



BLACKSASH

MAKING HUMAN RIGHTS REAL

Monitoring Questionnaire : SASSA Pay Points: **SERVICE USERS/CLIENTS**

Province	
District	
Pay Point Name or Number	
Service Provider: eg ALLPAY, CPS	
Date	
Time	
Name of Monitor	
Organisation of Monitor	

1. Personal Information

Are you a South African citizen/refugee/asylum seeker/permanent resident?		
Gender?	MALE	FEMALE
How old are you?		
What type of grant have you come to collect at the paypoint today?		

2. Venue & Travel

What time did you arrive at the pay point?			
How did you come to the pay point?	walk	Public transport	Rented car
Approximately how many kms was your trip?	km		
How much did you pay for traveling to the pay point?	R		
Was security present upon your arrival?	YES	NO	NOT SURE
After your arrival, did you have to wait in a queue?	YES	NO	
Are there seats available at this paypoint?	YES	NO	
If YES, how many minutes did it take to find a seat?			
Are there special arrangements at this venue for old people, pregnant women, and disabled persons?	YES	NO	
If YES, what kind of arrangements?			

3. Payment Processing and Security

How long did you wait before you were attended to?			
How much money did you receive today?			
Did you receive a receipt?	YES	NO	
Is the amount you received the same as the amount on the receipt?	YES	NO	
If NO, why?			
What do you think about the service at this paypoint?	GOOD	FAIR	BAD
How do you think the service could be improved?			
Do you know of any loan sharks who operate in or close to the paypoint?	YES	NO	
Do you feel safe at the paypoint?	YES	NO	
Do you feel safe when you leave?	YES	NO	
Did you come here with your own ID and allpay card?	YES	NO	
If NO, who was in control of these documents?			

4. **Use of the Grant**

What do you mainly use the money for?		
How many people in your household benefit from the grant?		
Do you rely on other forms of income to supplement your grants?	YES	NO
If YES, How do you feel about this?		

5. **Communication**

Do you know which documents you needed to bring for today's visit?	YES	NO	
How do you get information about grants?			
Do you know that SASSA communicates information on the back of their receipts?	YES	NO	
Have you ever been asked to rate or comment on the service that you receive at this paypoint?	YES	NO	
Have you ever used SASSA's tollfree number to seek advice/information about their service or to report an incident?	YES	NO	Don't know the number
If YES, were you satisfied with the help you were given?			
Are you aware, that you can receive the money from your grants at the or post office?	YES	NO	
Are you aware that the all persons aged 60 can access the <i>Older Persons Grant</i> from 1 April 2010?	YES	NO	
Are you aware, that the <i>Child Support Grant</i> has been extended to age 18 and that all eligible children born on or after 1 October 1994 can apply for the grant in 2010.	YES	NO	
Are you aware that that you can apply for <i>Social Relief of Distress</i> if you are in immediate need? For example, if you don't qualify for a grant or you are still waiting for your approved grant to be paid out?	YES	NO	
Were the SASSA officials helpful and were you treated with respect?	YES	NO	

