



BLACKSASH

MAKING HUMAN RIGHTS REAL

Monitoring Questionnaire : SASSA PayPoints:

Province	
District	
Pay Point Name or number	
Service Provider	
Date	
Time	
Name of Monitor	
Organisation of Monitor	

Questions posed to the **PayPoint Officials**

1. Time

What time does the paypoint usually open?	
What time did the paypoint open today?	
What time did you start attending to clients today?	
What time do you usually stop attending to clients?	

2. Venue

Do you think the location of this paypoint is adequate?	YES	NO
If NO, why and how can this be improved?		
Is there enough shelter for everyone?	YES	NO
Are sufficient clean and accessible toilets available?	YES	NO

Is there enough seating available for those who need it?	YES	NO
Are there any special arrangements for older people, pregnant women and disabled persons?	YES	NO
If YES, what types of arrangements?		
Do you feel the paypoint area is well maintained?	YES	NO
Do you feel safe working at the paypoint?	YES	NO
If NO, why and how can this be improved?		
Is there a private security company or the police present?	YES	NO
If YES, do you think they are adequately resourced to protect?	YES	NO
Do you know of any loan sharks who operate on the paypoint premises?	YES	NO
If YES, what steps have you taken to remove them?		

3. **Personnel**

How many people did your team serve today?		
How many staff members are working at the PayPoint today?		
Are all of them adequately trained?	YES	NO
If NO, what training is required?		
Do you have a sign with customer care norms visibly displayed?	YES	NO
Are the officials identifiable (name tags/uniforms)?	YES	NO
Which of the 8 Batho Pele principles do you feel you adhere to most, rate each from 1 – 5 (5 being most positive)?	1 – 5	
Consultation		
Setting service standards		
Increasing access		
Ensuring courtesy		
Providing information		
Openness and transparency		
Redress		
Value for money		

