

NDWEDWE LOCAL MUNICIPALITY

INDIGENT AND PAUPER POLICY



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1. PREAMBLE

WHEREAS the municipality receives an equitable share contribution from National Treasury annually.

WHEREAS Council therefore needs to approve the Indigent Support Policy.

WHEREAS such policy must provide procedures and guidelines for the subsidisation of basic services and tariff charges to its indigent households; and

WHEREAS the Council has committed itself to render a basic level of services necessary to ensure an acceptable and reasonable quality of life, which considers health and environmental considerations.

NOW THEREFORE the Council of the municipality has adopted the **Indigent Support Policy** set out hereunder:

And whereas the National Department of Provincial and Local Government has issued guidelines regarding indigent support.

And whereas the municipal council wishes to give access to basic services for all its communities.

Now therefore the municipal council Ndwedwe municipality adopts the Indigent Policy.

2. INTRODUCTION

In terms of Section 74 of the Local Government Municipal Systems Act 2000, a Municipal Council must adopt and implement a Tariff Policy. In terms of Section 74(i) of the Act in adopting a Tariff Policy, the Council should at least take into consideration the extent of subsidization of tariffs for poor households. Arising from above, Council needs to approve an Indigent Support Policy. This policy must provide procedures and guidelines for the subsidization of basic services and tariff charges to its indigent households. The Council accepts that they are responsible for the rendering of services in terms of Schedules 4 and 5 of the Constitution as well as other services which may be delegated by National and Provincial Government. The municipality will endeavour to render a basic level of life, and

which considers health and environmental consideration. None of the residents should fall below the minimum level of services.

3. DEFINITIONS

In this Indigent Policy, unless the context otherwise indicates, a word or expression to which a meaning has been assigned in the Local Government: Municipal Finance Management Act.

No 56 of 2003 and other related legislations / Regulations, has the same meaning as in that Act.

“Act” means the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000), as amended from time to time.

“Council” means the established committee made of the Councillors of the municipality.

“Municipality” meaning the Ndwedwe Local Municipality.

“Indigent” means any person / any household including child headed households who is lacking financial affordability to pay for necessities of life such as sufficient refuse removal, basic electricity, health care, housing, food, and clothing.

“Indigent households” are households that are registered with the municipalities as such and meet the criteria of the indigent policy and occupying / owning a property within the jurisdiction of the municipalities.

“Income” it is the amount of money or its equivalent received during a period of time in exchange for labour and or services rendered, from the sale of goods or property, or as profit from financial investments or any earned or unearned income which is taxable in terms of the SARS provision

“Free basic services” Free basic service is defined as the minimum amounts of basic levels of services, provided on a day-to-day basis, sufficient to cover or cater for the basic needs of the poor households

“Social pension” (Old age grant): Is a monthly income provided by South African Social Security Agency to older people (age 60 and above)

“Child support grant” It is the money paid to the primary care giver, who must be 16 years or older and be a South African citizen or permanent resident of a child to provide for the child’s basic needs.

“Household” means a traditional family unit consisting of a combination of persons.

“Child headed household” A household headed by a person under the age of 21 years but with all other requirements for an indigent household as stated in this policy.

“Dependants” that person or people or people living together that are relying on a sole person for financial support.

“Resident” Registered person living in the municipal area of jurisdiction on a long-term basis.

“Indigent register” the municipality’s list of indigent customers as per the municipal policy, which has to be updated on a monthly basis, designed to contain all the inputted data contained with completed indigent application forms which contain the following:

- i. Indigent customer details.
- ii. Socio – economic details.

“Indigent Management System” an electronic management system applied by the municipality for the smooth and efficient management of the register of indigent households.

“Occupier” means the person who controls and resides on or otherwise uses immovable property.

“Owner” in relation to immovable property means:

- (i) The person in whom is vested the legal title thereto provided that:
 - (a) The occupier of immovable property in terms of a service or right analogous thereto shall be deemed the owner thereof.

(ii) If the owner is deceased, then the person in whom the administration of such property is vested as executor, administrator as the case may be.

“Premises” includes any piece of land, the external surface boundaries of which are delineated on

- A general plan or diagram registered in terms of the Land Survey Act, or in terms of the Deeds Registries Act, 1937.

- A general plan registered in terms of the Sectional Titles Act, 1986 and situated within the jurisdiction of the municipality.

“Indigent burial / cremation” refers to any burial/cremation of an indigent (in terms of this policy), motivated by a ward councillor, excluding pauper.

“pauper”: bears the same meaning as an indigent person.

“next of kin”: in relation to a deceased person whose human remains are to be buried or cremated **“community”**: refers to people residing within the municipal area of jurisdiction

“cemetery”: means any place:

- Where human remains are buried in an orderly, systematic and pre-planned manner in identifiable burial plots.
- Which is intended to be permanently set aside for and used only for the purposes of the burial of human remains?

“councillor” : in terms of the Municipal Systems Act No: 32 of 2000, a member of the political structure or committee or collective structure of a municipality elected, designated or appointed in accordance with the above legislation.

“traditional authority”: refers to Inkosi or Induna who participates in the local affairs of the traditional council.

“valid service provider”: means a recognized funeral undertaker who resides within the iLembe municipality with a valid compliance certificate and in good payment terms with municipality and other government affiliates.

“application for indigent” means a process whereby the resident in charge of a household, and who is responsible for payment of municipal charges and also whose combined household income is equal to or less than the amount as determined by the council to qualify for indigent status, makes an application to the Council and is accepted to be classified as an indigent.

“Indigent Support” the means by which concession is afforded to qualify people in terms of elevating poverty.

“Verification” The process which will be conducted to determine accuracy.

“Civil pension” is regarded as income that is taxable in terms of SARS

“MPRA” Municipal Property Rates Act

4. LEGISLATIVE FRAMEWORK

This policy is designed and implemented within the context, but not limited to other prescripts:

- 1.1 The Constitution of the Republic of South Africa, 1996.
- 1.2 The Municipal Finance Management Act, 2003 (Act No. 56 of 2003).
- 1.3 The Promotion of Administrative Justice Act, 2000 (Act No.3 of 2000).
- 1.4 The Promotion of Access to Information Act, 2000 (Act No.2 of 2000).
- 1.5 The Property Rates Act, 2004 (Act No.6 of 2004).
- 1.6 The Municipal Systems Act, 2000 (Act No. 32 of 2003).
- 1.7 The Municipal Structures Act, 2000 (Act No. 32 of 2003).
- 1.8 The Free Basic Water Implementation Guideline for Local Authorities 2002.
- 1.9 The Free Basic Water Implementation Strategy 2007; Consolidating and maintaining.

1.10 The National Policy for the Provision of Basic Refuse Removal Services to Indigent Households 2011.

1.11 The Local Government Equitable Share Municipal Demonstration Spread sheet for 5 years (2013/14 to 2017/18)

1.12 Constitution of the Republic of South Africa Act, 1996 (Act No. 108 of 1996)

1.13 Health Act, 1977 (Act No. 63 of 1977)

1.14 National Health Act, 2003 (Act No. 61 of 2003)

1.15 KwaZulu-Natal Cemeteries and Crematoria Act, 2006 (Act No. 12 of 1996)

1.16 Section 20 of Health Act, 1977: Local Authorities (Assumption that local municipalities are still responsible for primary and municipal health services)

1.17 Section 48 of Health Act, 1977: Removal and burial of dead bodies (local municipalities' responsibility, hence promulgation of KwaZulu-Natal Cemeteries and Crematoria Act)

5. OBJECTIVE OF THE POLICY

The objective of this policy is to guide the council and municipal officials in ensuring that poor households have access to basic services in a sustainable manner. The policy aims to achieve this objective by providing guidelines on;

- i. The criteria for qualification as indigent or Pauper Burial
- ii. Procedures to recover arrears on municipal debt
- iii. Mechanisms for providing subsidy where conventional municipal services are not available.
- iv. Registration as indigent
- v. Exit strategy for indigents

6. QUALIFYING CRITERIA FOR INDIGENT OR PAUPER SUPPORT

6.1 The applicant must be a resident of the municipality and may not conduct any commercial or industrial activity from the property.

6.2 Indigent support shall apply to households per dwelling and not individuals – where an individual is renting an affidavit by the owner is required.

6.3 The property must be zoned as residential.

6.4 Households where verified total gross of monthly income of all occupants over 18 years of age shall not exceed the threshold as determined by Council from time to time.

6.5 Child headed households are automatically considered indigent unless proven otherwise.

6.6 The applicant as well as any other member of the household may not own any other fixed property, whether in or out of the municipal area other than the one on which they reside.

6.7 For a household to qualify for subsidies or rebates on the major service charges, the following will apply:-

6.7.1 Household / occupants / residential dependents who do not own more than one property in SA

6.7.1 May be equipped with pre-paid meter, the conversion shall be done free of charge or alternatively council shall adopt a special tariff for conventional meters. Only property owners who live in the premises shall qualify for subsidies and / rebates.

6.8 For a household to qualify for **indigent persons burial or cremation** the following circumstances must be met:

6.8.1 The deceased shall be a South African citizen and resident within the municipal area of jurisdiction [if need be the voter's roll may be used for positive verification].

6.8.2 The deceased did not have an income greater than the state old age pension or state disability pension.

6.8.3 The deceased did not have an insurance policy or estate which could be used to pay for the burial.

6.8.4 No next of kin or relative with a legal duty to support the deceased, and with sufficient means, is able to pay for the burial or cremation costs of the deceased person.

- 6.8.5 No other person, religious organisation, NGO or welfare organisation has offered to pay for the burial or cremation costs of the deceased person.
- 6.8.6 The deceased in a South African residing in Ndwedwe Local Municipality.
- 6.8.7 In the event of the death of a member of a registered indigent household, such application must be accompanied by the following documentation
- i. Certified copy of the death certificate
 - ii. The deceased's identity document or birth certificate
 - iii. Burial order
 - iv. An affidavit made at the South African Police Service regarding the relationship of the applicant declaring that they cannot afford to bury or cremate the deceased due to lack of income.
 - v. The applicant's identity document.
- 6.8.8 The process to be initiated by the next-of-kin of the deceased if the deceased is an indigent by informing the ward councillor.
- 6.8.9 The ward councillor shall investigate the authenticity of the claim once he/she is satisfied that the deceased qualifies, he/she may then apply for assistance.
- 6.8.10 In certain instances the Speaker [in the absence of ward councillor], shall write a letter declaring the indigent status of the deceased and most of all fill in the pauper/indigent burial form (in triplicate) which shall be accompanied by supporting documents such as the death certificate, burial permit or affidavit from local SAPS officer. See the attached Form on the last page of the policy.
- 6.8.11 All requests for indigent burials must be referred and considered by the Municipal Manager, Ndwedwe Local Municipality.
- 6.8.12 The Municipal Manager must ensure that all the above-mentioned procedures and requirements are met before an order could be placed at the funeral undertaker appointed by the municipality to bury a deceased person as indigent person.

6.8.13 In the event that the deceased dies outside of Ndwedwe it is the onus of the next of-kin to transport the body to the area within which the scope of this policy shall be applicable

6.9 To qualify for a **pauper persons burial or cremation** the following circumstances must be met:

6.9.1 The deceased is found within the proclaimed boundaries of the Ndwedwe Municipality area of Jurisdiction.

6.9.2 The deceased has no next-of-kin or relatives cannot be traced by the SAPS Officers. The SAPS must issue an affidavit to the effect that the exercise to trace the deceased's next-of-kin has been abortive, in which case police should then endorse the deceased as pauper.

6.9.3 Should the next- of- kin or members of the extended family be not found, the municipality shall carry the burden.

6.9.4 In instances where the South African Police Services are not involved, a written statement has to be received from the welfare organization stating that the deceased was indeed indigent. An affidavit, a copy of the birth certificate or deceased's Home Affairs endorsed identity document and death certificate must be shown as concrete proof.

6.9.5 In the event of a death of a pauper person, such application must be accompanied by the following documentation;

(i) Case Number

(ii) Affidavit making an application for a pauper burial must make a declaration to that effect.

(iii) A certified copy of the Identity Document of the deceased, where possible.

(iv) Details of the deceased (where found, date, time and action taken to trace the relatives, when admitted to State Mortuary).

(v) A death certificate must be submitted, stating the cause of death and signed by a Medical Officer.

- (vi) A written statement by the South African Police Services must be submitted, stating there is no objection to the burial of the body.

6.9.6 The process for the pauper burial application is as follows;

- (i) Submission of a written application to Ndwedwe Local Municipality.
- (ii) Submission of the necessary documents by the relevant authorities and parties.
- (iii) Final assessment and approval.

6.10 Outsourcing the indigent or pauper burial function – the municipality to enter into an agreement with a qualified funeral service provider on yearly basis.

6.10.1 In the event that the municipality appoints a funeral service provider certain rules and specifications (as laid down by ILembe District municipality) have to be adhered to. The undertaker must supply the coffin with the following:

- (i) Permanently fixed name plates.
- (ii) Timber to be free from defects, i.e. the visible surface of coffins shall be free from splinters and all cavities are to be acceptably filled loose and decayed knots shall be allowed provided that loose knots are glued in position or drilled out and plugged.
- (iii) The interior of the coffin to be lined with a white plastic material that forms a complete lining.
- (iv) The thickness of composite and chipboard shall be for coffins of length 900 mm and more, and be at least 20 mm and less than 900 mm, be at least 16mm.
- (v) The lids shall be free from excess machine marks, tear outs and shall have an acceptable finish with at least a coat of paint colour shall be specified by the supplier.

6.10.2 In the interest of cost-effective measures to safeguarding the control of public funds, Municipality may, if it deems it necessary, outsource

the pauper's burial function to Council approved funeral service provider/s within the radius of 40 km of the municipal area of jurisdiction.

6.10.3 It is to be noted that only valid service providers listed in the municipality's database shall be allowed to execute any burial for Municipality subject to prior approval by relevant official.

6.10.4 The undertaker shall:

- (i) Provide necessary documentation.
- (ii) Obtain permit to enter the cemetery site.
- (iii) Supply of coffins as specified.
- (iv) Collection of the corpse from the South African Police Service or mortuary.
- (v) Transport the corpse to the gravesite and bury it.

7. REGISTRATION AS INDIGENT

7.1 Only those residents who comply with the qualifications set out in the policy may apply for registration as indigents

7.2 In order to register as an indigent, the relevant property owner or account holder must:

7.2.1 Personally complete and sign the prescribed registration form provided by the municipality for this purpose.

7.2.2 Furnish such further documentation as the municipality specifies.

7.3 Each application form for indigent must be accompanied by certified copies of the following documents:

- i. Proof of income, or if you are unemployed, an affidavit to that effect
- ii. Identity document and those of your spouse and your dependants
- iii. Latest municipal account and prepaid meter number
- iv. Birth certificates of your children and proof of their school attendance

7.4 The municipal manager will provide assistance to persons who cannot read or write, at such times and places as are specified in the notices published to indicate that the registration programme is to take place.

7.5 Persons may apply for registration as indigents in respect of any financial year at any time in the preceding financial year up to three months before the adoption of the budget. Applications made thereafter will not be considered.

7.6 Indigence relief shall apply for a period not extending beyond the financial year for which the particular household is registered as indigent. Registration must be renewed for each financial year if relief is to continue in such year.

7.7 The onus shall also be on the account holder to notify the council of any change in circumstances, and, if so required by the council, to submit proof of such change.

8. ASSESSMENT AND SCREENING OF APPLICATIONS

8.1 Upon receipt of an application, all information will be captured and verified by the ward councillor.

8.2 The ward councillor will then make a recommendation on whether the application should be approved or declined.

8.3 The application form with supporting documentation will then be submitted to the municipality's indigent office for further verification and final approval.

8.4 Once the form has been captured on the municipal indigent database and verification has been completed the Indigent Management System will generate a recommendation based on the information captured on the database and shall be dealt with in terms of this policy.

8.5 The appeal must be in writing and lodged with Municipal Manager within 14 days after receipt of the notification setting out:

8.5.1 The reason for the appeal

8.5.2 Any other documentary proof in support of the appeal

8.6 The appeal shall be decided:

8.6.1 within 21 days after lodgement of the appeal

8.6.2 Strictly in terms of the provisions of this policy

8.6.3 By three officials designated by the Municipal Manager

9. DEVELOPMENT OF THE INDIGENT REGISTER

9.1 The Chief Financial Officer will be responsible to compile and administer the database for households registered in terms of this policy.

9.2 All approved applications will be captured in the computer where after an indigent register is produced.

9.3. The indigent register must be approved by council before implementation.

9.4 The indigents register must contain the total number of applicants, accepted applications as well as rejected applications with reasons.

9.5 The Indigent register after approval will be distributed to all the Municipal pay-points for public perusal.

9.6 The indigent register must be updated on a monthly basis immediately after changes of the indigent status or circumstances are identified.

10. EXTENT OF INDIGENT SUPPORT

10.1 The subsidies on specified services will be determined as part of the annual budget and in terms of the municipality's policies and tariff.

10.2 The funding of the indigent support shall be sourced from the equitable share contribution as provided for in the budget. As such, the subsidy can only be credited to the qualifying customer's accounts until the budget allocation is exhausted. Whereupon no further credits will be granted until further national funds are received. Notwithstanding the above, if there is a budget surplus, the Council shall set aside funds from own revenue sources for the purposes of augmenting any shortfall in funding received from the National fiscus, the Council will bridge fund the payment of the indigent support until the Council receives its allocation from the National fiscus, but only to the extent that confirmed funding is granted.

10.3 Electricity

- (i) All registered indigents will receive a 100% subsidy of 50kWh per household per month as determined by Council will apply.
- (ii) Unused free electricity will not be carried over to the next month. In the event of the electricity supplied by ESKOM directly, the municipality will pay over an amount to ESKOM equal to 50 kWh of electricity per month based on the customers registered with the municipalities as indigent.

10.4 Refuse removal

- (i) All registered indigent customers will receive a 100% refuse rebate per month. The tariff applicable will be the tariff for indigent customers as per the tariff of charges as approved Council annually.
- (ii) The subsidy shall not be more than the applicable tariff for that year and will be applied for the duration of that particular financial year.
- (iii) The subsidy shall form part of the tariff policy applicable for the financial year.

10.5 Property rates

- (i) All registered indigents shall be fully subsidized for the payment of property rates provided for by Council in the annual budget from time to time and subject to the provisions of the MPRA
- (ii) The subsidy shall not be more than the applicable tariff for that year and will be applied for the duration of that particular financial year.

10.6 Water

- (i) Each approved household is entitled to receive 10kl of water free per month, and then approved tariffs will apply on the excess of 10kl.
- (ii) If the excess account is not paid for as and when due, the services shall be restricted to the basic level and the normal credit control and debt collection policy shall be implemented.

(iii) Indigent persons are not allowed to offer or sell services to the people who do not qualify for indigent as this may result in termination of indigent status.

(iv) If an indigent person consumes more than 10kl of water per month, the incidence must be investigated. Should it be discovered that water is being misused necessary action will be take.

10.7 Sewerage

- (i) All registered destitute indigents shall be fully subsidised for sewerage services. All registered indigents shall be subsidised for sewerage services as determined and provided for by the Council in the annual budget from time to time.
- (ii) Depending on the availability of funds for this purpose a subsidy, determined at the beginning of every financial year and not more than the applicable tariff for that year, will be applied for the duration of that particular financial year. The amount of the subsidy will be determined and approved as part of the tariff policy applicable for the financial year.

10.8 Burial

- (i) Any member of a family of a registered indigent can apply for indigent burial assistance.
- (ii) The funding of the indigent or pauper support shall be sourced from the equitable share contribution as provided for in the budget.
- (iii) Council will on annual basis review the beginning of every financial year the amount to be set aside to be applied for the duration of that particular financial year towards this policy.

10.9 Any service rendered without prior investigation and/or approval and with no supporting document and signing of form, will not be paid for.

10.10 In the event that the deceased dies outside of Ndwedwe it is the onus of the next of-kin to transport the body to the area. As this is not is not in the scope of the policy.

11. RESPONSIBILITY OF THE INDIGENT HOUSEHOLD

11.1 The registered indigent must accept technical assistance offered by the municipalities to make his or her current monthly consumption of services more affordable through limiting those services.

11.2 The applicant must accept the limited level of services and stay in the programme for at least 24 months unless assessed and approved for voluntary exit.

11.3 The registered indigent must always ensure that his or her monthly consumption does not exceed the limited level of services in terms of the indigent support

11.4 The indigent must annually confirm his or her status as an indigent

11.5 Participation in economic development activities initiated by the municipalities is compulsory for registered indigents

11.6 If the municipality offers a device to control consumption and the registered indigent refuses to accept it, the suspended debt will be re-instated, and the household will be deregistered

11.7 The registered household has a responsibility to report any tempering of or vandalism to the device to the SAPS. If the tampering or vandalism is not reported the beneficiary will be held responsible.

12. ARREARS ON INDIGENT ACCOUNTS

12.1 Customers who qualify for indigent support and who are in arrears may be placed on the pre-paid metering system at council discretion.

12.2 The arrears on the accounts of households, approved as indigent, will be submitted to Council for consideration to be written off in full (including any interest charged). This submission will only be valid as a once-off exercise after approval and will not be applicable for future consumption in excess of the approved subsidy accumulated.

12.3 Once an application for indigent support has been approved, all arrears on the consumer account will be written off.

12.4 The non-payment and arrangement as referred to above will be as determined in terms of Council's Credit Control and Debt Collection policy.

13 NONE COMPLIANCE OF HOUSEHOLDS REGISTERED AS INDIGENT

13.1 When a property owner or accountholder who has registered as an indigent fails to comply with any arrangements or conditions that are materially relevant to the receipt of indigence relief, or if such person ceases to qualify for indigent relief such person will forfeit his or her status as a registered indigent with immediate effect, and will thereafter be treated as an ordinary residential property owner or accountholder for the financial year concerned.

13.2 The onus is on each registered indigent to advise the Municipal Manager if such person ceases to qualify for indigent relief.

13.3 It may happen that even with the introduction of the indigent policy, certain households may fall into arrears in respect of the amounts due by them. The property owner or accountholder concerned will have to make immediate arrangements with the Municipal Manager to pay off these arrears owing within a reasonable time determined by the Municipal Manager in terms of the Municipality's credit control and debt collection policy. If these arrangements are not made, no subsidies will be paid or free services provided, and services may be terminated in terms of the Municipality's credit control and debt collection policy.

13.4 The relief granted to any indigent person in terms of this policy may be withdrawn at the discretion of the Municipal Manager if such person fails to observe the terms of this policy.

13.5 If a registered indigent person is found to have provided fraudulent information to the Municipality in regards to any material condition for registration as an indigent, such person:

- i) Shall immediately be removed from the register of indigents;
- ii) Shall cease to receive any benefit under this policy;
- iii) Shall be liable to repay to the Municipality with immediate effect all indigence relief received from the date of such fraudulent registration. Normal credit control in accordance with the Municipality's credit control policy will apply;
- iv) Shall not be considered for indigent relief for a period extending for two years beyond the financial year in which the misconduct is detected, and
- v) Shall be subject to a criminal charge of fraud against the recipient.

13.6 The municipality reserves the right to investigate all indigent registered households who use water in the excess of 10 KL on a monthly basis. In the event that the investigation is conducted and it is evident that a consumer doesn't qualify for indigent support, the municipality has a right to withdraw and apply the credit control policy.

14 TERMINATION OF INDIGENT SUPPORT

14.1 Upon death of the account-holder or the head of the household where no accounts are rendered. If the indigent had dependents the dependents will need to re-apply for the support as subsidies are not transferable.

14.2 At the end of the 24 months cycle, except in the case of pensioners and disabled.

14.3 Upon sale of the property in respect of which support is granted.

14.4 When circumstances in the indigent household have improved to the extent where the income threshold as determined is exceeded.

14.5 If the applicant is found to have lied about his/her personal circumstances or has furnished false information regarding indigent status, in which case the following will apply;

- a) All arrears will become payable immediately
- b) Stringent credit control measures will apply
- c) The applicant will not be eligible to apply for indigent support for a period of 2 years

14.6 If the indigent criteria for approval changes to the extent that approval no longer applies, as Council has the discretion to review the policy from time to time.

15 COMMUNICATION PROCESS

15.1 The municipality has to develop a communication and implementation strategy in terms of which communities will be informed and educated in order to have a clear understanding of this policy and implementation thereof.

15.2 The communication activities that a municipality must undertake are not only to allow the municipality to communicate with its constituency, but also to allow the constituency to communicate back to the municipality.

15.3 The municipality must communicate the following:

- (i) What is the municipality trying to achieve with regards to the indigent policy.
- (ii) How will the municipality be going about implementing the indigent policy.

- (iii) What is the value for indigent and non-indigent households.
- (iv) Who qualifies for the service and how the municipality has determined this.
- (v) How should qualifying household access the services.

15.4 How should this be communicated;

- (i) Municipalities are responsible for implementing processes of community consultation which supports planning and evaluation. A variety of means can be used to ensure effective consultation with the community; these include ward committees, public forums and campaigns. These activities are carried out by municipal appointees.
- (ii) Through their community consultation, municipal appointees are a key link between the municipality, community and other organizations (service providers, non-profit agencies and private sector companies) concerned with issues affecting FBS provision.

15.5 Regular information dissemination and awareness campaigns must be undertaken to eliminate unrealistic expectations; both in terms of qualifying for the free basic services subsidy as well as the services that will be rendered in general, and methods of communication that will be used, but not be limited to;

- (i) Ward committees
- (ii) Municipal meeting
- (iii) Loud hailing
- (iv) Community based organisations
- (v) Local radio stations and newspapers
- (vi) Municipal accounts
- (vii) Izimbizo's and road shows
- (viii) Municipal notice boards

16 INSTITUTIONAL ARRANGEMENTS

16.1 The municipality must have formal structures and processes through which indigent policy will be managed.

16.2 The following major actors must be involved in the institutional arrangement for the implementation of the policy;

- (i) The municipal council will need to commit to providing Members of Free Basic Services Task Team, and will need to sign-off on the developed indigent policy.
- (ii) The municipal manager or will be responsible for managing the planning activities for the indigent policy.
- (iii) The FBS Task team should comprise specialists (from within a municipality or drawn from outside a municipality to act on behalf of the municipality) that will develop the municipality's indigent policy. The team should comprise of:
 - Chairperson of Finance – To make sure that the meeting of FBSTT takes place for verification.
 - Chairperson of Infrastructure
 - Chairperson of Community
 - All Councillors - will ensure that the Indigent household registered
 - Office of the speaker – To assist the chairperson of Free Basic Services Task Team with invitation to councillors
 - CFO - will ensure that the indigent policy is being developed and the associated plans fall within the municipality's financial capacity, and that the plans and policy are integrated with the municipality's own financial planning and processes.
 - Technical Director – To address all queries relating to department
 - Community Director – To reduce levels of poverty through any intake in municipality and also to address all queries relating to department
 - IDP Manager - Manager will need to be involved in the process so that the indigent policy is in line with a municipality's IDP.
 - Office of the Speaker
 - LED Manager – To reduce poverty through learner ship, internship or any other intake by considering Indigent Register.
 - Communication Officer – Communicate with community.
 - FBS Manager /Official - Will ensure that indigent's forms are captured.
 - Community Development Workers - They are actively involved in the community and have sense of who in the community qualifies with the municipality's indigent definition.

- Ward Committee Members - need to be involved to support the community participation and buy-in of the municipality's indigent policy and verification of indigent application forms

17 REPORTING REQUIREMENTS

17.1 The Chief Financial Officer will report monthly to the Municipal Manager via the municipality's Service Delivery and Budget Implementation Plan to enable the Municipal Manager to report to Council and other interested parties such report shall reflect on:

- (i) Number of indigent household's applications received
- (ii) Amount of subsidy allocated per benefit category
- (iii) Amount of debt accumulating and debt recovery information (number of customers, enquiries, default arrangements, growth or diminishing of arrears debtors; ideally divided into wards, domestic, state institutions and other such divisions.
- (iv) Performance against targets set in respect of indigent support and poverty relief and in particular with regard to the following:
 - Number of applications for indigent support dealt with
 - Time taken to process and finalise applications
 - Site visits undertaken
 - Awareness initiatives
 - Changes in the registered status of indigents
 - Exit initiatives

18 MONITORING AND EVALUATION

18.1 The Municipality need to be in a position to assess whether the service implemented is appropriate, functioning adequately and directed at the correct people. It is important that municipalities are able to ascertain the following from monitoring and tracking of the service delivery:

- (i) Who is receiving the service
- (ii) Is the service offered at the appropriate service level, in view of the environment, financial aspects and the social habits of the community
- (iii) Is the service operating adequately
- (iv) Is the community making adequate use of the service

- (v) Does the community require any form of training to make better use of the service
- (vi) Is the service meeting the required needs of the community
- (vii) Is the service impacting on poverty or the quality of life of the beneficiaries

18.2 For adequate tracking to take place, municipalities will need to think through the questions they need answers for, and develop a system with indicators of measurable success to judge overall performance. Ward committee assessment of the service and complaints are one type of measure of the service, but should be incorporated into a broader monitoring and evaluation process.

18.3 A monitoring and evaluation system should be developed by using a series of quality criteria as the basis for the development of indicators for the development of M&E systems.

18.4 The quality criteria are seen as integral to the achievement of the broader objectives of the system and should be developed on the basis of the policy, strategic and legal frameworks governing the implementation of the programme.

18.5 These quality criteria help to shape the indicators that the system must be measured against. The indicators specify whether or not the quality criteria have been achieved, and are drawn from the targets that have been set.

18.6 The indicators are developed in a manner that allows the implementation of the project to be measured in terms of the outcomes that the project intends to achieve as well as the impact that the project has had. Thus for example, the indicator would look at number of beneficiaries serviced as well as issues such as the number of those beneficiaries who are men or women or whether they reside in rural or urban areas.

19. CAPACITY BUILDING

19.1 The municipality will ensure that all officials and councillors are appropriately capacitated in Free Basic Services in terms of the following key areas:

- (i) Database management
- (ii) Demand and revenue management
- (iii) Policy and by-law implementation

20. EXIT PROGRAMME

20.1 The proposed exit of indigent's beneficiaries from the approved indigent register would be;

- (i) The continuous verification of the register.
- (ii) The involvement of all stakeholders namely, Councillors, Community Development Workers and Ward Committee members.
- (iii) Members of households registered as indigent will be prepared to participate in exit programmes coordinated by the municipality in collaboration with other government departments, stakeholders involved, sector departments and the private sector.
- (iv) As part of its broader poverty reduction programme the municipality undertakes to provide for the participation and accommodation of indigent persons in its Local Economic Development initiatives and in the implementation of integrated development programmes where possible.

20.2 Ndwedwe Local Municipality will promote exit from indigence by;

- (i) Identifying indigents for inclusion in public works projects
- (ii) Initiating local job creation projects such as cleansing operations, small infrastructure projects etc.
- (iii) Facilitation of opportunities to enter the informal trade market.
- (iv) Facilitation of food security projects.
- (v) Liaison with National and Provincial departments to include indigent customers in their public works programme.

21. REVIEW OF THE POLICY

21.1 The municipality will review this policy on an annual basis.



NDWEDWE

LOCAL MUNICIPALITY

PAUPER/INDIGENT BURIAL FORM

DECEASED NAME :	_____	ID NR:	_____
AREA/WARD :	_____	DOB:	_____
WARD CLLR :	_____	CELL NR :	_____
NOTIFICATION DATE:	_____	MORTUARY/HOSP:	_____
UNDERTAKER :	_____	CELL NR:	_____
RATE-PAYMENT :	_____		
COMMENTS :	_____		

DECLARATION BY MAYOR/SPEAKER, WARD CLLR

In terms of the rules of the pauper burial policy I hereby declare that the body and/or his/her next-of-kin truly deserve Council assistance and that should the contrary be proven, no assistance will be received and if already paid I shall be held liable for reimbursement of the amount to Ndwedwe Local Municipality account.

(a) For more information, please contact the relative/informant whose details are as follows:

(b) Relative's Name: _____ ID Nr: _____ Cell Nr: _____

Councillor Name: _____ Signature: _____ Date: _____

CHECKED BY

Manager Social Services _____ Signature: _____ Date: _____

RECOMMENDED BY

Director:

Community Services and Public Safety: _____ Signature: _____ Date: _____

APPROVED BY

Municipal Manager: _____ Signature: _____ Date: _____



Postal Address: Private Bag X503, NDWEDWE, 4342

Street Address: P100 Road, NDWEDWE

Tel: 032 532 5000

Fax: 032 532 5032

Web: <http://www.ndwedwe.gov.za/>

INDIGENT APPLICATION FORM

Ward No

Form No

1. APPLICANT DETAILS (**Compulsory fields**)

Surname & Name													
Physical Address													
Identity Number													
Age													
Home or work number													
Cell number													
Marital Status	Married	☐	Divorced	☐	Single	☐	Widow	☐					
Source of Income			Employer Name					Amount					
Disability													

ACOUNT NUMBERS

Ndwedwe Municipality		
Eskom		
iLembe District		

Meter number		
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2. HOUSEHOLD COMPOSITION AND FINANCIAL STATUS:

All members living in the household, including the occupant are compulsory

Total No Household		Dependants 0 -18 years		19 - 59 years		Disabled 0-60		60 & above	
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ADULTS OVER THE AGE OF 18

INITIALS & SURNAME	RELATIONSHIP	STATUS OF SOCIAL ASSISTANCE/ EMPLOYEMENT/ SCHOOLING	MONTHLY INCOME
			R
			R
			R
			R
			R
			R
			R

KINDS BELOW AGE OF 18

Income / Total Grant Amount	R
Total Household income	R

DECLARATION

I _____

The undersigned hereby declare that the information provided in this application for indigent registration, is to the best of my knowledge true and correct and I further acknowledge that:

1. I accept that any amounts outstanding or amount owing to the Ndwedwe Municipality on rates account number _____ and service account number _____, remains an obligation due to the Ndwedwe Municipality.
2. Should my monthly account exceed the approved indigent subsidy received, I am responsible to pay the balance and if I fail to do so, the normal credit control and debt collection policy measures will be applicable.
3. I accept that should it be found, that this application contains fraudulent information, the benefits will be suspended and I cannot apply for indigent status, until the next financial year.
4. This information is public and may be given to all interested parties both in the private and public sector including the provincial and national government.
5. I consent to and accept that Ndwedwe Municipality will use a third party (i.e. Credit Bureau, SARS, etc.) to conduct vetting to access my application and I have read and understand the condition of the indigent policy.
6. I declare that the information given is correct and I have declared all information in respect of the status of my spouse and all occupants of my household.

1. This application must be completed in full and certified copies or original documents of the following documents must be attached:
 - a. Identity documents, birth certificate(s) copies of all members of the household, including all children
 - b. In a case where owner is deceased, please supply copies of one of the following:
 - i. Copy of last will
 - ii. Letter of executorship
 - iii. Letter of Authority
 - iv. Copy of death certificate and affidavit (if related)
 - v. Copy of marriage certificate and copy of death certificate (if where married to the deceased)
 - c. Power of attorney and owner's ID copy (if the owner does not reside by the property)
 - d. Copy of school report and proof of registration for current year
 - e. Proof of SASSA Income (Pension/Grant)
 - f. Proof of Pension Income
 - g. Proof of all additional household income
 - h. 3 months' current bank statement (if applicant does not have proof of income)
 - i. Proof of unemployment from Department of Labour for all unemployed household members
 - j. Copy of municipal service account
 - k. Copy of prepaid token for prepaid users (including Eskom Customers)
 - l. Copy of lease agreement if applicant is the tenant
 - m. Affidavit if consumer has no electricity or water meter on the property
 - n. Document(s) must not be older than 3 months' old
2. Rebates will be only implemented after 30 days following the date of receipt of all correct documentation. Applications are only valid for a period of one year and the rebate shall lapse if no new application is received and normal tariffs will be due and payable for any period where an application is not renewed.
3. The rebate is subject to the following condition:
 - a. Applicant(s) must be the owner or occupier of the premise
 - b. The total income of the applicants, spouse and occupants – from all source must not exceed the amount approved by Ndwedwe Municipality per month.
 - c. Application may not own more than one property (including vacant land)
 - d. The Budget and Treasury Office (Revenue Section) must be notified immediately of any Changes in Circumstances
 - e. All other conditions in respect of Council Policies will apply

SIGNATURE OF APPLICANT

DATE

FOR OFFICE USE ONLY:

APPLICATION SIGNED		PROOF OF INCOME		SUPPORTING DOCUMENTS	
CATERGORY		ACCOUNT NUMBER	ARREAR AMOUNT DUE		

NAME AND SIGNATURE OF OFFICIAL

DATE