

“Services must be provided impartially, fairly, equitably and without bias”

Section 195 of the South African Constitution

For any enquiries about grants, phone the **SASSA grant and fraud hotline: 0800 601 011**

If you are having difficulty with your grant, **contact the Black Sash HELPLINE for FREE paralegal support and advice:**



072-66 33 739
help@blacksash.org.za

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YOU AND YOUR RIGHTS

Service Delivery at SASSA Pay Points



BLACKSASH
MAKING HUMAN RIGHTS REAL

YOU AND YOUR **R I G H T S**

SASSA Pay Points

You should be paid within reasonable hours - **between 8am and 3pm.**

You should not have to wait more than **2 hours in a queue** and it should take no longer than **30 seconds** to pay you out.

Each pay point should not have to pay out **more than a 1000 clients** during any one payment session.

You should not have to travel more than **20km** to get to a **fixed pay point.** Mobile pay point must be in reach of the area where you live.

The venues where your grant is paid out must be **physically accessible for elderly people, persons with disabilities and pregnant women** and must have a preferential payout practice for the same groups.

All pay points must have **basic facilities** such as clean toilets, safe water, first aid kits and shelter.

Every pay point must have a **help desk** to answer queries and provide information.

You must be **issued with a receipt** as proof of payment.

You can **decide how you would like your grant money to be paid out.** You can collect it on a specific day each month at the Pay Point or have it paid into a bank account or post office account which allows you to draw your money at any time.

You have the right and responsibility to **report the presence of loan sharks at, or close to, SASSA pay points.** You can tell a SASSA official or call the SASSA helpline number.

You have the right to good service at SASSA pay points!
Make a complaint if you are not satisfied!

SASSA Service Delivery – Principles and Values

- **Social Cohesion:** building unity and good relations amongst its internal and external stakeholders;
- **Transparency:** SASSA will keep stakeholders informed of its decisions and operations;
- **Equity:** fairness to all parties as dictated by reason and conscience;
- **Integrity:** honesty, as well as fair dealings with regard to the operations, finances and other business of the SASSA;
- **Confidentiality:** ensuring that information is accessible only to those authorised to have access to it;
- **Customer Care-centred Approach:** takes the needs of customers into consideration by developing user-friendly and quality products and services.