is often not clean
they need to improve the building
they should Improve the building
they should improve waiting area
they should improve the building it is cold in the waiting area
we need sassa office in our area
we need sassa office in our area
they should improve the building the waiting area is cold
they should improve how information is distributed to the community
we need sassa office in our area
they should improve the building
they should improve the building
they need to improv how information is distributed to the community
they should improve the building
they should increase our money
they should improve the building
they need to improve how information is distributed to the community
they should improve the was information is distributed
we need sassa office in our area
we need sassa office in our area
they should improve how information is distributed to the community
we need more offices
they should improve how information is distributed to the community
they should improve their system
we need sassa office in our area
I feel everything is under control
I was satisfied with everything
they should improve waiting area
I was satisfied with everything

they should improve the building
they should improve how information is distributed to the community
they should improve the building
they should improve how information is distributed to the community
they need to improve how information is distributed to the community
they should Improve their system
they need to improve the building
they need to motivate staff
they need to improve the waiting area
they need to improve how information is distributed to the community
they need to improve the building
they need to improve the building
sassa needs more offices and branches because we spend a lot of money coming to mahube
sassa need more offices to avoid Long queues
they should Improve the way information is distributed to the community
we need more offices in our area
we need more branches
they need to improve how information is distributed
they need to improve the information is distributed to the community
we need sassa office in our area
they should Improve building because its cold in the waiting area
waiting area be improve
they should Improve the building
they need to improve how information is distributed to the community
they need to improve the building
they need to improve the building
they should improve the building the office is small and cold
they need to improve the building
they need to improve the building
they need to improve how information is distributed
they need to improve how the information is distributed
they need to improve the waiting area
they need to improve the building
the service should be visible to the community
community need more information
service level was acceptable
out reach programme in our community should be held in our wards
propose door to door and explain what services are in the office
waiting time in the queue should be more relevent
waiting time in the queue should be more relevent
improve they way the hand out information
information should be type with different language
the office seems to have information on what's happening in our grants

let building be improves is open
if the know who is doing this must be arrested and we will trust them
improve theirs waiting area
Liam radio can be use for information
when to report about the stolen personal belongings we need to have a proper hearing
workshops should be held at community wards
the politicians not doing their job
the office is too far for other people
the building is not beautiful
social worker must work hand in hand to assist us
more information in our community
the staff are very committed to their work
their toilets are not enough
we don't have to seat around with elderly people
more information is needed
they should we come us with smile
no comment
toilets are not enough
most people they don't know about this grant is giving to whom and how
we have to learn about their service in our meetings of community
they should advertise their call line to ask before we came here
when people complain they must listen
no comment
Working faster
Adding staff avoiding numerous visits