

CITY OF MATLOSANA



INDIGENT RELIEF POLICY

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1. PRE-AMBLE

One of the main objectives of the Council is to ensure the provision of basic services to the community in a sustainable manner. This objective will, however, only be possible within the financial and administrative capacity of the Council. The Council recognizes the fact that the community has a right of access to basic services, but the community also has an obligation to settle their monthly services accounts.

The Council also recognizes the fact that many of the residents can simply not afford the cost of full service provision and for this reason the Council will endeavour to ensure affordability through:

- Setting tariffs in terms of the Council's Tariff Policy which will balance the economic viability of continued service delivery.
- Determining appropriate service levels.

2. SOURCE OF INCOME

The Council needs to have access to adequate sources of revenue in order to fulfil its constitutional obligation. The available sources should be fully exploited to meet the development objectives.

Two main sources of income exist.

- Own revenue which is the main source of income to the Council and which is based on the economic costs to render the service required by the community.
- Transfers from other spheres of government of which intergovernmental transfers are the most important. A portion of this income (equitable share) is earmarked for indigent relief which will be used to alleviate and address poverty.
- As such, the subsidy can only be credited to the qualifying customer's accounts until the amount received by the Municipality from National Government for this purpose has been exhausted, whereupon no further credits will be made, or the level of the credits reduced, until further national funds are received

3. STANDARD OF SERVICES

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 Council will endeavour to render a basic standard and level of services necessary to ensure an acceptable and reasonable quality of life and which takes into account health and environmental considerations. None of the residents should fall below the minimum standard of services as is embodied in the Council's Financial Policies.

The Council realizes that in certain circumstances and as a result of past policies certain services are available to communities, the cost of which are beyond the financial means of such communities, and will through this policy assist those communities within the financial ability of the Council.

In each instance the economic cost to render the services shall be calculated in accordance with the Council's Tariff Policy.

4. CRITERIA FOR INDIGENT SUPPORT

The basic point of departure is that Council will assist, through funds received from National Government; to provide basic services to "poorer" households within the Council's service provision area in this regard no discrimination on any grounds will be allowed.

In order to qualify for financial assistance the following will apply:

- (i) Only **registered residential/farm occupied consumers** of services delivered by the Council will qualify.
- (ii) **No residential consumer conducting a business** from the residential property, with or without special consent obtained from the Council or with or without existing usage rights, **shall qualify for assistance**.
- (iii) Occupants/residents who own more than one property and occupying a house where application is sought will render such application of the owner/occupier invalid.
- (iv) Where a tenant is renting a property, fully motivated applications and proof, together with a sworn affidavit from the owner and verification from the ward councillor must be submitted
- (v) Where the registered owner or occupant is deceased and **underage children** of the deceased are residing in the house, the **relevant documentation** to this effect must be produced.
- (vi) The account holder must apply in person and **must present the following documents** upon application:

- The **latest municipal account** in his/her possession.
 - Account holder's **identity document**.
 - **Pension certificates and/or card /or affidavit**
 - **Proof of income** (if any).
- (vii) Only households where the total household income is less than **R2,860.00 (Two thousand, eight hundred and sixty rand)** per month or equal to two old age pensions, may apply for indigent support. The maximum old age grant is announced annually in the Budget Speech of the Minister of Finance.
- (viii) An application agreement must be completed by every applicant. This agreement must include an affidavit and a customer profile of the household.
- (ix) An approved indigent subsidy is valid until Council decides to cancel all previous applications and indigents will have to renew their applications, or as soon as the circumstances have changed of an indigent debtor, or on an annual basis based on the approval date of the application.(An application for registration as indigent, is only valid for a period of twelve months from the date of acceptance or within the limits of the Councils financial year)
- (x) All indigent applicants must give permission that an ITC check may be done on them to verify their claimed indigent status if needed.
- (xi) All approved indigent applicants may be listed at an ITC bureau
- (xii) No debt collection or credit control measures will be instituted against the indigent household for as long as consumption over and above the free use is paid in full.

5. LEVEL OF INDIGENT SUPPORT

- (i) The level of indigent support will be as follows:

- **Water:**

Usage:	A indigent subsidy amount equal to the value of 6kl water and thereafter normal tariffs will apply. A water management device will be acquired and inserted in properties qualifying for indigent relief who continually consume above 6kl over a period of 3 months, so as to reduce the consumption to affordable levels.
Basic Fees:	A subsidy amount equal to the value of the basic fees as determined by the water tariffs

- **Refuse removal:**

Removal once (1) a week of 85 or 240 liter container: Free of charge per month

- **Sewerage:**

Cost of drainage basic charge plus additional sewerage charge per dwelling house: Free of charge per month.

- **Electricity:**

Usage - A maximum indigent subsidy of 50 kWh free of charge and thereafter normal tariffs will apply and (Should the electricity purchased exceed 450 kWh per month, over a twelve month average up to June of the completed financial year, such tariff shall be changed and the 50kWh free will no longer be allocated).

Basic Fees: An indigent subsidy amount equal to the value of the basic fees as determined by the electricity tariffs

- **Alternative Energy**

Those indigent South African consumers who do not have access to electricity qualify for alternative energy sources. According to the National Policy for Indigents, paraffin may be utilised as one of the core sources for alternative energy. These consumers will qualify for a once-off annual supply of a double plate paraffin stove as well as two paraffin lamps. Simultaneously, they qualify for 20 litres of paraffin per month in order to utilize the supplied items and thereby have access to alternative energy.

- **Property Rates:**

100% of the balance of the rates as subsidized by the Property Rating Policy will be subsidized for indigent residents. (The gross total household income of the residential property may not exceed **R2,860.00(Two thousand, eight hundred and sixty rand)** or the maximum income of the Senior Citizens and Disabled persons Rates Rebate Scheme, which receives a 100% rates rebate and the applicant may not be the registered owner of more than one property; and must be a full-time occupant of the property.)

- (ii) A consumer classified as indigent in terms of the Council's policy, shall be entitled to the installation of a pre-paid electricity meter and water restriction device at no charge. Should the consumer fall into arrears the prepaid electricity shall be disconnected.
- The transfer from a conventional electricity meter to a prepaid electricity meter and the installation of a water restriction device shall be financed by the Council via the Inter-Governmental Grants.
 - That the level of support to indigent consumer's on the replacement of stolen service (consumer) cables be limited to one replacement free of charge and thereafter the indigent consumer be liable for replacement thereof.
 - That the level of support to indigent consumers for replacement of meter and ready board when a house is damaged through fire, one time free of charge, and thereafter the consumer be liable for the replacement of the meter and/ or ready board.
- (iii) 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, or his nominee, to pay off these arrears 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.

In all instances the actual indigent support shall be calculated taking due cognisance of the amount received, the number of applications received and the standard and level of services.

6. INDIGENT BURIAL BENEFITS

Any member or family of a registered indigent who applies for indigent burial assistance will be required to submit the following documents as proof:

- Applicant's Identity document SA green bar coded ID
- Deceased's Identity document SA green bar coded ID
- Death certificate of the deceased
- Affidavit by South African Police Services (SAPS) as proof by the family member or relative declaring that they cannot afford to bury / cremate the deceased due to a lack of income
- Confirmation letter from Ward Councillor or PR Councillor

6.1. The Municipality will incur the costs relating to the transport to a mortuary, a standard coffin, and cost for the grave. No relative or friends have any claim against the Municipality whatsoever.

- 6.2 The family or relative of the deceased buried as an indigent will be allowed to erect a tombstone on the grave after 24 months of burial, at their own expense.
- 6.3 The next of kin will receive the reservation certificate and grave number upon request.
- 6.4 Services to registered indigent households that have, in terms of the credit control policy, been restricted, removed, or disconnected will be temporarily re-instated for a period of 7 days to cater for the funeral. The cost of re-instatement of services will be debited to his/her Municipal services account.
- All requests for indigent burial / cremation will be referred to and considered by the **City of Matlosana Health Services Department** only.
 - Burials will be conducted from **Monday to Friday including holidays**
 - Burial and arrangements will be concluded according to specifications as determined by Council
 - The contracted funeral undertaker will bury the deceased closest to the area of residence of the deceased, but within the boundaries of the City of Matlosana.
 - All indigent burials from Klerksdorp/ Tshepong Hospital Complex are attended to by a designated official of the hospital.

The thresholds are as follows and shall increase annually subject to Council Resolution:-

AGE OF BENEFICIARY	TOTAL COSTS (mortuary costs +coffin +grave)
0-3 Years (Including stillborn)	R 1,256.00
4-14 Years	R1,878.00
Adults	R3,170.00
Oversized adults (As determined by regulations from Dr KK DM Environmental Health Services)	R 5,002.00
Cremations	R6,000.00

LIST OF EXCLUSIONS

The following is a list of exclusions from benefits:

- A person died outside the jurisdiction of the Matlosana municipality
- Catering, flowers and other related items.eg. tents, tables and chairs subject to conditions

The municipality reserves the right to refuse to pay the costs of an indigent burial / cremation in instances where evidence indicates that the family may have been in a

position to conduct its own burial or in instance where the municipality was misinformed. These costs will be recovered in such instances from the responsible person

7. DISTRIBUTION OF INDIGENT SUPPORT

Indigent relief will only be granted to those residents who applied for assistance and qualified in accordance with criteria as determined and will be applied as follows:

- (i) The qualifying recipients of the indigent relief will receive a monthly account indicating that no charges were raised for services as set out Clause 5(i).
- (ii) The qualifying recipients will also receive a monthly free prepaid electricity token for 50 kWh if a prepaid meter has been installed.
- (iii) The qualifying recipients who fall under the alternative energy subsidy will receive a paraffin stove and lamp once off.
- (iv) Thereafter they would receive 20 litres of paraffin per month for the utilisation of the alternative energy.

The Council undertakes to advertise the existence of the indigent relief program on a biannual basis.

7. APPLICATION FOR INDIGENT SUPPORT

- (i) The application form attached as annexure “A” will apply.
- (ii) All residents complying with the criteria may apply for indigent relief.
- (iii) **No retrospective applications will be considered.**
- (iv) All applications must be made on the prescribed form and all additional information must be supplied **(together with documentary proof where're required)**.
- (v) **The onus is on the account holders to apply** for support.
- (vi) The completed application will be forwarded to **the Ward councillor or under extreme circumstances to the deployed PR Councillor for verification in the absence of the ward councillor**
- (vii) The indigent support will **only be affected after the verification** of the application by the Ward Councillor under extreme circumstances the deployed PR Councillor for verification in the absence of the ward

councillor and will become effective within a maximum of two months or less after approval.

- (viii) Debtors who qualify and become registered as indigent, will have their arrears, **excluding tampering fines**, written off only once upon registration approval during ownership/occupation of the property and will be subject to the items below, should it become known that false information was submitted with their application
- (ix) Should it be established that a recipient of indigent relief has supplied the Council with false information or not informed the Council of a change in circumstances within the household:
- (x) The indigent support will be stopped immediately.
- (xi) The recipient may be liable for the repayment of all indigent support received for the period involved which amount will be debited against the consumers account.
- (xii) Normal credit control in accordance with the Council's Credit Control and Debt Collection Policy will apply.
- (xiii) Criminal charges may be instituted against the account holder for supplying false information.
- (xiv) The recipient of indigent relief **must notify the Council immediately if there is a change in the financial situation within the household.**
- (xv) **The replacement of stolen cables of Indigent consumers will only be done twice. Further costs is for the consumer**

8. COMMUNITY INVOLVEMENT

The Council relies on the community's participation in applying for indigent relief.

Council will be furnished with a report on a monthly basis indicating:

- (i) The financial implications of the indigent support program
- (ii) A schedule of the progress of the indigent registrations

The above is also available to the public for general notice. False information can be reported by the public by means of sworn affidavits.

A reward of R500 or as determined otherwise by Council, per case after investigation and proof of guilt will be paid to any person who reports the misuse of the indigent subsidy.

The community must be informed of such rewards by means of notices at all pay points and other notice boards of Council.

9. CONSEQUENCES IN CASE OF FALSE INFORMATION

Should it be established that a recipient of indigent relief has supplied the Council with false information or not informed the Council of any change in circumstances within the household:

- (i) The indigent support will be stopped / cancelled immediately.
- (ii) The recipient will be liable for the repayment of all indigent support received for the period involved which amount will be debited against the consumers account.
- (iii) Normal credit control in accordance with the Council's Credit Control and Debt Collection Policy will apply.
- (iv) Criminal charges shall/may be instituted against the account holder, official, or councillor for supplying false information.

10. REPORTING REQUIREMENTS

The municipal manager or his nominee shall report on a monthly basis to the Council for the month concerned and by municipal ward:

- the number of households registered as indigents;
- the monetary value of the actual subsidies and rebates granted;
- The number of households registered for Free Basic Alternative Energy
- the budgeted value of the subsidies and rebates concerned; and

The above information accumulatively for the financial year to date.

**CITY OF MATLOSANA
INDIGENT APPLICATION FORM 2015/2016**

ANNEXURE "A"1

SECTION A – ACCOUNT INFORMATION:

Account Name:	Date of application:
Account Number:	Address:
Erf no:	
Council/Eskom Pre-paid meter number:	Ward Number:

SECTION B - TERMS AND CONDITIONS:

- Only households where the total household income is less than the total old age grant received per month by two pensioners in a household may apply for support. The maximum old age grant of **R2,860(Two thousand, eight hundred and sixty rand)** as announced in the 2015/2016 Budget Speech of the Minister of Finance.
- External verification will be done using the ITC as well a physical audit to confirm the household financial status. Upon signing this application, the consumer gives consent to such checks.
- False information or the withholding of information will disqualify anyone from further participation in the subsidy scheme, with the liability of immediate repayment of all allocations received plus interest and the risk of possible criminal proceedings being instituted;
- Should the gross income of a household increase and thereby exceed the approved limit during the subsidy time period (Increases, no longer unemployed), the registered consumer must immediately inform the municipality. Failure to comply could result in the repayment of all allocations plus interest and the risk of possible legal steps being instituted.
- The information contained in this document is not confidential. A list of approved applicants can be handed to councillors for comments, as well as publicly displayed.
- The City of Matlosana reserves the right to collect any outstanding debts on the account by means of the pre-paid services, in a portion not excessive in relation to the purchases made by the accountholder.
- That City of Matlosana may issue my Free Basic Electricity (50 units) via my cell phone

I, hereby declare that I am the **registered owner/lessee** of the above erf/stand and that the said property is inhabited and controlled by me. I further declare that I fully realize that should any of the above information be found to be incorrect or false, I shall be responsible for the repayment of any allocation received plus interest, as well as any debt written off, and I acknowledge that legal steps for the fraudulent declaration, could be instituted against me. I confirm that I have read, understood, and accepted the terms and conditions stated above. I also give my permission that a credit check may be done on my details to determine the validity of my information and that my indigent status may be listed at an ITC institution.

Declared and signed at..... On the day of 20.....

.....
NAME OF APPLICANT (BLOCK LETTERS)

.....
NAME OF INTERVIEWER (BLOCK LETTERS)

.....
SIGNATURE OF APPLICANT

.....
SIGNATURE OF INTERVIEWER

The application **must** be accompanied with copies of the applicants:

- Municipal account
- ID document
- Proof of income / pension certificates

SECTION C - PERSONAL INFORMATION:**ANNEXURE "A"2**

Surname:		Christian Names:																	
Residential Address:						Postal Address:													
Contact Number / Cell phone number						Marital Status: (Mark with an X)													
						Married		Single		Divorced		Widowed							
Husband:						Wife:													
Birth date:						Birth date:													
D	D	/	M	M	/	C	C	Y	Y	D	D	/	M	M	/	C	C	Y	Y
ID number:						ID number:													
Pension number:						Pension number:													

SECTION D – FINANCIAL INFORMATION

Details of Gross Monthly Income (in Rand)					
	Husband	Wife	Children living with parents	Other	TOTAL
a) Salary	R	R	R	R	R
b) Wage	R	R	R	R	R
c) Pension : Employer	R	R	R	R	R
Disability	R	R	R	R	R
Old Age	R	R	R	R	R
d) Board / Rental	R	R	R	R	R
e) Child support	R	R	R	R	R
f) Informal / Casual work	R	R	R	R	R
g) Other	R	R	R	R	R
Total Gross Monthly Income					

Do you own or rent other property except the one above: YES / NO

If YES please specify details: _____

DATE

DATE

SIGNATURE OF VERIFIER

SIGNATURE OF WARD COUNCILOR

GENERAL

ANNEXURE “A”3

COMMENTS OF THE VERIFIER (CONDITIONS, ETC.)

[illegible]

ANNEXURE “A”4

Name (BLOCK LETTERS)
OFFICE USE ONLY:

Name (BLOCK LETTERS)

SECTION E - CHECKLIST:

	Please Tick
ID document	
Documentary proof of total gross income of household namely account holder, spouse and persons older than 18 years of age (including children) residing on the premises.	
List of all residents on premises . (Ages must be specified, and copies of Identity Documents attached).	
Proof of pension/grants.	
Proof of unemployment. Department of Manpower and/or unemployment insurance certificate original letter of religious leader to confirm unemployment and sworn affidavit by applicant.	
Birth certificates / ID documents of dependent children as well as a court order which confirms guardianship.	
If owner of motor vehicle , full particulars as well as means of finance .	
Latest municipal rates and services account .	
Copy of Prepaid electricity slip	
Have you asked the applicant if he owns or rents other properties	

Approved		Declined		Date:	
Reason if declined:					
Date of letter to applicant:					
Name of official:					

**CITY OF MATLOSANA 2015/2016
INDIGENT APPLICATION FORM FOR RURAL DEVELOPMENT PROGRAMME**

SECTION A – ACCOUNT INFORMATION:

Farm Name:	Date of application:
Farm Owner:	Farm /Plot Address:
Erf no:	
Council/Eskom Pre-paid meter number:	Ward Number:

SECTION B - TERMS AND CONDITIONS:

- Only households where the total household income is less than the total old age grant received per month by two pensioners in a household may apply for support. The maximum old age grant of **R2,860 (Two thousand, eight hundred and sixty rand)** as announced in the 2015/2016 Budget Speech of the Minister of Finance.
- External verification can be done using the ITC as well as physical audits to confirm the household's financial status. Upon signing of this application, the consumer gives consent to such checks.
- False information or the withholding of information will disqualify anyone participation in the subsidy scheme, with the liability of immediate repayment of all allocations received plus interest and the risk of possible criminal proceedings being instituted;
- Should the gross income of a household increase and thereby exceed the approved limit during the subsidy time period (Increases, no longer unemployed), the registered consumer must immediately inform the municipality. Failure to comply could result in the repayment of all allocations plus interest and the risk of possible legal steps being instituted.
- The information contained in this document is not confidential. A list of approved applicants can be handed to councillors for comments, as well as publicly displayed.
- That Matlosana City council may issue my Free Basic Alternative Energy via the service provider

I, hereby declare that I am the **registered owner/lessee** of the above erf and that the said property is inhabited and controlled by me. I further declare that I fully realize that should any of the above information be found to be incorrect or false, I shall be responsible for the repayment of any allocation received plus interest, as well as any debt written off, and I acknowledge that legal steps for the fraudulent declaration, could be instituted against me. I confirm that I have read, understood and accepted the terms and conditions stated above. I also give my permission that a credit check may be done on my details to determine the validity of my information and that my indigent status may be listed at an ITC institution.

Declared and signed at on the day of 20.....

.....
NAME OF APPLICANT (BLOCK LETTERS)

.....
NAME OF INTERVIEWER (BLOCK LETTERS)

.....
SIGNATURE OF APPLICANT

.....
SIGNATURE OF INTERVIEWER

The application **must** be accompanied with copies of the applicants:

- Letter from farm owner / Letter of oath
- ID document
- Proof of income / pension certificates

SECTION C - PERSONAL INFORMATION:**ANNEXURE "B"2**

Surname:										Christian Names:									
Residential Address:										Postal Address:									
Contact Number / Cell phone number										Marital Status: (Mark with an X)									
										<input type="checkbox"/> Married <input type="checkbox"/> Single <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed									
Husband:										Wife:									
Birth date:										Birth date:									
D	D	/	M	M	/	C	C	Y	Y	D	D	/	M	M	/	C	C	Y	Y
ID number:										ID number:									
Pension number:										Pension number:									

SECTION D – FINANCIAL INFORMATION

Details of Gross Monthly Income (in Rand)					
	Husband	Wife	Children living with parents	Other	TOTAL
a) Salary	R	R	R	R	R
b) Wage	R	R	R	R	R
c) Pension : Employer	R	R	R	R	R
Disability	R	R	R	R	R
Old Age	R	R	R	R	R
d) Board / Rental	R	R	R	R	R
e) Child support	R	R	R	R	R
f) Informal / Casual work	R	R	R	R	R
g) Other	R	R	R	R	R
Total Gross Monthly Income					

Do you own or rent other property except the one above: YES / NO

If YES please specify details: _____

DATE

DATE

SIGNATURE OF VERIFIER

SIGNATURE OF WARD COUNCILOR
ANNEXURE “B”3

GENERAL

COMMENTS OF THE VERIFIER (CONDITIONS, ETC.)

OFFICE USE ONLY:**SECTION E - CHECKLIST:**

	Please Tick
ID document	
Documentary proofs of total gross income of household namely account holder, spouse and persons older than 18 years of age (including children) residing on the premises.	
List of all residents on premises . (Ages must be specified, and copies of Identity Documents attached).	
Proof of pension/grants.	
Proof of unemployment. Department of manpower and/or unemployment insurance certificate original letter of religious leader to confirm unemployment and sworn affidavit by applicant.	
Birth certificates / ID documents of dependent children as well as a court order which confirms guardianship.	
If owner of motor vehicle , full particulars as well as means of finance .	
Latest municipal rates and services account .	
Copy of Pre-paid electricity slip	
Have you asked the applicant if he has or rents other properties	

Approved		Declined		Date:	
Reason if declined:					
Date of letter to applicant:					
Name of official:					