

# SASSA Citizen Survey 2015 Comments

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

**Community Partner:** SAVF

**Site:** Utrecht SASSA Local Office, Emadlangeni District, KZN

**Number of participants:** 239

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

Number of responses: 0

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

Number of responses: 42

Still waiting for the result from province and file is not back yet
To appeal for my grant application
They wanted the child certificate
I was told to bring the child's certificate
To check if I don't need to re-register
They needed the child certificate
They needed da child's certificate
Told that I won't get my grant and had to come back
To come with the child for proof
Had to bring the children as proof that they are still alive
To see the proof of the child's certificate
To 're-register
Didn't bring the right documents at first visit
To 're-register
Did not have all the documents
Told to bring the child's certificate
Because of documents that I didn't come with that was needed
Because my documents were sent to ladysmith for feedback on my grant that I am not getting
I didn't have all the documents
Documents had gone to ladysmith and had to get feedback
Had to 're-register
Had to finish some documents
Had to come and renew disability grant
Didn't come with the child
To bring the children's certificates
Come for my grant results that I was waiting for
To 're-register

To add another child
Problems with the documents I had
They didn't have all the documents that were needed
To 're register
Had to bring child's birth certificate
Her file was sent the Durban had to come back for feedback
New grant
For the money they continue taking it in my grant
Results for my grant
Feedback for my grant
The child support grant was unsuccessful at my first visit.
To 're register
To check if I must 're register again
To add other child
're register

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

Number of responses: 97

Official's help us in a respectful manner
Staff treat us with respect
We do not wait for long hour's now
Staff stop playing with their cell phones
To employ more qualified staff
Securitie need to be friendly in the gate.
We need permanent staff
The staff is friendly
We are not waiting for a long time inthe queue
Service is good
It was good
It was a good experince
It was great
I learned new things that I didn't know
The service is very good
It's good
It was very good
The service is good
It's was good
It's great
To give more advise

They are respectful
Good service
It's good
Got all the information that I needed
It was good
It was good
It was a good experience
It was good
Great
It's good
I had learned great things that I didn't know
Good
Good
Very good
Good advise
Good with the people
Information that I needed
Good
Good
Great
Good
Good
Learned new things
It was good
It's was excellent
It was very good
Service is good
Good service
Waiting area is clean
No waiting period
Respectful
Good
Good
Good
Good
It was good
It's good
It was good
The staff respect everyone
Explaining what needs to be done
It's good
Good service
The staff was good and the service was great
Great

Good
Good
The people are helpful
I got an understanding of the things I didn't know
It's good
They were good and made me feel welcome
Good
Its good
Good
It's good
Great
I didn't have to wait long
It's good
It was good
Service good
Good
Great
Good
Good
Great
Good
Friendly staff
Good
Great
It's good because the staff respect must and I was happy
It's not good or not bad.
Yes they know their work.
Very good

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

Number of responses: 155

Rails on doors for balance
Steps on toilet doors
Rails for people with disabilities
Directions where sassa office allocated.

Posters on walls with information
Trained staff who are employed permanent
Staff pay more attention to client's than answer their phones
Rails on doors
Rails on doors
Office directions because they moved from old offices some of get lost.
Rails on the door
Steps on toilets
Rails
Sitemap directions
Large area
Have enough space
Have enough sitting place
Improvements in the waiting area
The waiting area does not have enough space
Office enlargement
Waiting area
More offices
Bigger space
Open space
Waiting area to be enlarged
More offices
More tables and chairs
Must have more chairs
Enlarge working space and build a warm waiting area
Have enough sitting place
Enlarge offices
Improvements to waiting area
Having enough sitting space
Large area
Improvements to the waiting area
The office must get more chairs
Open space
Waiting area
Waiting area is crowded
Waiting area
Larger area
Warm waiting area
Open space for everyone to fit
Warm waiting area
More tables and chairs
More office space
Space

Warm waiting area
Build waiting area
Waiting area
Enlarge working office
More offices
Waiting area
Build a warm waiting area
Build steps for people that can't walk on the stoep
Enlarge working space
Build a waiting area
Must have male and female toilets
Waiting area must be enlarged
Enlarge waiting area
Toilets for disabled people
More offices
Space is nor enough
Office space
Bigger space
More offices
Waiting area
Office enlargement
Improvements in waiting area
Waiting room
Bigger place
Safety for young and old people at the office
More office space
Must have more chairs
More tables
The place is too small
Improvements In offices
They must finish one person attending to another
They must put steps that are easy to step on like for disable people
It must get bigger
More open space
More offices
Enlarge office space
More office space
Building more offices
Open space
More office space
More office space
More offices
To have a big place so that everyone can sit
Must have enough space

More office
More tables
Have more space
Have steps for people that can't walk on high steps
Have signs at toilets to separate males and females
The waiting area is outside
More offices so that we can talk our private things
Waiting room
Enlarge waiting area
More offices
Build walking way for disabled people
Waiting area
Build waiting area
Enlarge working area
The waiting area
Waiting area
Have more working space
To build a waiting area
Office enlargement
Hire more staff
More space
Hire more staff
Must have a bigger space
To enlarge the office
Must get a proper place
To enlarge the office
Office enlargement
The office must be enlarged
More offices
Enlarge office space
Waiting area must be covered rebuilding
Build waiting area
Build steps for disabled people
Enlarge office space
Enlarge office space
Build waiting area
Enlarge office space
Build waiting area
Enlarge waiting area
Steps
Bigger space and area
Build steps
Bigger offices
Bigger space

More space
Toilets
Toilets
Lower steps
More building's
Warm waiting area
The waiting area to clean all times
The waiting area is not properly built
The waiting room space is not properly
To enlarge the office.
They must build a proper building .
Enlarge offices
Rails in doors
Office directions
Enlarge office space and add more working equipment
Working equipment for some official's
Name tags for official's
More toilets
Enlarge office
Add more toilets