



RESPONSE TO BLACK SASH MONITORING

FINDINGS	COMMENT AND PROPOSED SOLUTIONS – PAY POINT	COMMENT AND PROPOSED SOLUTIONS – SERVICE OFFICE	RESPONSIBLE UNITS AND PARTNERS
<p>TIME: Starting time, long waiting to be served and inadequate seating.</p>	<p>SASSA Gauteng will request ALLPay to improve on the monitoring and management of CIT cash delivery as part of the SLA. This aspect is however regularly addressed during the provincial forum meetings.</p> <p>Traffic congestion impacts on timeous delivery of cash in Gauteng. Incidents of late start and late finish is continuously monitored by the SASSA pay point monitors and penalties are applied if necessary.</p> <p>ALLPay continuously upgrades and refurbishes machines where such has become problematic. The new payment tender is in progress - due date end September 2011.</p>	<p>Most offices experience high client influx of clients on a daily basis which impacts on waiting time and seating.</p> <p>Enhancement of Queue management complemented by group screening will be reemphasize with supervisors and local office heads.</p> <p>Seating will be addressed in offices where there is sufficient space to cater for seating when there is influx of clients. In areas where space is constrained queue management will be enhanced to speed up the service.</p> <p>SASSA Gauteng will make SASSA Head Office aware of the need for additional staff in terms of Norms and standards for all grant related processes to improve capacity and output.</p> <p>SASSA Head Office will be requested to invest</p>	<p>Regional grant administration.</p> <p>SASSA Head office and Human Capital Management</p>

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		in the appointment of dedicated help desk officials as this will improve services provided at entry point thus improving the time it take to deliver a service.	
<p>Venues and Security: Presents of loan sharks at pay points Inadequate facilities Inadequate security at pay points</p> <p>Long distance, location and conditions of service points</p>	<p>No loan sharks are allowed to operate within the pay point and this is continuously enforced.</p> <p>SASSA regularly meet with the Metro Police to monitor vendors and loan shark activities outside the pay points.</p> <p>Most pay points are within norms and standard radius. Upgrades will be identified based on available RDP funds.</p> <p>Pay points are regularly assessed for upgrading in terms of the feedback from monitoring reports and this will continue as issues of concerns are raised</p> <p>Beneficiaries' have the choice of pay point with due regard for distance to be travelled to the pay point.</p>	<p>Security at service points will continuously be monitored in accordance with existing SLA.</p> <p>Facilities Management will be advised to progressively implement customer friendly offices taking into account concerns raised in the monitoring report</p> <p>As Thusong centres become available SASSA will assess the feasibility of rendering services at these venues that could increase accessibility.</p>	<p>SASSA grant administration Metro Police Facilities Management ALLPay</p>

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<p>Application and Payment processing: Lack of information resulting in frequent visits to offices</p> <p>No display of service standards in local offices</p> <p>Outcome letters not readily available, lack of communication on outcomes of application and choice of language</p> <p>Clients not informed of their rights, e.g. appeal,</p>		<p>Strengthen the current grant administration processes. (Ongoing training, quality assurance, pre-screening, screening). Ensure checklist is issued to all prospective applicants indicating requirements for the various grants</p> <p>The Region will lobby Head Office to finalise the Customer Charter which will inform clients of the services to be expected.</p> <p>At Local offices where there is a 1 day turnaround time outcome letters are provided on finalization of the application. Some sites do not have the required resources to do 1 day turnaround time.</p> <p>Ongoing customer education will be done on the importance of providing correct addresses to enable SASSA to post outcomes letters where 1 day turnaround is not achieved.</p> <p>Head office is in the process of addressing the language issue of outcomes letters for all Regions.</p> <p>Ongoing customer education on right to Internal Reconsideration and Appeal through customer education at the grant application process, marketing material and stakeholder engagement. Local offices will be requested to communicate all grant application criteria during engagements with stakeholders.</p>	<p>Grant administration SASSA head Office SASSA Communications</p>

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Lack of payment options		Information giving by staff on all payment options will be addressed through supervisory processes.	
Personnel: Lack of Batho Pele knowledge		Reinforcement of Batho Pele principles through supervisory processes and in- service training.	
Language and communication: Outcomes letters not readily available Limited choice of language Lack of marketing of SASSA service		Head office is in the process of addressing the language issue of outcomes letters for all Regions. Marketing material is available in the 4 dominant languages and Communications will be requested to provide material at all local offices.	SASSA Head Office Grant administration and Communications
Unfair behavior of SASSA officials: Preferential treatment of clients by SASSA officials		Incidents of unfair behavior will be investigated and addressed when it occurs, and is reported to the management of the particular office. It should be noted that Gauteng does not issue food parcels and vouchers are consistently available if the client qualifies.	Grant administration

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<p>Doctors at SASSA offices: Unhappiness with outcomes and lack of communication.</p>		<p>Clients at times fail to provide medical history resulting in a rejection or having to return with the required documentation.</p> <p>Consistent implementation of agreed upon procedures where disability coordinators informs beneficiaries of the process of application, including that the medical certificate is one element of the process and other factors are taken into account e.g. Means before a disability grant is awarded.</p> <p>Some doctors do take time to explain why the assessment is negative (NU). Some clients then leave without completing the application form thus resulting in no formal notification of outcome.</p> <p>Clients threaten doctors and officials if the outcome is negative</p>	Grant administration
<p>Lack of cooperation from some SASSA officials</p>		<p>Incidents of lack of cooperation will be investigated and addressed when it occurs and is reported to the management of the particular office.</p>	Grant administration
<p>Physical accessibility of offices</p>		<p>Noted – difficult to ensure 100% accessibility due to shortage of appropriate venues in communities where services are provided.</p>	Facilities Management
<p>Boxer Stores: Payment concerns</p>		<p>The incident at Boxer store emanated from a contractual agreement between another service provider and SASSA in other Regions. The incident in Gauteng was investigated and</p>	Grant administration

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		escalated to SASSA Head Office for resolution. Gauteng does not use Boxer Store as a payment facility (only for redeeming of SRD vouchers)	

GRANT ADMINISTRATION 10 AUGUST 2011