



1. Office Accommodation and seating facilities for beneficiaries

The Agency acknowledges the issues raised from the report. In response to the issues the Agency has embarked on a drive to improve the working conditions at Local Offices across the Region. In the current financial year 2012/2013, nine (9) offices have been earmarked for improvement.

In Bushbuckridge particularly, the following interventions took place as part of the local office improvement project:

- A new local office was established at Oakley. This helped to relieve the long queues in the other offices around Maviljan and Marite.
- Additional office space was created at Maviljan by rehabilitating an old building.
- A plan to establish additional offices at Hluvukani and Arconhoek is in progress.

2. Waiting periods and long queues

- The Agency has embarked on a beneficiary education campaign which created awareness on SASSA services. This has resulted in an influx of clients to the Local Offices. Remedial measures have been implemented to address amongst others the issues raised, which includes the standardisation of business processes in the core value chain.
- The standardisation process entails, amongst others, categorisation of clients, an express line and constant queue management.
- To alleviate challenges pertaining to queue management, all local offices were trained on queue management (both express and extended queues prioritizing older persons and people with disabilities).

3. Staffing

The Region is in the process of finalising a proposed staff capacity model to determine the staff requirements giving more attention to level 5 and level 7. The prioritised levels would be devoted to applications management. Bushbuckridge will also benefit from the process.

4. Conditions at Pay Points

The Agency has a plan to improve the conditions at Pay Points. This includes, inter alia, the utilisation of community halls and churches where there are basic amenities. In instances where such amenities are not available, portable ones are procured.

5. Short Payment

The Agency together with the Service Provider (Cash Paymaster Services) strives to ensure that all beneficiaries are paid the right amount. Beneficiaries are urged to count the money before they leave the cash payment machine at all times. Payment is being monitored by other critical stakeholders such as Pension Committees and other interested parties.

The Agency also provides a Helpdesk service wherein issues pertinent to payment are addressed.

6. Beneficiary Education and Customer Relations

The Agency has the below listed means through which clients are educated and informed about SASSA services:

- Radio talk-shows
- Flyers, posters, pamphlets, brochures
- Exhibitions
- Stakeholder engagement meetings
- Suggestion boxes
- SASSA Toll free number
- Outside broadcasts

These methods of communication have proven to be effective and beneficial to the Agency, its clients and relevant stakeholders. The Agency also participates in initiatives spearheaded by other institutions.