



BLACKSASH

MAKING HUMAN RIGHTS REAL

Monitoring Questionnaire : DHA service delivery points – SERVICE USERS

Province	
District	
Name of Home Affairs office	
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?		

2. Time & Venue

How many kms did you travel to get to this office today?	
How much did you pay for transport to this office today?	
What time did you arrive here today?	

Was security present upon your arrival?	YES	NO
How long did you have to wait before you were served? (hours, minutes)		
Is there sufficient seating available?	YES	NO
Do you have access to sufficient clean water and toilets?	YES	NO
Are there special arrangements for old people, pregnant women, and disabled persons?	YES	NO
If YES, what are they?		

3. Processing

What is the purpose of your visit?			
Is this your first visit for this purpose?	YES	NO	
If NO, how many times did you have to come back?			
Why did you have come back?			
If you are collecting, how long did you have to wait for your documents?			
Were you asked to pay for the service today?	YES	NO	
If YES, how much?			
Were you given a receipt for your payment?	YES	NO	
Has anyone inside or outside this office offered to sell you official documents?	YES	NO	
If YES, give details of the offer.			
How would you rate the service you received today?	good	fair	bad

4. Communication

Did you know which documents you needed to bring for today's visit?	YES	NO
If you have to pay for a product today, did you know how much?	YES	NO
Are you aware that some important documents (i.e. affidavit) expire after time?	YES	NO
Are you aware of the new passport and ID photos specifications	YES	NO
Are you aware, that a number of the application forms are available online for you print and complete?	YES	NO
If you are coming for an application/amendment, are you aware how long it'll take for you to get your product?	YES	NO
How do you get information about the service products that DHA provide?		
Do you think DHA provides a good service?	YES	NO
Do you think DHA provides a necessary service?	YES	NO
Were the officials helpful and knowledgeable and were you treated with respect?	YES	NO
Are you aware that you can track you applications, marital status and permits online or through the DHA tollfree line?	YES	NO

5. Client recommendations for improved service

6. Monitors Observations
