



# BLACKSASH

MAKING HUMAN RIGHTS REAL

## Monitoring Questionnaire : SASSA Service Points:OFFICIALS

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

### Questions posed to the **Service Point Officials**

#### 1. **Time**

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

#### 2. **Venue & Security**

Do you think the <b>location</b> of this service point 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?	<b>YES</b>	<b>NO</b>
If YES, what types of arrangements?		
Do you feel the service point area is well maintained?	<b>YES</b>	<b>NO</b>
Do you feel safe working at the service point?	<b>YES</b>	<b>NO</b>
If NO, why and how can this be improved?		
Is there a private security company or the police present?	<b>YES</b>	<b>NO</b>
If YES, do you think they are adequately resourced to protect?	<b>YES</b>	<b>NO</b>
Is the service point area fenced in?	<b>YES</b>	<b>NO</b>
Do you know of any loan sharks who operate on the service point premises?	<b>YES</b>	<b>NO</b>
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 Service point today?	
Are all of them adequately trained?	<b>YES</b>   <b>NO</b>
If NO, what is required?	
Do you have a sign with customer care norms visibly displayed?	<b>YES</b>   <b>NO</b>
Are the officials identifiable (name tags/uniforms)?	<b>YES</b>   <b>NO</b>
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	

4. **Language**

Are information materials available in required languages?	<b>YES</b>	<b>NO</b>
What information is available?		
Is this sufficient?	<b>YES</b>	<b>NO</b>
Are officials able to communicate with clients in the required languages?	<b>YES</b>	<b>NO</b>
Are translators present to assist local foreign nationals with the payment process if required?	<b>YES</b>	<b>NO</b>
If NO, which languages would be useful for translation?		

5. **Additional Comments from the official, if any.**

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6. **Monitors Comments**

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