

SASSA Citizen Survey 2015 Comments

Extracted from the Black Sash MAVC programme, cycle 2

Community Partner: Gugulethu Advice Office

Site: SASSA Service Office, Gugulethu

Number of participants: 300

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

Number of responses: 79

Submission of applications forms	79
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Q: If this is your 2nd visit, or more, please tell us the reasons for needing to come back?

Number of responses: 106

Submission of application forms.
The state old grant beneficiary has not pay her grant benefits for three months due to illhealth.
The old age grant beneficiary has made an appeal against previous decision not to pay her a grant due to the fact that sassa did not furnished the reasons not to pay her the grant.
The old age grant beneficiary received a letter from sassa in order to come and do proof of life certificate. He then approached the service office for purpose of the said certificate.
The applicant did not pay her old age grant due to illhealth and has been in hospital for three months. Sassa stopped to pay her benefits due to the fact that the above three months still not collected.
The applicant has made an appeal against the previous decision to cancel her grant and she has not given the reasons not to pay her a grant.
The old age grant beneficiary has been told that the pension he received at sanlam exceed that of state old age grant. Therefore do not qualify.
The applicant has been receiving pension as a nurse and applied for state old age pension. Her pension was cancelled and being not given reasons for the cancellation.
The applicant is self-employed and the turnover exceed that of old age grant benefits and sassa cancelled her old age grant. without given her a reason for her cancellation.
The applicant is receiving pension fund benefits at old. Mutual and sassa cancelled his old age grant without giving him reasons for the cancellation.
The old age grant beneficiary has been in hospital and she want her daughter to pay her grant. Therefore she had to fill in a form and get a proof of life certificate to show she is still alive
The applicant did not report to the at the service office the change to her physical address in order for the office to send correspondence such as to come for proof of life certificate to prove that she is still alive.
This old age grant has been in hospital and had to get the said proof of life certificate in-order

for her to give proof attorney to someone else to pay her grant money.
The old grant beneficiary went to eastern cape and stay more than three months not have paid his money the sassa stopped the payment.
The applicant do not stay with the child but with the biological farther of the child. The mother of the biological father want to apply as the person staying with the child.
The child has not been staying with the applicant but with the grandmother. Therefore applicant have to show proof that she is staying with the child.
Bringing back the forms furnished with for completion.
The applicant seem to misuse the CSG and the grandmother reapply on her name (via) social worker.
Register the grant to the relevant person staying with the child.
The child has been paid by the grandmother and the child is back to her mother.
Submission of application forms completed.
The Grant has been received by the mother of the applicant in the eastern cape.
Submission of application forms.
Submission of application forms.
The grant need to be transferred from one person to another.
Delayed grant approval and payment (e.g) biometrics.
Submission of the application forms furnished to her for completion.
Delayed grant payment due to change of address and not reported to the service point records.
The applicant is still need to take the child for (biometrics)and then receive her CSG for the child.
The applicant has registered by child for the grant, she has to come back for submission and do fingerprints(biometrics).
The applicant or beneficiary did not pay his DG due to being in the eastern cape for three months and the grant was cancelled.
The applicant has been given the grant for 6 months and received the letter from the service office to review his grant.
The grant of the applicant has been cancelled and did not furnished the reasons for the cancellation.
The applicant has lapsed after 12 months which is may 2015 and never approached the service office after the grant has lapsed. He then being advice to go to the service office.
The grant has been cancelled and the applicant did not receive a letter stating the reason for cancellation.
The applicant did not collect his DG payment for five months due to the fact that he has been in and hospital.The service office did not receive the report and cancel his grant.
The is a tendency of missing files or information that need to be address and redress at the service office.
The applicant received the grant for six(6) months and received the letter for a review. He is then now making a submission of this(medical report).
The grant has lapsed after six months given by the doctor, the applicant then approached sassa service office for a form to go for a review. The applicant is therefore making a submission.
This applicant has got also a missing file and once the staff find the file, then they will call the applicant for an interview.
The file of the applicant cannot be found and sassa is still looking for the file once the file is found then sassa will call the applicant.

The letter from sassa came later to the applicant that his grant is going to lapse therefore he must go for a review.
The applicant failed to make a review within the scope of 90 days after she received a letter advice her to consult the doctor due to the fact that 12 months given expire on may 2015.
The applicant has been out of the western province and could not be able to do a review within the scope of 90 days and therefore he had to reapply.
The grant of the applicant has been cancelled and she is not aware of the reasons for the cancellation of her grant.
The applicant has been turned down and the applicant had to reapply within 90 days of receipt of the letter from sassa.
People ignore letters which they receive and come up with story as if cannot read as a result grants get stopped due to not have reviewed.
The grant has been stopped after six months receiving it then one has to approach sassa and not waiting to receive a letter for a review.
The grant is subject to a review after a certain period or months given them one need to go back to a doctor for a medical report regarding the state of affairs of his disability.
The DG is still permanent and is subject to a review in terms of the social assistance Act 2004.
First review after receiving the DG for six months.
The grant has been stopped and not have received a letter from sassa for a review.
Submission of application forms from the doctor after received a letter from sassa to go for a review.
Bringing the applicant back from the hospital given to the completed by doctor(medical report) through the first DG approval.
Review of the DG which the applicant has been for six months.
The state old age grant beneficiary visit the service office to get a proof of life certificate to show that he's still alive.
The applicant visit the service office to make a submission of the application form furnished for completion.
The applicant visit the service office to make a submission of the application forms furnished for completion.
The Applicant has not have received his grant for two months due to being in hospital therefore his grant has been stopped.
The state old age grant beneficiary approach the service office to get a proof of life certificate.
The state old age grant beneficiary did not pay his money because he has been in hospital for 4 months.
The applicant received pension benefits from government employee pension fund and it exceed that of sassa.
The applicant is submitting the application form furnished for completion.
Submitting forms furnished for completion.
The applicant has been in the eastern cape for 2 months, he then must get a life certificate.
The social worker have to go to court for approval of the foster child grant.
The applicant has been in the eastern cape for 2 months and did not get his pension money.
The social worker must send the applications to court.
Coming to submit application forms furnished for completion.

The mother of the child is not staying with the child but the child is still with the grandmother. The grandmother needs to apply herself.
People misuse the child support grant where one will find that said CSG is by a wrong person who does not stay with the child.
The CSG has been paid to the mother whom is misusing it for her personal gains such as alcohol.
The grant has been paid to the mother where as she is not staying with the child and the child is staying with biological father but married.
The child is staying with the father and the mother of the father of the child have to apply as the person staying with the child.
The child is staying with the grandmother in the eastern cape. The mother is therefore then have to cancel it here in the western cape.
The child has not been staying with the mother and now the child is back to her mother,
The child has been staying with the grandmother in the eastern cape and is now back from the eastern cape to her mother.
The child has been staying in the eastern cape and now is back and staying with her mother.
The mother of the child is not staying with the child and the grandmother applied for the child.
The old age grant beneficiary is very old and cannot walk , he therefore want his money to be paid to his daughter.
The applicant grant has been stopped due to being not in the province for past for months.
Seemingly the old age grant beneficiary has been in the eastern cape and the grant has been stopped.
The applicant is visiting the service office to sort out his old age grant which he did not receive for three months. He has been in the eastern cape.
The applicant need his grant to be paid to his daughter therefore the beneficiary have to apply for the life certificate.
The old age grant beneficiary has been out of the province for the period of three months without have informed the sassa service office.
The applicant visit the service office with regard to his grant that he did not receive for two months due to being in the eastern cape.
The applicant approached the service office to make a submission of the application forms furnished her for completion.
The applicant has approached the service office to make submission of the application forms furnished for completion.
The applicant is visiting the service office to make a submission of the application forms furnished her for completion.
The applicant is not staying with the child and the grandmother is there to apply on behalf of the daughter having the mandate.
The child has been staying with her grandmother for the past three years in the eastern cape now the child is back to her mother.
The child has been staying with the sister of the child and now the mother is approaching the service office for application on behalf of the child.
The child has not been staying with the mother for the past two years.
The child has been staying with the grandmother in the eastern cape for two years and now back to her mother.

The CSG has been paid to the grandmother at the eastern cape and the child is back to her mother.
The state old age grant beneficiary has not paid her grant benefits for three months due to ill health.
The state old age grant beneficiary has been admitted in hospital and did pay her grant for two months.
The old age beneficiary has been in the eastern cape and did not pay his grant for three months.
The DG applicant has been given the said grant to her for the period of six months subject to review.
The DG applicant approached the service office for a review after six months given for him to pay.
The DG applicant has given the said grant by the doctor for six months and subject to a review.
The DG applicant has been given the said grant for six months and subject to a review, he then had to reapply.
The DG applicant was not approved due to medical report by the doctor and had to reapply.
The DG beneficiary approached the service office regarding her grant which has been given for six months. she is then at the service office for a review.
The DG beneficiary has been given the said grant for six months and he is therefore visiting the service office for a review.
The DG beneficiary approach the Service office to make a review submission of application forms furnished for completion.

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

Number of responses: 300

Information displayed on the wall and notice boards for the public to read.
To see the staff wearing uniform and name tags for identification purpose.
The applicant were so very well pleased to see the staff wearing uniforms and name tags
The applicant has notice the changes at the service office but aggravating factor for her was the benefits not paid to her.
Wonderful changes the applicant has notice form the staff wearing uniforms with name tags and information on the walls
The applicant for an old age grant beneficiary lost her card and did not report, thinking that she will recover the lost card without an affidavit at her nearest police station.
The applicant became very pleased with the respect she has received at the service office and congratulate the good work.
The old age grant beneficiary became so glad of the changes came up to see with information on the notice boards.
The applicant has reached the age of 60 years on the 19/06/2015 and therefore approached the service office to apply for old age grant benefits.
The applicant has been very happy with the explanation she has received on due course.
The applicant has notice a lot of changes on staff as well as information displayed.

The applicant commend the staff as well trained compared to the previous staff.
The applicant said a well informed person is a happy person and a happy person is a well informed person.
The applicant became very glad to see changes at the service office with the information displayed for everyone to know.
The staff still need to be trained so that people can receive proper information.
When she looked around the applicant became very happy to see the batho pele principle on the wall at the service office.
The old age grant applications became very well pleased to see the staff wearing uniforms and name tags for identification.
The applicant has been receiving DG and reach 60 years then the service office will just register the applications to that of old age grant beneficiary.
The applicant is not the first time to approach the service office and then notice some changes to the staff wearing uniforms and have name tags.
The staff must be able or have capacity to explain every questions people have have for clarity.
The old age beneficiary are not informed as to how much one have to receive from other fund in order to qualify for state old age grant.
the applicant notice changes at the service office and the way information is displayed.
The information around the service office regarding all type of grants and the dates for each type of grant is very important.
The applicant has been very happy with the staff and congratulate them about their work to the community.
very exciting to see the staff wearing uniform and have name tags as an identification with the information around the service office.

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

Number of responses: 300

The staff at the service office need to be monitored to provide effective services for the public.
The staff need to be monitored so that they can provide effective service.
To see the staff provides effective services.
There is still some improvements that need to be looked at the service office one of those improvements is access to information.
The service office must keep the standard and position to where it is now for future developments among the service office.
The principle of the batho pele seems to be practice and we say the staff must keep up the good work.
The improvements of the service office is a great need and be kept for future development.
The staff make more improvements at the service office to make sure that service office is of great standard like other services office.

The staff at the service office need to lift up the standard of the good work that they do for the public.
The staff need to keep up the standard at the service office for sake of service delivery.
Keep up the service office in the position where it is now for future developments.
The present staff need to keep up the service office at the position where it is now and do the good work for the public.
We need to be informed at the service office in order for us to know. Knowledge is power and power that counts is precisely knowledge.
We look forward to see our service office progressing to what it is today.
To be told how much the pensioners receiving pension can qualify for state old grant at the service office.
To see that the said above principle is put into practice at the service office.
To see a very conducive environment at the service office for the purpose of helping the public.
Caring service office for the public regardless of colour, race and creed.
Receiving the old age grant at the right place right person and time njalo.
We need to be informed at this service office so that we know our rights.
We need to be informed at the service office in order for the people to know their rights.
the applicant also request to be sessions for those who cannot read and write to be looked at.
To keep up the good work that they do for the public and make sure that the people are happy when they go out of the service office.
The old age pensioners would like to see the service office bigger than what it is now so that it can accommodate many people approaching the office for the service.
The staff need to have that passion to help their parents at all time.
The information about all types of grants in on the wall and notice boards and we say they must also teach those who cannot read and write.
to see adequate service delivery at this service office for the people of gugulethu and the nearby communities.
Just administrative action receiving grant by a right person right time and place.
Receiving the grant within scope of 30 days after application submission.
Receiving the said grant at the right time, place and be issued to a right person.
To qualify and receive the grant within the scope of 30 days waiting period.
Expectations to be met very soon such as receiving the said CSG within 30 days of application.
Receiving the said CSG within the 30 days scope of application.
The staff need to be trained and perform to be best at the service office.
Administrative action that is lawful reasonable and procedurally fair.
Just administrative action.
The people need not to wait long for the grant approval.
30 days for the grant to be approved.
Healthy relationship among the staff in order to render effective services.
People not to wait long for service particularly the disabled.
Receiving of the grant at a right time by a right person at a right place.
People to be happy about the service that they receive.
To have more space so that people could be attended effectively.

Approve grant application within 30 days scope.
Giving the right grant to the right person at a right, right place.
30 days waiting period for the application.
To have shelter to prevent people at rainy days.
Waiting area to be extended.
Receiving social grant at a right time 30 days waiting period.
30 days waiting period for the grant to be approved.
Refresh training sessions in order for the staff to deliver effective services.
No grant delayed approval and payment.
To be a caring service with regard to service delivery to the public.
Receiving the grant at a right time.
To keep on assisting the people with respect, answer questions correctly.
That the staff must be sure of the service they deliver for the public.
The staff still need more monitoring at this service office to make that adequate service delivery is maintained.
the service office do not accommodate all the people approaching the office for service.
The public need to see the service office be a caring office with capacity to deal with problems concerning the office
To see the service office as caring and be developed to a high standard when looking at a community it serve.
To see the service office at another level with regard to service delivery.
The staff must be monitored at this service office for future development.
The service office need to be kept at the standard where it is now and evaluated for future development.
Keep up with the good work at the service office for the purpose of development.
Standard and best practice need to be kept at this service office.
The service office must still be monitored and evaluate the performance standard.
The on going training for the staff at this service office need to be looked at.
To keep up with the good work they do for the society.
To keep up with the reform at this service office for the purpose of service delivery.
The service office is too small for the gugulethu people and its adjacent community and there need to be extended.
The staff need to be monitored for the sake of service delivery.
The gugulethu paralegal advice office and the people need to monitor the service office for the purpose of service delivery.
adequate service delivery to the people and for the people.
Giving the grant to people when approved for payment.
The staff still need to be monitored and make sure that people get helped.
The service office still need to develop in terms of skills in order for them to be productive in their workplace.
The staff need to give the applicant proper reasons for their grants to be cancelled.
The staff must always aspire to assist the public as there is difficulty or barrier with regard to language.
The grants need not to be delayed more than 30 days after submission of application.

What is said must be done, it must be done justice must be done in the service office without delay.
The people must be given written reasons for the delay or cancellation of their grants.
To deliver the service to the public adequately and make sure that the people are happy.
The grant to permanently approved and not subject to review. The district surgeon within sassa must make it permanent.
People to receive their grants when do qualify for.
Given written reasons for the grant to be stopped.
If a person qualify for the grant then it must be approved and paid to the applicant.
Approval and payments of grants lawfully in terms of the Act No 3 of 2000.
The files must not be lost and the applicant wait for long being qualifying at the end of the day.
To receive the DG when one qualify for it in terms of administrative justice Act.
The grant to be approved and be paid if a person qualify for it.
To see the staff that will provide effective service and adequate for the people.
To see well improved staff at the service office for standard and best practise.
To see the staff providing effective services.
To see a very well trained staff at the service office providing effective service.
To well trained staff at the service office and provide effective service.
To see well trained staff at the service office.
To see the staff being proud of the service they provide for the public.
To see the staff being proud of the working skills that they have at the service office.
To see a well trained staff at the service office.
To see the staff being proud of the service they provide to/ and for the public.
To see the staff being proud about the work they do for the public.
The service office need to be extended so that it can accommodate more people.
To receive proper explanation and reasons for decision not to pay old age grant.
The people would like to see effective services at the service office.
To see people receiving effective services.
To see people being treated with respect.
To receive a very warm service and feel happy.
The staff need to give Effective service and people feel respected.
To receive effective services and not waiting very long.
The people need to receive effective service.
The people to be given proper service.
People like to be service effectively.
To see people not wait very long to be attended at the service office.
To see people come to apply for grants being happy when going home.
People need not to wait very long at the service office.
People coming to apply at the service office need not to wait very long.
Effective service.
The service office need to be extended to accommodate more people coming for grants application.
Staff must proud about the work they do at the service office.
The service office must have big space for the people coming for grants application.

To be extended so that it can accommodate more people coming for grants applications.
The staff need to be trained so that they can provide effective services.
To see the staff who will provide effective and adequate service.
Effective service at all times.
Improved and discipline staff to provide effective services.
Well trained staff which will provide a proper service for the people.
Disciplined and well trained staff that will provide effective services.
Well trained staff that will provide a fair service for the people.
Trained staff which will provide effective services for the people.
Well trained staff that will provide effective services to the people
To see a very trained staff that will provide satisfactory service.
Trained staff that will provide effective services.
To be improved for better service delivery.
Staff to e trained to perform to a best standard and service
The people need to have a staff that will provide a satisfactory service.
The staff wil provide effective at the service office.
Trained staff that will provide effective and adequate service.
Trained staff that will provide effective services.
The will provide effective services
To see very trained staff that will provide effective services to the people.
To a very trained staff that will provide effective services to the people.
To see well trained people and provide effective services.
To see a well trained staff that will provide effective services.
To see improved staff at the service office that will provide effective services.
To see a very well trained staff at the service office that will provide effective services.
To see staff providing effective services for the public.
The staff need to provide effective and adequate service.
To see a very well trained staff that will provide effective services.
To see very trained staff that will provide satisfactory service.
The staff need to be trained to provide the adequate service.
To be monitored to provide effective services.
To see a very well trained staff to perform effectively.
The staff which will deliver effective service.
To see well trained staff that will provide services adequately.
The staff need to be improved to provide adequate service.
To see well improved staff to provide good service for the public.
The staff to be monitored so that they can provide effective services.
Well trained personal to provide effective and adequate service.
The staff that will provide effective services for the public.
The trained staff to provide effective services.
To see a very well trained that will provide effective services.
Standard and the best practise by the staff the service office.
To see a well trained staff that provide effective and adequate service.
The well trained staff to provide effective services.

The staff that will provide standard and best practices at the service office.
Standard and the best practise at the service office.
Standard and the best practise staff at the service office.
Trained staff which will provide services at the service office.
Well principled staff at the service office.
There should be a well trained staff which will provide effective service.
Providing standard and the best practise staff at the service office
Well trained staff that will provide satisfied service for the people.
The staff that will provide standard and best practices with regard to service delivery.
To see a staff that will provide service for the people.
To see a well trained staff to provide very effective services.
To see a well trained staff that will perform a very effective work for the public.
To see a very trained staff that will provide a good service.
The staff need to be effective so that it can provide effective services.
The staff need to be monitored so that it can perform to the maximum standard.
Well improved staff that will provide the need at the service office.
To see the staff which will provide standard and best practise service.
To see the staff that will keep up with the good work at the service office.
The staff still need to be monitored so that it can provide effective services.
The staff still need to be monitored for the purpose for adequate service delivery.
The staff need to be monitored so that they can keep up to required standard.
The staff still need to be trained to perform to a standard and the best practise.
The staff that will provide a service needed by the public.
The staff which will be able to provide the service needed by the public.
To see well trained staff that will provide effective service.
The staff need to be trained to provide effective services for the public.
Well trained staff that will deliver effective services for the public.
To see well trained staff that will provide effective ser and adequate service.
To see a very trained staff which will be capable of providing quality service.
The staff need to do appraisal so that they can provide quality service.
The improvement of staff can be done by doing appraisal every third months.
The staff need to do appraisal every third month so that they can provide quality service.
The staff need to go for appraisal so that they can provide quality service.
The staff must be monitored to provide the quality or better service.
The staff must be trained to provide quality service at the office service.
The staff need to go for appraisal so that they can provide quality service.
The staff need to go for appraisal to improve the quality of service.
The staff need appraisal for the service to be of great quality.
The staff need to do appraisal so that they can render quality service.
The training appraisal for the staff is needed for the quality of service.
The need is for the staff to be trained to improve the quality of service at the service office.
The staff need to be monitored to be improved with regard to quality of service.
The improvement at the service office with regard to staff appraisal.

The staff need to be trained to improve the quality of service.
The staff need to be improved with appraisal so that they can perform up to the standard.
The well trained staff that will improve the quality of service at the service office.
The staff need to be monitored so that the quality of service improved at the service office.
Well trained staff that will improve the quality of service at the service office.
The staff to be trained to improve the quality of service.
Well trained staff that will improve the quality of service at the service office.
Well trained staff that will improve quality of service at the service office.
The staff need to be trained and perform to its best at the service office.
Well trained staff that will improve quality of service at the service office.
The staff need to be monitored so that they can provide effective service.
Training and monitoring of staff to provide standard and best practice at the service office.
The staff must be looked at for standard and best practise at the service office.
The staff need to be monitored so that they can provide good service to the public.
The staff need to be monitored so they can provide best service.
The staff need to be monitored so that they can provide effective and adequate service.
The staff must be monitored so that they can provide best service for the public.
The need for the staff to be monitored so that they can provide the best service.
The staff need to be trained and monitored to provide standard and best practise.
The staff must be trained and monitored so that they can perform at their utmost best.
The staff need to be monitored so that they can deliver the best service.
The staff need to be trained and monitored so that they can provide best service.
The staff need to be monitored for the best service delivery at the service office.
The staff need to be monitored to provide effective service at the service office.
The staff must be monitored and do appraisal for standard and best practise.
The staff to be monitored so that they provide the best service.
To see a staff that will provide standard and best to the public.
The staff need to be monitored for standard and best practise at the service office.
The staff need to be monitored so that they can provide effective service.
The staff need to be monitored so that they can provide effective service to the public.
The staff need to be monitored so that they can provide standard and best practise to the public.
To see the staff that can provide standard and best practise for the public.
To see a staff that will provide st and best practise at service office.
To see the staff that will provide effective and adequate service.
To see a staff that will provide service for standard and best practise
To see the staff that will provide effective and adequate service.
To see the staff that will provide effective services for the public.
The staff must do appraisal so that they can deliver effective service.
The staff must be monitored to provide best and standard practice for the public.
The staff need to be monitored for the purpose of standard and best practise at the service office.
The staff need to do appraisal so that they can provide standard and best practise on their work.
The staff must be monitored so that they can provide standard and best practice at the service office.

The staff need to be monitored so that they can provide effective service.
The staff need to practice the batho pele principle displayed on the wall.
The staff need to be monitored so that they can provide effective service.
The staff must be monitored so that they can provide effective services at the service office.
The staff need to be monitored so as to provide standard and best practise on their work.
To see very well monitored staff for the sake of effective service.
The staff need to be monitored for the sake of service delivery to the public.
The staff need to be monitored to provide effective services to the public.
The staff need to be monitored so as to provide standard and best practise at the service office.
The staff need to be monitored so that the can provide standard and best practise for the public.
The staff need to be monitored so as to provide effective service.
The staff need to be monitored to provide effective service.
Training of staff so they can provide good service.
Training of staff for better service delivery.
To see the staff that provides good service.
The staff need to go appraisal so that they can provide best service.
To see the staff that will provide effective service.
To see the staff that will be monitored to provide best results.
Monitoring of staff for effective service.
The staff must be trained to provide effective service.
To see the staff wearing uniform providing good service to the public.
Staff that need to be trained and provide effective service.
To see the staff providing standard and best practise at the service office.
To see a staff that will provide effective service for the public.
To see the staff that will provide better service for the public.
Staff that needs to be trained for better service delivery.
Monitoring of staff for better service delivery.
The staff need to be monitored so that they can provide standard and best practise.
To see a staff that will provide effective service and adequate service.
The staff need to be monitored to provide for the public effective and adequate service.
The staff need to be monitored to provide services that will enhance their performance standard.
The staff need to be trained to provide standard and best practise for the public.
To see a staff that will perform at its best for the public at the service office.
Monitoring of staff so that they can provide effective services.
To See the staff that will provide better service at the service office for the public.
To see a staff that will provide the standard and best practise at the service office.
To see staff that will provide standard and best service for the public.
To see the staff that will provide effective services as needed and expected by the public.
To see a staff that will look presentable to the public.
The staff need to be trained and monitored to provide the best standard with regard to service delivery.
The staff need to be monitored so that they can provide effective service.
The staff to be monitored to provide best results with regard to service delivery.
To see a very dedicated staff to perform its duties as promised to do.

Well trained staff for better service delivery.
The staff need to be monitored so that they can provide better standard.
To see the that will provide standard and best service .
The staff need to be monitored so that they can provide effective service.
Well trained staff that will improve quality of standard at the service office.
Well trained staff that will improve quality of service at the service office.
The staff need to be trained to perform their duties effectively.
The staff need to be trained so that it can provide effective service.