

SECTION FIN. 16

ANNEXURE A

INDIGENT SUPPORT POLICY

[1] Criteria

[1.1] A debtor considered indigent if the total household income is R1100 or less per month or an amount as determined by Council from time to time.

[2] Arrears

[2.1] The indigent debtor who is in arrears will be required to pay a nominal amount so that no impression is gained or indication given that the arrear debt has been written off by the Municipality.

[2.2] Until an arrangement is made to pay arrear debt, interest may be charged on all overdue accounts at an interest rate determined by the Council from time to time.

[3] Financial Restraints.

Indigent households will be subsidised in accordance with this policy subject to the Council funding being available from time to time.

[4] Registration

[4.1] A debtor should make application for indigent benefits at the nearest Municipal office on a prescribed application form.

[4.2] Indigent debtors must reapply every 6 months in order for Council to determine whether or not their financial circumstances have changed. Failure to comply with this requirement will result in the debtor's Indigent status being revoked and standardised tariffs and/or charges being reinstated.

[5] Proof of income

Applicants for indigency support must produce written proof of household income for each member of the household indicating unemployment or low income or reduction in income and/or medical certificates confirming inability to work acceptable to Council. All documentation must be supported by a sworn affidavit. This documentation should be current, i.e. not more than one month old and should be submitted with the application form.

[6] Investigation

[6.1] Council reserves the right to verify details provided in Paragraph 34.5 above.

[6.2] Councillors, Ward Representatives, Council staff or its accredited agents may undertake house visits to confirm the indigent's claim and living conditions.

Where an indigent debtor is found to be living at a standard inconsistent with his indigent application or fails to allow access or provide any further information as may be required, the indigent benefits may be cancelled at Council's sole discretion retrospective to the date of approval.

[7] Overall subsidy

Council shall, from time to time, determine the overall subsidy for indigent debtors based, inter alia, on the principles referred to in the South African Local Government Association (SALGA) policy proposal for indigents debtors.

This amount includes rates, water, sewerage and sewerage availability, refuse removal and VAT.

[8] Property Rates

[8.1] The monthly indigent subsidy for rates will not be based on the valuation of the property and/or improvements, but will be a monthly amount determined by Council from time to time.

[8.2] The subsidy amount will differ where sewerage and refuse charges are included in the rates account or charged for separately.

[8.3] If the normal monthly rates charged are in excess of the relevant rates subsidies referred to in Paragraphs 34.8.1 and 34.8.2 above, the excess must be paid in terms of Council's standard procedure.

[8.4] If the monthly rates account is less than the value of the relevant rates subsidies referred to in Paragraphs 34.8.1 and 34.8.2 above, the indigent rates subsidy will be limited to the value of the monthly rates instalment.

[9] Water

[9.1] Households with water supplied by the IKWEZI Local Municipality should receive 6kl free each month. However, an indigent household may receive a further 4k1 of water free each month as part of the indigent assistance provided by Council subject to funding being available.

[9.2] Any indigent household which uses more than 20kl per month for any two months may, after due written Notice, lose its indigent status and return to standard tariffs and Council procedures.

[9.3] If the debtor uses more than the total free allocation of water and does not pay for the additional water by the due date, the water supply may be disconnected or limited. The water supply will remain disconnected or limited until such time as his current account is paid or an arrangement is made in terms of Council's policy.

[9.4] If the water supply was disconnected prior to the debtor applying for indigency, the debtor will be required to pay the appropriate fee levied by Council to have the water reconnected.

[10] Electricity

[10.1] The Indigent debtor may, on approval of his/her application for indigency, be transferred to a prepaid energy dispenser on terms acceptable to Council from time to time.

[10.2] Should the debtor have any municipal arrears the auxiliary payment system must be activated for the gradual payment of the arrears as a percentage of purchases over and above the free monthly supply on the same basis as in Section 25 above.

[11] Sewerage

[11.1] The indigent debtor will be granted a monthly amount for sewerage usage and/or availability as determined by Council from time to time.

[11.2] The Indigent debtor will be responsible for payment of the difference between the amount granted in terms of Paragraph 34.11.1 above and the standard tariff determined by Council.

[11.3] If the monthly sewerage charge is less than the value of the indigent subsidy referred to in Paragraph 34.11.1 above the subsidy will be limited to the value of the monthly sewerage charge.

[12] Refuse Removal

[12.1] The indigent debtor will be granted a monthly amount for refuse removal as determined by Council from time to time.

[12.2] The indigent debtor will be responsible for payment of the difference between the amount granted in terms of Paragraph 34.12.1 above and the standard tariff determined by Council for the method of refuse removal in that area.

[12.3] If the monthly refuse removal charge is less than the value of the Indigent subsidy as referred to in Paragraph 34.12.1 above, the subsidy will be limited to the value of the refuse removal charge.

[13] Indigents in Rental Housing

[13.1] Indigent debtors may receive a subsidy to reduce the monthly rental payment in terms of the following table as determined by Council from time to time, with a minimum rental payment of R10.00 per month:

Indigent's Monthly Income Rands	Percentage of Monthly Income to be Paid
0 – 300	5% <i>R15 Max</i>
301 – 500	8% <i>R40</i>
501 – 1100	9% <i>R 99</i>

[13.2] Where there are income earning tenants on the property, besides the main tenant and partner, 20% of each of those tenants gross income will be added to the main tenant and partner's joint income in determining the indigent's monthly income

[13.3] Failure to adhere to the above arrangements will result in the standard rental being reinstated and/or legal action being instituted.

[13.4] Applicants for indigent subsidies must enter into an arrangement to pay arrear debts according to the following table as determined by Council from time to time

Indigent's Monthly Income Rands	Monthly Debt Repayment Amount Rands
– 300	R5.00
301 – 500	R7.50
501 – 1100	R10.00

[13.5] Indigent debtors must reapply every 6 months in order for Council to determine whether or not their financial circumstances have changed. Failure to comply with this requirement will result in their indigent status being revoked and standardised rental charges being reinstated.

[13.6] In the event of debtors breaching any element of this arrangement, the indigency grant will be withdrawn and future applications will only be

considered following the payment of the current account for a period of 3 consecutive months.

- [13.7]** A debtor who owns more than one immovable property cannot be declared indigent.

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INDIGENT SUPPORT POLICY

ANNEXURE B

MUNICIPALITY OF

APPLICATION FOR INDIGENT SUPPORT

FULL NAMES OF APPLICANT	
RESIDENTIAL ADDRESS	
I.D. NUMBER	
ACCOUNT NUMBER	

1. In an effort to assist the needy residents of the Municipality with the payment of municipal services, as detailed below, the Council of the Municipality has agreed to a subsidy scheme whereby qualifying households earning less that R1100.00 per month will have certain services fully or partly subsidised.
2. Please read this form to ascertain whether or nor you qualify for a subsidy and what documents or forms you are required to submit with this application. If you feel that you do qualify, then you must complete the details of all occupants in your household over the age of 18 years together with their respective gross monthly incomes, in the space below.

**PERSONAL PARTICULARS OF ALL OCCUPANTS OVER 18 YEARS
CONSTITUTING THE HOUSEHOLD**

	IDENTITY NUMBER	INITIALS	SURNAME	EMPLOYED (YES/NO)	EMPLOYER NAME	GROSS MONTHLY INCOME	SOURCE OF INCOME
1							
2							
3							
4							
5							
6							
7							

DECLARATION BY APPLICANT

I, the undersigned, resident at the address indicated above, hereby apply for the Household Indigent Subsidy determined in relation to the income indicated above, and solemnly declare that -

- [a] All particulars furnished on this form, including the total gross income of myself and all occupants of the premises, are to the best of my knowledge and belief, true and correct;

Information / Conditions of Subsidy

This application form together with the documents indicated below must be brought by the account holder (i.e. the person in whose name the account is rendered) to one of the council's offices indicated in the enclosed pamphlet. Prospective applicants must apply at the venues designated in their respective areas and not at any other places.

1. Who qualifies?

A household in which the combined gross income of all occupants and/or residents over the age of 18 years is less than R1100.00 per month.

2. Who does not qualify?

2.1 A household in which the combined gross income of all occupants/residents exceeds R1100.00 per month.

2.2 Occupants/residents who own more than one property.

3. Documentary proof of income (e.g. letter from an employer, salary advice, pension card, UIF card etc.) must be presented in order to qualify for a subsidy.

4. In addition, applicants will be required to sign and submit a sworn affidavit to the effect that all information supplied is true and that all income from formal and/or informal sources has been declared. Special note should be taken that any person who supplies false information will be disqualified from further participation in the subsidy scheme. He/She will also be liable for the immediate repayment of all subsidies received by him/her to the Council and the Council may institute criminal proceedings against him/her as the Council may deem fit.

5. Council reserves the right to send officials to premises/households receiving relief for the purpose of conducting an on-site audit of the details supplied.

6. The account holder must apply in person and must present the following documents upon application:

6.1 The latest municipal account in his/her possession.

- 6.2 The account holder's identity document.
 - 6.3 An application form indicating the names and identity numbers of all occupants over the age of 18 years who are resident at the property.
7. If the application is approved, the assistance will only be valid for six months with no guarantee of renewal. The onus is on account holders to re-apply for relief half yearly, failing which the assistance will cease automatically.
8. The following services will be subsidised:
- 8.1 Water (up to 6 kilolitres per month). Consumption exceeding 6 kilolitres will be payable by the consumer. This additional consumption may be subsidized by the Council. The non-payment of charges will result in the installation of a flow-control washer or any other measure Council deems fit. Where the supply is not metered, the subsidy will only apply where the owner/occupant agrees in writing that the supply may be restricted by a flow-control meter.
9. The following services could also qualify for subsidy under certain conditions
- 9.1 Sewerage.
 - 9.2 Refuse removal.
10. Rates and electricity purchases could be subsidized by the Council subject to certain conditions

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INDIGENT SUPPORT POLICY

OVERVIEW

National government has a constitutional duty to provide an equitable share of nationally raised revenue to municipalities.

The “equitable share” grant enables municipalities to provide basic services to poorer communities and administrative capacity to ensure democratic governance at the local level. It also ensures that municipalities target basic municipal services to poor households in an affordable manner.

A municipality’s responsibility to ensure that the poor households are targeted effectively in the provision of basic municipal services is partly met by the subsidization of the cost of services or service tariffs for various services payable by qualifying poor households.

In terms of section 74 of the Local Government Municipal Systems Act 2000, a Municipal Council must adopt and implement a Tariff Policy.

In formulating this policy, the Council should at least take into consideration the extent of subsidisation of tariffs for poor households. Arising from the above, Council needs to approve an Indigent Support Policy. This policy must provide procedures and guidelines for the subsidisation of basic services and tariff charges to its indigent households.

The objective of the Indigent Support Policy is to ensure the following:

- The provision of basic services to the community in a sustainable manner, within the financial and administrative capacity of the Council; and
- To provide procedures and guidelines for the subsidisation of basic service charges to its indigent households, using the Council’s budgetary provisions received from Central Government, according to prescribed policy guidelines.

The Council has the overall responsibility for laying down the Indigent Support Policy.

However, the following should be the guiding principles in implementing the Indigent Support Policy:

- Relief will be provided by the Council to registered residential consumers of services.
- The Council must, wherever possible, ensure that any relief is constitutional, practical, fair, equitable and justifiable to avoid alienating any group of households. There should be no differentiation whatsoever of any residential consumers. It should only differentiate in the level of service rendered.

- The subsidy for minimum service level should not result in the creation of a massive bureaucratic administration that would not be cost effective to implement.
- Differentiation must be made between those households who cannot afford to pay for basic services and those who just do not want to pay for these services.
- The payment of services should be affordable to the indigent.
- It should be based on a predetermined period or financial year.
- The Indigent Support Policy will prevail as long as funds are available.
- The Council may review and amend the qualification for indigent support.
- The collective or joint gross income of all the households will be taken into account.
- The household income must be correctly reflected on the application form requesting indigent support.
- Residents must formally apply on the prescribed application form for the relief and will qualify for the indigent support according to the prescribed criteria/principles laid down by the Council. After the application form has been completed, an effective and efficient evaluation system should be used in order to obtain the outcome within a reasonable time determined by the Council.
- If a person is found to be indigent, it should be registered on a database linked to the debtors system.
- The onus is on the recipient to inform the Council of any change in his/her status or personal household circumstances.
- All indigents should be re-evaluated after a period of six months (or such period as the Council may determine) to assess the provision of continued basic services.
- Disciplinary measures decided by the Council, should be imposed on people who misuse the system and provide incorrect information.
- An approved community communications programme, embodying the principles of transparency and fairness, must be implemented in respect of the indigent support programme.
- Skills Training and other education related programmes to be introduced to develop the indigent to become self - sufficient and thereby reduce the rate of Indigence. The provision of Social Welfare Services at the office of the Council, should also be reviewed.

The qualification criteria for indigent support are suggested as follows:

- A household where the combined or joint gross income of all occupants/residents/dependants, over the age of 18 years or who have potential earning capacity, is less than R1100,00 per month and can no longer afford to pay for the services provided by the Council.
- Only registered residential consumers of services delivered by Council.
- Households who formally apply for relief on the prescribed documentation and satisfy the qualifying criteria/principles determined by the Council.

- Household/occupants/residents/dependants who do not own more than one property.
- Households who are not receiving significant benefits or regular monetary payments.
- Property owners who live on the premises.

The extent of the monthly support will be determined by the Council's budgetary provisions and/or the amount received from the Central Government divided by the number of recipients with a maximum of an average monthly service account determined as follows:

- Water;
- Refuse collection;
- Electricity;
- Sewerage; and
- Average assessment rate of a residential property.

The Council will, on a six-month basis, assess the level of indigent support depending on the number of applicants

The level of indigent support must not exceed the monthly billings to the account.

The indigent support is distributed as follows:

- [1] Relief will only be distributed to those residents who apply and qualify.
- [2] The relief must be significant so as to relieve the recipient of the financial hardship for a specific period.
- [3] All registered consumers will be charged the determined economical tariff or charge.
- [4]. The recipient's monthly account will be credited with the amount of indigent as determined by the Council on a monthly basis.
- [5] Relief will be applied for a period of 6 months as determined by the Council.
- [6] The household may apply for continuation of the relief depending on his/her circumstances.

Applications for relief must be made on the prescribed forms. The applicant must comply with all the necessary requirements.

The application form must contain, inter alia, the following important information:

- Details of the account holder;
- Proof of income;
- Proof of residence;
- Identification documents; and
- Number and names of dependants.

The onus at all times to re-apply for continued relief or submit proof of change in circumstances rests on the household.

A Committee will be appointed to administer the indigent support programme.

The Committee will scrutinise each application prior to approval.

On a monthly basis the status and complete details of the applicants and respective beneficiaries are to be submitted to the Council for noting.

For the purposes of transparency, on a monthly basis, the following key information of the recipient's indigent support should, where possible, be displayed on the notice board at the cashier's offices of the Council:

- Names of households receiving relief for the prescribed period;
- Stand number where services are rendered to the recipients;
- Total household income; and
- Number of dependants residing on the property.

Any resident may query the qualification of a recipient in writing, within 14 days from the date of publication, to the Council.

The Council may refer queries to the Committee for Indigent Support Policy, who may take the following action:

- Request the resident to provide full proof of his/her banking account and income details as well as pension registration;
- Direct inquiry at the recipient's residence;
- Request a social welfare worker's report on the household; and
- Any other action decided by the Council.

If it is established that incorrect information was furnished in obtaining relief the following action can be taken:

- Suspend or stop the relief immediately;
- Recover from the recipient the amount of relief furnished by debiting his account;
- Normal credit control in accordance with the Council's credit control policy will apply; and
- Institute a criminal charge of fraud against the recipient.

Indigent Support may be provided for the following services, subject to funds being allocated and the relevant criteria being adhered to:

- Rental;
- Rates;
- Sewerage;
- Refuse;
- Water;
- Electricity;

The Council may determine special tariffs for the use by the Indigent for following services subject to the availability of funds and compliance with the prescribed criteria:

- Sports Grounds, Pools;
- Fire Protection;
- Transport;
- Museums;
- Markets;
- Agricultural Properties.
- Hiring of Halls;
- Cemeteries and Crematoria; and

The Council has the discretionary powers to amend any clause, stipulation or tariff embodied in the indigent support policy in the interest of the parties concerned.

Once an application is approved by the municipality, the subsidy amount is deducted from the account of the relevant debtor and the balance must be recovered from him/her.

ANNEXURES

- A – DRAFT INDIGENT SUPPORT POLICY [BASED ON HOUSEHOLD INCOME OF R1100 PER MONTH]**
- B- APPLICATION FOR INDIGENT SUPPORT**
- C- INDIGENT SUPPORT BY-LAW**

SECTION FIN. 16

ANNEXURE C

LOCAL AUTHORITY NOTICE

MUNICIPALITY OF XYZ

INDIGENT SUPPORT BY-LAW

The Municipal Manager of XYZ Municipality hereby publishes in terms of Section 13 of the Local Government Municipal Systems Act, 2000 (Act 32 of 2000) read with Section 162 of the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996) the Indigent Support By-Law which shall come into operation on the date of publication hereof.

PREAMBLE

AND WHEREAS National Government has a constitutional duty to provide an equitable share of nationally raised revenue to municipalities.

AND WHEREAS the aforesaid equitable share enables municipalities to provide basic services to poorer communities in an affordable manner and administrative capacity to ensure democratic governance at the local level.

AND WHEREAS Section 74 of the Local Government: Municipal Systems Act 2000 requires a Municipal Council to adopt and implement a Tariff Policy which must, inter alia, take into consideration the extent of subsidisation of tariffs for poor households.

The Council hereby publishes the following by-law :

Indigent Support Policy

- [1] The Council shall adopt an Indigent Support Policy which shall embody an indigent support programme providing procedures and guidelines for the subsidisation of basic services and tariff charges to indigent households in its municipal area.
- [2] The object of the Indigent Support Policy will be to ensure:
 - [a] The provision of basic services to the community in a sustainable manner within the financial and administrative capacity of the Council; and
 - [b] The provision of procedures and guidelines for the subsidisation of basic service charges to indigent households.

Guiding Principles

- [3] The following guiding principles shall be contained in the Indigent Support Policy referred to in Section [1]:

- [a] Relief will be provided by the Council to registered residential consumers of services who are declared indigent by the Council but subject to the condition that such consumers make a financial contribution towards the cost of the services provided by the Council to them on the basis determined by the Council.
- [b] The Council shall, wherever possible, ensure that any relief provided to indigent consumers is constitutional, practical, fair, equitable and justifiable in order to avoid the alienation of any group of households.
- [c] Differentiation between residential consumers shall, in accordance with the Tariff Policy of the Council, be permitted.
- [d] Differentiation shall also be permitted in respect of the level of service provided to or to be provided to indigent households.
- [e] The application of the indigent support subsidy for minimum service levels should not result in the creation of a massive bureaucratic administration that would not be cost effective to implement.
- [f] A differentiation shall be made between those households who cannot afford to pay for basic services and those households who refuse to pay for such services.
- [g] The payment for services rendered should be affordable for the indigent.
- [h] The indigent support subsidy programme will apply during a predetermined period or financial year.
- [i] Financial support to the indigent will be dependant upon the availability of funds to enable the Council to provide such support.
- [j] The Council may, from time to time, review and amend the qualification criteria for indigent support provided by it .
- [k] The collective or joint gross income of members of indigent households will always be taken into account to determine the level of financial support to be granted to indigent households.
- [l] Indigent households must formally apply on the prescribed application form for indigent support and will qualify for such support according to prescribed criteria/principles to be laid down by the Council.
- [m] The household income must be correctly reflected on the application form requesting indigent support.
- [n] The debtor who signs the prescribed application form shall be regarded, for accounting purposes, as the indigent debtor and the representative of the indigent household.

- [o] After the application form for indigent support has been completed by an indigent debtor, an effective and efficient evaluation system should be used in order to obtain the result of such application within a reasonable time as determined by the Council.
- [p] All approved indigent debtors should be registered on a database linked to the main debtors system of the Municipality.
- [q] The onus will be on the approved indigent debtor to inform the Council of any change in his/her status or personal household circumstances.
- [r] All indigent households should be re-evaluated after a period of six months or such period as the Council may determine to assess the provision of continued basic services and indigent support to them.
- [s] Disciplinary measures decided by the Council, should be imposed on indigent debtors who misuse the indigent support programme of the Council and/or provide incorrect information to the Municipality.
- [t] An approved community communications programme, embodying the principles of transparency and fairness, must be implemented in respect of the indigent support programme.
- [u] Skills Training and other education related programmes must be introduced to develop the indigent to become self - sufficient and thereby reduce the rate of indigence.

Qualification Criteria

- [4] The qualification criteria for indigent support and the services qualifying for such support shall be determined by resolution of the Council from time to time provided that, until the Council determines otherwise, registered residential consumers of services delivered by the Council shall qualify for indigent support, subject to the following conditions:
 - [a] the combined or joint gross income of all occupants/residents/dependants over the age of 18 years in a single household receiving services from the Council not exceeding R1100 per month;
 - [b] the Council being satisfied that the single household referred to in sub-section [a] cannot, due to its indigent status, afford to pay for the services provided to it by the Council;
 - [c] the single household referred to in sub-section [a] being registered in the municipal data base of households receiving indigent support from the Council;
 - [d] any occupant/resident/dependant of the household referred to in sub-section [a] not owning any property in addition to the property in respect of

which indigent support is provided in terms of Council's indigent support programme;

- [e] any occupant, resident or dependent in the household referred to in sub-section [a] not receiving any significant monetary benefit or regular monetary payment from any source whatsoever.
- [5] The extent of the monthly indigent support granted to the Council to indigent households in its municipal area will be determined by resolution of the Council regard being had to its budgetary provisions and/or the amount received by it from Central Government divided by the number of recipients and a maximum of an average monthly service account in respect of the following services, fees or charges:
- [a] Water;
 - [b] Refuse collection;
 - [c] Electricity;
 - [d] Sewerage; and
 - [e] Housing Rentals
 - [e] Assessment Rates on a residential property.
- [6] The Council will, on a six-monthly basis, assess the level of support to indigent households in its municipal area depending on the number of applicants qualifying for indigent support and its general financial position.
- [7] The level of indigent support granted by the Council shall not exceed the monthly billings to the accounts of indigent debtors.

Distribution of Indigent Support Subsidies

- [8] Indigent Support Subsidies will be distributed by the Council on the following basis:
- [a] Relief will only be distributed to those indigent households who apply and qualify therefor.
 - [b] The relief must be significant so as to relieve the recipient of an indigent subsidy from the financial hardship of paying fully for services received from the Municipality for a specific period.
 - [c] All registered indigent households will be charged the determined economical tariff or charge for a service.
 - [d] The recipient's monthly account will be credited with the amount of the indigent subsidy as determined by the Council on a monthly basis.

- [e] Indigent relief will initially be applied for a period of 6 months as determined by the Council.
- [f] Indigent households may apply for continuation of the indigent relief granted by the Council depending on their circumstances.

Applications for Indigent Support

- [9] Applications for indigent support in terms of this by-law must be made on the prescribed form which will, inter alia, contain the under-mentioned information which must be certified as being correct by the indigent debtor:
 - [a] Details of the indigent debtor's service account or accounts;
 - [b] Proof of income;
 - [c] Proof of residence;
 - [d] Identity number of indigent debtor ; and
 - [e] Number, names and identity numbers, where applicable, of dependants in an indigent household.
- [10] The onus at all times to re-apply for continued relief or submit proof of change in circumstances rests on the indigent debtor.

Indigent Support Committee

- [11] The Council shall appoint a Committee to be known as the Indigent Support Committee for the purpose of administering it's indigent support programme and such Committee shall:
 - [a] scrutinise with the aid of Ward Councillors, all applications received for indigent support in terms of the Council's indigent support programme;
 - [b] recommend to the Council that applications received in terms of sub-section [a] either be approved or disapproved;
 - [c] monitor, in conjunction with Ward Councillors, Ward Committees and other persons or organisations it may appoint, the implementation of indigent support programme, subject to the policy directions of the Council and in consultation with the Municipal Manager;
 - [d] take suitable action against debtors in terms of Section 15 of this by-law;
 - [d] recommend to the Council amendments, additions or altered procedures in respect of the application of the Council's indigent support progamme;

[e] undertake such inspections and issue such instructions as it may deem necessary in order to verify the information provided by any indigent debtor;

[e] perform such other duties as the Council may direct-

provided that the Council may delegate any of its responsibilities in terms of this by-law and its indigent support programme to the Committee either wholly or in part and subject to such conditions as it may determine.

Balance on service charges, tariffs and fees

[12] Any balance owing by an indigent debtor, after deduction of the indigent support subsidy, shall be recovered from him/her in accordance with the Credit Control Policy of the Council.

Advertising of Indigent Subsidies

[13] For the purposes of transparency, the following key information on the Council's indigent support programme should, where possible, and on a monthly basis, be displayed on the notice board at the cashier's offices of the Council:

- [a] Names of indigent debtors receiving indigent relief for a prescribed period;
- [b] Stand numbers where services are rendered to recipient indigent debtors;
- [c] Total household income of recipient indigent debtors; and
- [d] Number of dependants residing on the property of the recipient indigent debtor.

Queries with regard to Indigent Subsidies

[14] Any resident of the municipality may, in writing, addressed to the Municipal Manager, query the qualification of a recipient indigent debtor within 14 days from the date of publication of the notice referred to in Section 13 of this by-law.

[15] The Municipal Manager may refer queries referred to in Section 14 to the Committee for Indigent Support which may take the following action:

- [a] Request the indigent debtor against whom a query has been raised to provide full proof of his/her banking account and income details as well as pension registration;
- [b] Undertake an inspection at the indigent debtor's place of residence to determine his/her social conditions;
- [c] Request a social welfare worker's report on the indigent debtor's household; and

- [d] Recommend to the Council that the indigent status of the debtor be withdrawn.
- [e] Such action as it may deem appropriate in the circumstances including a recommendation to the Council -
 - [i] that the indigent status of the debtor be suspended for a defined period and subject to such conditions as it may determine;
 - [ii] that irregular or excess payments of indigent subsidies be recovered from the indigent debtor by way of debiting such indigent debtor's services account or accounts with such payments;
 - [iii] that normal credit control measures be applied to the indigent debtor in accordance with the Council's Credit Control Policy; and
 - [iv] that criminal charges of theft or fraud be instituted against the indigent debtor.

[16] The Municipal Manager must, in writing, advise a complainant who lodges a query against an indigent debtor in terms of Section 14 of this by-law of the result of such query.

Withdrawal of Indigent Status

[17] The indigent status of a debtor shall not be withdrawn, suspended or altered in terms of this by-law until and unless such debtor has been given an opportunity to be heard and make representations on the contemplated against him or her.

Special Tariff for services, amenities and properties

[18] The Council may determine special tariffs for the use by indigent residents, communities and organisations of the following services, amenities and properties, subject to the availability of funds and compliance with prescribed criteria which shall be determined by resolution of the Council:

- [a] Sports Grounds, Pools;
- [b] Fire Protection;
- [c] Transport;
- [d] Museums;
- [e] Markets;
- [f] Agricultural Properties;
- [g] Hiring of Halls;
- [h] Cemeteries and Crematoria.

Mayor's Relief Fund

[19] The Council shall annually make provision on its budget for an allocation of funds to be administered by the Mayor for the grant of special ad-hoc amounts to indigent households or residents of the municipality for the purchase of essential

foodstuffs and household items subject to such conditions as the Council may determine.

Responsibilities of Municipal Manager

[20] It shall be the responsibility of the Municipal Manager

- [a] to create, maintain and update a register of all debtors receiving indigent support subsidies from the Council in terms of this by-law;
- [b] to reflect the indigent status of debtors in the accounting records of the Municipality;
- [c] to advise and keep indigent debtors informed of the approval, amendment, suspension or withdrawal of an application for indigent support in terms of this by-law and the conditions under which such support will be granted, including the renewal of indigent support applications;
- [d] to report any instances of misuse of the Council's Indigent Support Programme to the Indigent Support Committee for attention in terms of this by-law;
- [e] To report at regular intervals as may be required by the Indigent Support Committee on the progress or otherwise of the implementation of the Council's Indigent Support Programme.

Budgeting for Indigent Support

[21] The Council shall annually budget for the total indigent subsidy to be granted to indigent debtors in terms of this by-law and such amount shall, upon approval of the budget of the Council, be deposited in a special banking account in the name of the Council and from which total monthly indigent subsidies will be withdrawn for crediting to the monthly services account or accounts of approved indigent debtors.

Amendment of Indigent Support Policy

[22] The Council has the discretionary power to amend any clause, stipulation or tariff embodied in its Indigent Support Policy in the interest of all the parties concerned.

Definitions

[23] For purposes of this by-law:

"Council" means the Council of the Municipality of XYZ or any duly authorised Committee or official of the said Council;

"Indigent debtor" means the head of an indigent household:

- [a] who applies for the provision of services from the municipality; and
- [b] who makes application for indigent support in terms of this by-law;
- [c] who shall be regarded as the representative of all members of his/her household.ve.

‘Indigent Support Programme’ means a structured programme for the provision of indigent support subsidies to qualifying indigent debtors in terms of the Council’s Indigent Support Policy.

“Indigent Support Policy” means the Indigent Support Policy adopted by the Council of the Municipality.

“Municipality” means the Municipality of XYZ.

“Municipal Manager” means the Municipal Manager of the XYZ Municipality or his/her nominee acting in terms of power delegated to him/her by the said Municipal Manager with the concurrence of the Council.

BAVIAANS MUNICIPALITY

SUMMARY OF THE INDIGENT POLICY 2008/2009

1. Who qualifies for Indigent Subsidy:

- a. Must be South African citizen
- b. Owner of a house where all inhabitants together earns less than R 1 880.00 per month
- c. Tenant of a house who does not have another house and where all inhabitants earns less than R 1 880.00 per month

2. What was budget for Indigent Subsidies:

Baviaans Municipality budget allocated R 3 million for indigent subsidies for the financial year 2008/2009. This means that Baviaans Municipality would subsidise 40% of all household in the EC107 (Baviaans Municipal Area).

3. How to apply for Indigent Subsidy:

At the offices in Willowmore and Steytlerville there are application form that must be filled and send back or handed in at the offices with all relevant documentation attach.

4. Indigent Subsidy level

The Baviaans Municipality increased their subsidy from R 1 500 per month in the 2007/2008 financial year to R 1 880 per month in the 2008/2009 financial year. This means that two elderly people living in one house could qualify for indigent subsidy.

5. Child Support

The council decided that child support would not be considered has an income of the house hold; because this money belongs to the child and must be only spend on the child.

6. What do the Municipality subsidies:

The Municipality subsidise the following services:

1. Property rates if you are the owner of the house	100%
2. Water of 6kl.	100%
3. Electricity of 50kw	100%
4. Sanitation/Sewerage	100%
5. Refuse Removal	100%