



# BLACKSASH

MAKING HUMAN RIGHTS REAL

## Monitoring Questionnaire: DHA Civic Service Points: OFFICIALS

Province	
Name of Home Affairs office	
Date & Time	
Name of Monitor	
Organisation of Monitor	

### **1. Time & Venue**

What time did this point open?	
What time did you start attending to clients?	
What time does this point close?	
Is there sufficient shelter for everyone who access this service?	<b>YES</b> <b>NO</b>
Are toilets available, including physically accessible toilets for persons with disabilities?	<b>YES</b> <b>NO</b>
Are there any special arrangements for old people, pregnant women and disabled persons?	<b>YES</b> <b>NO</b>
If YES, what types of arrangements?	

Is sufficient seating provided for those who need it?	<b>YES</b>	<b>NO</b>
Is the service point area well maintained?	<b>YES</b>	<b>NO</b>
Is there a private security company or the police present?	<b>YES</b>	<b>NO</b>
If yes, are they adequate and well resourced?	<b>YES</b>	<b>NO</b>
Do you know of anyone inside or outside this point offering to sell official documents to your clients?	<b>YES</b>	<b>NO</b>
If YES, please provide details:		

## **2. Personnel**

How many people are being serviced today?		
How many staff members are working at this point today?		
Is there a help desk or queue walker to assist clients?	<b>YES</b>	<b>NO</b>
Do you have a sign with customer care principles displayed on the wall so clients can see these principles?	<b>YES</b>	<b>NO</b>
Are the officials identifiable (name tags/uniforms)?	<b>YES</b>	<b>NO</b>
Please rate each from 1 – 5 (5 being most positive) how you adhere to the Batho Pele principles.		
<b>Consultation</b>		
<b>Setting service standards</b>		
<b>Increasing access</b>		
<b>Ensuring courtesy</b>		
<b>Providing information</b>		
<b>Openness and transparency</b>		
<b>Redress</b>		
<b>Value for money</b>		

## **3. Language**

Are information materials available?	<b>YES</b>	<b>NO</b>
Are these information materials sufficient?	<b>YES</b>	<b>NO</b>
If NO, what should be done to improve it?		
Are translators present to assist foreign nationals with the application process?	<b>YES</b>	<b>NO</b>
Are officials able to communicate with clients in the largest spoken languages in the province:	<b>YES</b>	<b>NO</b>
If NO, which languages are not used?		

**4. Official's recommendations for improved service**

---



---



---



---



---