

SASSA Citizen Survey 2015 Comments

Extracted from the Black Sash MAVC programme, cycle 2

Community Partner: Relemogile Advice Office

Site: Lephepane Local Office, Tzaneen, Mopani District, Limpopo

Number of participants: 300

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

Number of responses: 9

To collect CSG letter of approval	9
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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: 99

To submit outstanding documents
The deduction didn't stop
To sort out finger print
To submit documents she left on her 1st visit
To renew her card
The client left some documents before
Submit some documents
Renew the grant
To bring some documents left on the 1st visit
The client wanted a proof of life certificate but was denied and told to come back next year
The client came to enquire about the deduction of airtime for the second time
To change the grant from the biological mother to grandma,since the mother is irresponsible for taking care of the child
To ask for CSG letter for bursary
Client came for finger printing
To renew the grant for the second time
Finger printing
The client's application been rejected for the 3rd time
To renew the card
Finger printing for the 2nd time
For finger printing
Finger printing
To renew a card
To renew the grant

Renew a card
To read the grant
Forgot the documents needed
For finger printing
To collect CSG letter
Child finger printing
Renew a card
Renew the grant
The system was offline during the 1st visit
Shortage of documents
Came for food pastels
Renew of grant
Renew foster grant
Applying for a new card
To sort out the pin code of his card
Client left some documents during his 1st visit
Renew a card
Sort out pin code
To apply the grant
Finger printing
Sort out pin code
Renewal of grant
Renewal of grant
They promised to stop deduction during my 1st but they didn't
Client told to wait for 12 months and nothing happened afterwards
Client forgot needed documents during 1st visit
To claim the grant of deceased, so the client wasn't well informed of needed documents during 1st and 2nd visit
Grant renewal
Sort out finger printing issue
Client was denied the grant during his 1st visit but now his applications was approved
Client lost the card and is here apply for another
Finger printing
Replacing broken card
Sort office card problem and also renew the grant
To collect grant card
Sort out finger printing
Renewal of grant
Renewal of grant
The grant was ceazed without reason
Client enquire about airtime debits on her grant
Replacing lost card
Finger printing
Renewal of grant

Finger printing
Replacing lost card
Renewal on grant
Finger printing
Replacing broken card
Enquire about illegal deduction for the 2nd time
Renewal of grant
Replacing lost card
Money deducted during 1st wasn't repaid
Renewal of grant
Replacing broken card
Finger printing
Complaining about illegal deduction
Complaining about money deducted and not repaid
Renewal of grant
Finger printing
Renewal of grant
Replacing lost card
Replacing broken card
Sort out pin code
Finger printing
Changing the receiver of the grant
Airtime deducted and not repaid
Enquire about illegal deduction of airtime which wasn't repaid
Finger printing
Finger printing
Renewal of grant
Collecting new card
Enquire about illegal deduction of electricity which had not been repaid
Collect a new card
Changing pin code
Enquire about airtime debits which i wasn't repaid
Replacing a lost card

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

Number of responses: 96

They should improve communication skills
They don't communicate well with clients
The client wasn't satisfied with the response from the staff

The service is average. Not good not bad
Respect the clients
The service was good
The service was good
Service was good
The service satisfies
The service satisfies
Service satisfies
Service satisfies
The should respect clients
Service is too slow and clients wait too long on queues
Service satisfies
Service satisfies
Service satisfies
Service too slow
Service satisfies
The service was moderate, not good not bad
Service satisfies
Staff hang around instead of helping clients
Not satisfied with the service given
Not satisfied with the service given
Service too slow
Service satisfies
Some staff have bad attitude
Service satisfies
Service satisfies
Information desk needed
Service satisfies
Queues are not well managed
Clients queued for too long
Queues not well managed
They don't give the disabled preference on queues
Service good and satisfies
Offices were not that clean
The staff don't respect clients
They take client's problem for granted
The staff are too sluggish
Queues not well managed
Service satisfies
Service satisfies
The staff didn't show respect
Waited for too long on queue
Service satisfies
Service satisfies

Service satisfies
Service satisfies
Queues were not well managed
The floor on waiting area was dirty
Service satisfies
Queued for too long
Service satisfies
Queued for toilets too long
The staff is too sluggish
Service satisfies
Service satisfies
Service satisfies
Service satisfies
Service satisfies
Service satisfies
Staff don't show respect
Queued for too long
Queued for too long
Service satisfies
Service satisfies
Queued for too long
Service satisfies
They don't respect clients
Not satisfied with the service
Service satisfies
Staff don't respect clients
Service satisfies
Service satisfies
Service satisfies
Service better
Service satisfies
Service satisfies
Service satisfies
Service excellent
Service good and satisfying
Service good
Service good
Service good
Service not good not bad
Service satisfies
Service good
Service satisfies
Not satisfied with service given
Service good

The office was not clean
The staff too sluggish
Service good
Service good
Service good

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

Number of responses: 156

More chairs needed on the waiting area
The staff should communicate with clients in a good manner
More chairs and toilets
They should have enough toilets for clients
They should treat clients with respect
There is no enough toilets
More chairs needed on the waiting area
Improve their communication skills
The need for toilets
Toilets are needed
The building should be extended and also add more staff. More chairs needed and cubicle for privacy
Extension of building and addition of staff.
Toilets are needed and more chairs on the waiting area also needed
More chairs on the waiting area and extension of building
More staff needed
More staff and extension of building
Toilets are needed and more staff
Toilets are needed
More toilets and enough chairs on the waiting area needed
More staff needed
More toilets and more staff
More staff and computers needed
More staff and toilets needed
Chairs and more staff needed
Toilets and chairs on the waiting area needed
More staff and chairs are needed
If they exercise bathopele principle
They should respect client's concerns
Chairs needed on the waiting area
More staff needed
Extension of building and addition of toilets

More chairs needed and toilets should be enough
More chairs and staff needed
Extension of building and staff
Improvements on waiting area plus toilets
The staff should respect the clients
They should prioritize the concerns of the clients
More toilets needed
Placing more chairs on the waiting area
They should respect the clients
Extension of building and addition of staff
Chairs and toilets needed
More chairs on the waiting area
Extension of building and more staff
Extension of building and chairs on waiting area
Extension of building
Manage the queues
Extension of building and enough toilets
Toilets are needed and addition of staff
More staff needed
Extension of building
Chairs and toilets needed
Staff needed
Improve their communication skills
If they exercise bathopele principle
More chairs needed
Add some chairs on the waiting area
They should place information desk
Chairs and toilets needed
Toilets needed
Extension on building
Addition of staff
Manage the queues well
More staff needed
If they place information desk
Information desk needed
Bring workers who are willing to work
More staff needed
Improve on bathopele principle
Extension of building
More chairs on the waiting area
More chairs on waiting area
Extension of building
Service satisfies
Cubicles for privacy needed

Extension of building and toilets
Toilets needed
Toilets needed and more staff needed
Extension of building needed
Extension of building and staff
Extension of building and more staff
The staff need to respect the clients
Extension of building
Toilets and more chairs needed
Extension of building and addition of staff
Resolve the issue of illegal deduction
Toilets needed
Office should be clean all the times
Manage the queues well
Staff should adapt to work underpressure
They should attend issue of illegal deduction
Put drinking water nearby
There should be round the clock cleaners
They should respect clients whenever the need help
They should respect client's concerns
Should be able to work underpressure
Toilets needed and more chairs
Attend the issue of illegal deduction and manage queues well
Increase the staff
Treat everyone like real citizens of this country
Work harder underpressure
Placing information desk with personnel
More Chairs needed on the waiting area
More staff needed
There have to be regular cleaners to clean the waiting area
Extension of building
Toilets needed
More chairs on the waiting area
More chairs neededon the waiting area
Extension of building and toilets needed
More staff needed
They should manage the queues well
Bring more staff
Attend the issue of illegal deduction seriously
Toilets needed
More staff needed
More chairs on the waiting area needed
The staff should respect the clients
More chairs needed and consistent positive attitude towards clients

Bring more capable staff
Toilets and more chairs needed
The staff should respect clients
Improvements on communication skills
Staff too sluggish
Manage queues well
Extension of building
More chairs on the waiting area
Respect clients
More chairs needed
Cubicles needed for privacy
Staff should communicate in a good manner with clients
Extension of building and more staff needed
Toilets needed
Extension of building
Chairs needed and toilets
Cubicles for privacy and extension of building
More chairs needed on the waiting area
More staff needed
Everything satisfying
Drinking water needed nearby
Service delivery
Extension of building
Attend to illegal deduction issue
Attend to illegal debits
More capacity for waiting area
Toilets needed
Chairs needed on the waiting area
More staff needed
Serve all equally
Service good
More chairs and toilets needed
Attend to issue of illegal deduction
Staff be able to work underpressure
Service satisfies
Service satisfies
Employ more staff and put more chairs on the waiting area