MAYCO / COUNCIL ITEM

APPROVAL OF GUIDELINES FOR THE IMPLEMENTATION OF BURIALS OF INDIGENT PERSONS AND UNIDENTIFIED BODIES IN LINE WITH THE POLICY ON INDIGENT CUSTOMERS

1. PURPOSE
To request the council to approve the amended guidelines for Implementation of Burials of Indigent Persons and Unidentified bodies, in line with the Policy on Indigent Customers.

2. BACKGROUND
The Guidelines give effect to National Legislation regarding the burial of unclaimed deceased persons and make provision for the burial of other poor / indigent people whose next of kin are not in financial position to bury them.

3. FINAL INDIGENT BURIAL AMENDMENTS
The following amendments were presented to the Study Group and Section 80 Committee for Community and Social Services and were noted by the Committee.

Definitions:
2.1.9 Inclusion of the word “National” to read “National Health Act”
2.1.14, relating to the management of Human Remains, R363 of 22 May 2013, promulgated under the National Health Act (No 61 of 2003)

Par. 6 Exclusions
6.1.8: Included: “No non South African Citizen will benefit from these guidelines”

Par 7. Prerogatives of the Executive Mayor
Delete the second bullet regarding transportation costs of an Indigent person, outside the borders of Mangaung

Par 8. Burial of Unclaimed dead Bodies
8.2 under the following conditions shall be utilised to execute the burials:

- Shall be designated as a funeral Undertaker in terms with Section 22 A of the Births and Deaths Registration Act, No 51 of 1992. Proof of such a registration must be provided
• Shall be the owner or co-owner of the funeral undertakers business registered in terms of Act 51 of 1992 (Births and Deaths Registration Act as well as Regulation 363 of 22 May 2013 (promulgated under the National Health Act No 61 of 2003)

• Shall have a valid Certificate of Competence (COC) in terms of Regulation 363, dated 22 May 2013 (promulgated under the National Health Act No 61 of 2003) for the period of registration as a vendor with Supply Chain of Mangaung Metropolitan Municipality. Proof of a valid COC must be provided.

8.3 Such funeral undertakers shall be utilised on rotational basis.

8.6 within seven (7) working days;

8.7 and the Cemetery division

8.9 The fee payable to the undertakers by Mangaung Metropolitan Municipality for burial of unidentified body is One Thousand Five Hundred Rand Only (R1500.00) for an adult and (Seven Hundred and Fifty rand Only R750.00 (Seven Hundred and Fifty Rand) for a child, which is inclusive of the following:

• Coffin (manufactured from unpainted and unlined chipboard)
• Transport
• Service rendered

8.10 All burial done in double graves (two bodies on top of each other per grave)

8.11 All graves will be identified by means of a metal platelet filled with a spike as to allow to be installed at each grave. All bodies buried in a specific grave shall be identified on the identification platelet by means of a relevant BDR number.

8.12 All identification numbers on the identification plates must be engraved in such a manner as to ensure permanency thereof.

8.13 Burials for unidentified bodies will be done at a designated cemetery.

8.14 Administrative responsibility:

To be administered and budgeted for by Municipal Health Services.

9. BURIAL OF INDIGENT PERSONS

• Shalt be registered under the following conditions shall

• Shall be designated as a funeral undertaker in terms with Section 22A of the Births and Deaths Registration Act, No 51 of 1993. Proof of such a registration must be provided.

• Shall be the owner or co-owner of the funeral undertakers business registered in terms of Act 51 of 1992 (Births and Deaths Registration Act) as well as Regulation 363 of 22 May 2013 (promulgated under the National Health Act No 61 of 2003)

• Shall have a valid Certificate of Competence (COC) in terms of Regulations 363, dated 22 May 2013 (promulgated under the National Health Act No 61 of 2003) for the period of registration as

• a vendor with Supply Chain of Mangaung Metropolitan Municipality. Proof of a valid COC must be provided.
9.3 The Funeral Undertaker should have an approved funeral parlour in the following designated vicinities within Mangaung Metropolitan Municipality to ensure families are able to access the service provider of their choice.

9.3.1 Vicinity One

Mark the appropriate block to show area of operation

<table>
<thead>
<tr>
<th>GEOGRAPHICAL AREA</th>
<th>OPERATIONAL</th>
<th>OPERATIONAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLOEMFONTEIN</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>BOTSHABELO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>THABA NCHU</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GLEN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SOUTH PAN</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Vicinity Two

<table>
<thead>
<tr>
<th>GEOGRAPHICAL AREA</th>
<th>OPERATIONAL</th>
<th>OPERATIONAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>DE WETSENDORP</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>WEPENER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VAN STADENSRUS</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NB: The Funeral Undertaker shall not charge extra amount for transportation within Mangaung Metropolitan Municipality

9.4 Add the words at the end: "who has a funeral parlour within the designated vicinities" 

9.5.2 Replace the clause with the following:

"An amount to the value of Two Thousand Eight Hundred and Ten Rand only (R 2810) for an adult and One Thousand Six Hundred and Eighty Five Rand only (R1685) for a child will be paid to the Funeral Undertaker after rendering the service. The amount payable for oversized bodies will be determined by the Executive Mayor in terms with Par. 7 of these guidelines. These amounts will be adjusted annually by the City Manager" 

9.6 Include: In cases of children, a certified birth certificate should be provided except for still born babies.

9.7 Include: In cases of non-availability of ID for the deceased adult:

(a) The Death Certificate should have an identity number as proof of his/her South African Citizenship
(b) If Home Affairs cannot depict, the identity number, there is no proof that the deceased is a South African Citizen, unless:
   - There is record of South African Clinic Immunization Card or School Record which could be used as motivation for approval.
   - Home Affairs confirm in any other way that the deceased is a South African citizen or not.
   - In cases where none of the above exist, the matter may be referred to Executive Mayor for consideration with the written motivation of the Ward Councillor.
4. Social Implication

It is imperative to review these guidelines frequently to ensure that they incorporate changes in social-economic landscape.

5. Communication Strategy

(a) The approved Guidelines will be included in the website of Mangaung Metropolitan Municipality for wide access.
(b) Copies will be distributed to all Funeral Undertakers who participate in the Burial of Indigent Persons and Unclaimed bodies.

6. Recommendations

It is recommended that the Executive Council approves:

(a) The amended Guidelines for Implication of Burials of Indigent persons and Unidentified bodies in line with the policy of Indigent Customers.
(b) The implementation of the Guidelines for Burial of Indigent persons and Unidentified bodies will be effective from the first day of the calendar month after the approval of the Council.

Mr M Nkungwana
HEAD Social Services

Recommended / not recommended

Adv. T. Mea
City Manager 25/05/2018

Approved / not approved

Cllr Olly Mlamleli
Executive Mayor 25/05/2018
MANGAUNG
METROPOLITAN MUNICIPALITY

MANGAUNG
AT THE HEART OF IT ALL

GUIDELINES FOR IMPLEMENTATION OF BURIALS OF INDIGENT PERSONS AND UNIDENTIFIED BODIES IN LINE WITH THE POLICY ON INDIGENT CUSTOMERS

2018/19
## INDEX

1. Preamble  
2. Definitions  
3. Interpretation of the policy  
4. Legal framework for the policy  
5. Scope of the policy  
6. Exclusions  
7. Burial of Unclaimed Bodies  
8. Burial of Indigent Persons  
9. Review of policy  
10. Implementation  

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Page</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>4-5</td>
<td>4-5</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>5-6</td>
<td>5-6</td>
</tr>
<tr>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>8-11</td>
<td>8-11</td>
</tr>
<tr>
<td>11</td>
<td>11</td>
</tr>
</tbody>
</table>

Annexure A : Application form for burial assistance  
Annexure B : Verification document from the Ward Councillor  
Annexure C: Verification Checklist
1. PREAMBLE

1.1 As provided for in the Systems Act, the executive and legislative authority of a municipality is exercised by the Council of a municipality inter alia by developing and adopting policies and passing by-laws. Although the Council has the right to exercise the municipality’s executive and legislative authority without improper interference, it must however respect the rights of its citizens as protected by the Bill of Rights.

1.2 The Administration has an obligation to establish clear relationships, and facilitate cooperation and communication between the Administration and the local community. The members of the local community on the other hand have the right to contribute to the decision-making processes of the municipality, and to make written or oral presentations to the Council, politicians or the Administration in respect of the matters, including policies and by-laws, that may effect and have an influence on their rights.

1.3 The purpose of the guidelines for implementation of burials is:
1.3.1 to give effect to national legislation regarding the burial of unclaimed deceased persons.
1.3.2 to make provision for the burial of other poor/indigent people whose next of kin are not in the financial position to bury them.

1.4 The specific objectives of the guidelines for implementation of burials are as follows:
1.4.1 To have all indigent residents of the Mangaung Metropolitan Municipality and unclaimed deceased persons buried with dignity,
1.4.2 To accommodate the socio-economic needs of the community,
1.4.3 To enable all cultural groups to bury their deceased according to their customs,
1.4.4 To give expression to the concept of ubuntu,
1.4.5 To instil in people a sense of taking co-responsibility for one-another,
1.4.6 To meet all legal and financial requirements pertaining to the above and
1.4.7 To protect the health and wellbeing of the community.
2. DEFINITIONS

2.1 Guidelines for implementation, unless the context indicates otherwise -

2.1.1 “Administration”-

(a) as an entity means the municipal manager and the other employees of the municipality;

(b) as a functional activity, includes management and means the tasks that employees perform to enable the council to make and implement policies and bylaws;

2.1.2 “Burial” means the internment of a dead body by a registered funeral undertaker whereas the municipality financially assist as set out in paragraphs 6.4 and 7.4 of this policy and includes cremation; provided the costs for the cremation does not exceed the limited amount for a normal burial;

2.1.3 “City Manager” means the duly appointed MMM City Manager, his designate or any person acting or authorised to act on his behalf;

2.1.4 “Council” means the municipal council of the Mangaung Metropolitan Municipality;

2.1.5 “Councillor” means any duly elected councillor of the Municipality;

2.1.6 “Indigent Person” means any person and or his family who qualifies in terms of the Indigent Policy of the municipality and includes a person if no component person undertakes to bury him;

2.1.7 “Internal Policy” means a municipal policy that is not a public policy, due to the fact that it relates entirely to the internal procedures and processes of the Municipality;

2.1.8 “Municipality” means the Mangaung Metropolitan Municipality;

2.1.9 “the Act” means the National Health Act (No 61 of 2003) as amended and includes all the relevant regulations there under;


2.1.11 “Unclaimed Dead Body” means a body which was not claimed for burial purposes and is kept at the Provincial Department of Health Medical Forensic Pathology Laboratory.

2.1.12 “Verify” means to establish the truth or correctness of a claim to qualify as an indigent by the applicant for financial aid to bury their deceased through a method of examination of the socio-economic conditions of the persons/applicant making such claim. This will apply to any applicant who has not been recorded as such in the indigent register of the Municipality. The Municipality will set out the guidelines, criteria and/or checklist to be used for purposes of verification.

2.1.13 “Verification” the term verification will have a corresponding meaning to the term verify.

2.1.14 Registered Undertaker means an undertaker registered in Terms of Regulation relating to the management of Human Remains, R363 of 22 May 2013, promulgated under the National Health Act (No 61 of 2003) and also registered as a service provider of MMM.
2.1.15 “Adult” means any person from the age of 10 (ten) years and above for the application to these guidelines. Reference is made to MMM By-laws relating to Municipal Cemeteries.

2.1.16 “Child” means any person from the time of birth, but who has not yet reach the age of 10 (ten) years for the application to these guidelines. Reference is made to MMM By-laws relating to Municipal Cemeteries.

2.1.17 “Indigent” means any household or category of household, earning a combined gross income equivalent to 2 (two) old age grants and below.

3. INTERPRETATION OF THE GUIDELINES FOR IMPLEMENTATION OF BURIALS OF INDIGENT PERSONS AND UNIDENTIFIED BODIES

3.1.1 In the interpretation of this guideline for implementation of burials of indigent persons and unidentified bodies:

3.1.2 The preamble as well as the various headings and sub-headings shall be taken into account in order to determine the intention of the Municipality; and

3.1.3 The male shall include the female and the singular shall include the plural and vice versa, unless the context indicates otherwise.

4. LEGAL FRAMEWORK FOR THE POLICY

4.1.1 The municipality is guided by the following legislation:

4.1.2 Health Act (No. 61 of 2003)

4.1.3 Mangaung Metropolitan Municipal By-laws relating to Municipal Cemeteries (No.97 of 27 September 2002), amended by Notice No.61 of September 2008)

4.1.4 Regulations relating to handling of National Health Human Remains (R363 of 22 May 2013).

4.1.5 Systems Act in the exercise by the Municipality of its legislative and executive authority.
5. SCOPE OF GUIDELINES FOR IMPLEMENTATION OF BURIALS

5.1 The guidelines for implementation of burials of indigent persons and unidentified bodies serves as internal guidelines to employees and councillors on the legislative obligations of the municipality as pertain in the Act.

5.2 The procedure and guidelines contained herein should be viewed as providing general direction, rather than specific prescriptions for action, except if otherwise provided herein or in so far as specific actions are required by existing policies.

5.3 The guidelines for implementation of burials of indigent persons and unidentified bodies will apply to the indigent persons as defined in the Municipality's indigent policy and/or to persons who qualify to be defined as indigent in line with the municipal verification process.

6. EXCLUSIONS

6.1 The Municipality will not assist in the following instances that are specifically excluded from the provisions of the guidelines for implementation of burials:

6.1.1 Any death that occurred in another town or city outside the boundaries of the Mangaung Metropolitan Municipality and the bereaved family wishes to bring the corpse to be buried within Mangaung.

6.1.2 Any death that occurs within the boundaries of the Mangaung Metropolitan Municipality and the bereaved family wishes to bury the deceased in another town or city outside the boundaries of Mangaung Metropolitan Municipality.

6.1.3 Where the family applies for financial assistance under the indigent burial and qualifies but wants to do what is referred to a 'top-up' of the amount that is paid by the Municipality to the funeral undertaker so as to obtain a coffin of a higher price and value.

6.1.4 In a case where the deceased and/or the applicant qualifies as an indigent in terms of the guidelines for implementation of burials of indigent persons and unidentified bodies but has taken out an insurance policy to cover the costs of the funeral and burial.

6.1.5 In a case where the applicant and/or next of kin of the deceased who is considered to be legitimately and/or morally responsible to bury the deceased took out an insurance policy to cover the costs of the funeral and burial, and it has been discovered that the insurers are willing and
able to pay and indeed have paid but that person elects to use the financial assistance provided for under the guidelines for implementation of burials of Indigent persons and unidentified bodies.

6.1.6 The municipality will not provide any assistance where the application is received directly from the funeral undertaker and there are no family members and/or relatives claiming responsibility for the corpse/deceased.

6.1.7 No exhumation costs of an indigent buried person will be entertained under this policy.

6.1.8 No non-South Africa Citizen will benefit from these guidelines.

7. PREROGATIVE OF THE EXECUTIVE MAYOR

The Executive Mayor, may approve Indigent burial of an adult/child who may not qualify according to the Guidelines for implementation of burial of indigent persons and unidentified bodies

Such cases may include the following:

- An amount above the norm which accommodates people who are overweight and therefore buried with a coffin for oversized bodies.
- The Executive Mayor may approve any other indigent burial which is not covered by the guidelines for implementation as he/she may deem fit.

NB!! A written motivation for the approval of the Executive Mayor must be submitted by the relevant Ward Councillor for the cases not covered by the scope of the policy.

8 BURIAL OF UNCLAIMED DEAD BODIES

8.1 This part of the guidelines for implementation of burials of indigent persons & unidentified bodies only covers unclaimed bodies handled and kept at the Medical Forensic Pathology Laboratory of the Provincial Department of Health.

8.2 Only funeral undertakers registered under the following conditions shall be utilised to execute the burials:

- Shall be designated as a funeral undertaker in terms with Section 22A of the Births and Deaths Registration Act, No 51 of 1992. Proof of such a registration must be provided.
- Shall be the owner or co-owner of the funeral undertakers business registered in terms of Act 51 of 1992 (Births and Deaths Registration Act as well as Regulation 363 of 22 May 2013 (promulgated under the National Health Act No 61 of 2003)
- Shall have a valid Certificate of Competence (COC) in terms of Regulation 363, dated 22 May 2013 (promulgated under the National Health Act No 61 of 2003) for the period of registration as
a vendor with Supply Chain of Mangaung Metropolitan Municipality. Proof of a valid COC must be provided.

8.3 Such funeral undertakers shall be utilised on rotational basis.

8.4 The Medical Forensic Pathology Laboratory will submit written application for burials to the Environmental Health Services division as and when needed;

8.5 The Environmental Health Services division will inform the appointed funeral undertaker for the execution of burials of unidentified bodies;

8.6 Unless otherwise instructed by the division such burials must be done within seven (7) working days;

8.7 The funeral undertaker must submit the relevant burial orders and death certificate to the Environmental Health Services and the Cemetery division;

8.8 The deceased is buried in the “natural grass section” of the cemetery, pre-determined by the Cemetery Controller in all the regions of MMM, where no tomb stones can be erected and graves are identified only by number platelets.

8.9 The fee payable to the undertakers by Mangaung Metropolitan Municipality for burial of unidentified body is One Thousand Five Hundred Rand Only (R1500.00) for an adult and (Seven Hundred and Fifty rand Only R750.00 (Seven Hundred and Fifty Rand) for a child, which is inclusive of the following:

- Coffin (manufactured from unpainted and unlined chipboard)
- Transport
- Service rendered

8.10 All burial done in double graves (two bodies on top of each other per grave)

8.11 All graves will be identified by means of a metal platelet filed with a spike as to allow to be installed at each grave. All bodies buried in a specific grave shall be identified on the identification platelet by means of a relevant BDR number.

8.12 All identification numbers on the identification plates must be engraved in such a manner as to ensure permanency thereof.

8.13 Burials for unidentified bodies will be done at a designated cemetery.

8.14 Administrative responsibility:

To be administered and budgeted for by Municipal Health Services.
9. BURIAL OF INDIGENT PERSONS

9.1 The next of kin of a deceased person who intends to bury the deceased may apply to the municipality, on the prescribed format. The application should meet the following criteria:

A. The deceased is registered on the Indigent register of Mangaung Metropolitan Municipality;

B. The deceased was not registered, but the family / next of kin is registered as such;

C. The family was not registered with the council as indigent, but meets the verification criteria:

D. The Ward Councillor will write a report based on his/her verification finding as per Annexure B relating to verification by the Ward Councillor.

E. The Deceased must have been a resident within the area of jurisdiction of Mangaung Metropolitan Municipality.

9.2 Only funeral undertakers registered under the following conditions shall be utilised to execute the burials;

- Shall be designated as a funeral undertaker in terms with Section 22A of the Births and Deaths Registration Act, No 51 of 1993. Proof of such a registration must be provided.

- Shall be the owner or co-owner of the funeral undertakers business registered in terms of Act 51 of 1992 (Births and Deaths Registration Act) as well as Regulation 363 of 22 May 2013 (promulgated under the National Health Act No 61 of 2003)

- Shall have a valid Certificate of Competence (COC) in terms of Regulations 363, dated 22 May 2013 (promulgated under the National Health Act No 61 of 2003) for the period of registration as a vendor with Supply Chain of Mangaung Metropolitan Municipality. Proof of a valid COC must be provided.

9.3 The Funeral Undertaker should have an approved funeral parlour in the following designated vicinities within Mangaung Metropolitan Municipality to ensure families are able to access the service provider of their choice.

9.3.1 Vicinity One

(Mark the appropriate block to show area of operation)

<table>
<thead>
<tr>
<th>GEOGRAPHICAL AREA</th>
<th>OPERATIONAL</th>
<th>OPERATIONAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>BLOEMFONTEIN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BOTSHABELO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>THABA Nchu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Glen</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Soutpan</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
9.3.1 Vicinity Two

(Mark the appropriate block to show area of operation)

<table>
<thead>
<tr>
<th>GEOGRAPHICAL AREA</th>
<th>OPERATIONAL</th>
<th>OPERATIONAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEWETSDORP</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>WEPENER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VAN STANDENSRUS</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NB: The funeral undertaker shall not charge extra amount for transportation within Mangaung Metropolitan Municipality

9.4 The person/family who intends burying the deceased can decide on the preferred registered funeral undertaker who has a funeral parlour within the designated vicinities;

9.5 Specifications of the written quotation allows for specific prices for:

9.5.1 Mangaung Municipality will incur the cost for the grave.

9.5.2 An amount to the value of Two Thousand Eight Hundred and Ten Rand only (R2810.00) for an adult and One Thousand Six Hundred and Eighty Five Rand only (R1685.00) for a child will be paid to the Funeral Undertaker after rendering the service. The amount for oversized bodies shall be determined by the Executive Mayor in line with Paragraph (7) of these guidelines. These amounts will be adjusted annually by the City Manager.

9.5.3 Burials can take place on any day of the week (which includes Saturdays and Sundays) as requested by person who takes responsibility for the burial arrangements and/or in line with the religious and cultural beliefs of the deceased and/or his/her family.

9.5.4 The deceased is buried in a cemetery of choice of the person who takes responsibility for the funeral arrangements, provided that it is within the boundaries of the municipality and complies with the stipulations of the Bylaws relating to Municipal Cemeteries.

9.6 In cases of children, a certified birth certificated should be provided except for still born babies.

9.7 In cases of non-availability of ID for the deceased adult:

(a) The Death Certificate should have an Identity number as proof of his/her South African Citizenship

(b) If Home Affairs cannot depict, the identity number, there is no proof that the deceased is a South African Citizen, unless:
- There is record of South African Clinic Immunization Card or School Record which could be used as motivation for approval.
- Home Affairs confirm in any other way that the deceased is a South African citizen or not.
- In cases where none of the above exist, the matter may be referred to Executive Mayor for consideration with the written motivation of the Ward Councillor.
9.8 **Administrative responsibility and procedure**

9.8.1 To be administered by the Directorate Social Services, Sub-directorate Social Development in consultation with the Office of the Executive Mayor.

9.8.2 Expenditure to be incurred will be from the budget of the Office of the Executive Mayor.

9.8.3 The family or person and or the Funeral Undertaker who takes responsibility to bury the deceased must apply in writing on the prescribed application form for such burial;

9.8.4 Application to be submitted at the Customer Care Office of the relevant regional office,

9.8.5 The following documentation must be submitted with such application:

- Verification form by Councillor with official stamp
- Application for assistance with indigent burial by applicant
- Certified copy of id of deceased attached
- Motivation from Councillor for absence of id document
- Certified birth certificate for deceased children except still born babies
- Certified copy of id of applicant attached
- Certified copy of death certificate attached
- Quotation from the funeral undertaker/parlour
- Affidavit of applicant witnessed by Commissioner of Oath
- Proof of residential address of the applicant

9.8.6 The Customer Care Officer will ensure that all relevant documents necessary to activate further processing are submitted,

9.8.7 No incomplete application form shall be accepted,

9.8.8 If supporting documents are not submitted the application shall not be accepted,

9.8.9 The Customer Care Officer will report all such application to Social Development for reconciliation and recommendation for payment. The office of Executive will approve the application for payment.

9.8.10 Final decision of an application must be done within 48 hours after receiving.

9.8.11 The Customer Care Officer will ensure that all relevant documents necessary to activate further processing are submitted,

9.8.12 No incomplete application form shall be accepted,

9.8.13 If supporting documents are not submitted the application shall not be accepted,

9.8.14 The Customer Care Officer will report all such application to Social Development for reconciliation and recommendation for payment. The office of Executive will approve the application for payment.

9.8.15 Final decision of an application must be done within 48 hours after receiving.
10. APPROVAL OF PAYMENTS

10.1 The Municipality instructs that no burial and/or funeral of the indigent person for whom the application for financial assistance has been made in terms of the guidelines for implementation of burials of indigent persons and unidentified bodies will be buried until an express approval of the application by a competent person has been given after all the relevant and applicable documents have been submitted.

10.2 The Municipality further instructs that no payment shall be made to the funeral undertaker without the issue of a valid invoice number and confirmation that the funeral or burial did in fact take place.

11. DUTIES AND RESPONSIBILITIES

11.1 DUTIES OF THE MUNICIPALITY

The Municipality will have the following duties and responsibilities:

11.1.1 To provide financial assistance without fear, favour and prejudice to any person or persons who qualify as indigents for the burial.

11.1.2 To make provision on an annual basis in its budget for allocation of money for the roll out of the guidelines for implementation of burials of indigent persons and unidentified bodies.

11.1.3 To determine whether or not a person or applicant qualifies for indigent burial in terms of the guidelines for implementation of burials or indigent persons and unidentified bodies and/or conduct the process of verification to establish if the applicant qualifies for assistance.

11.2 DUTIES OF THE APPLICANT

The Applicant will have the following duties and responsibilities:

11.2.1 To submit an application for financial assistance under the guidelines for implementation of burials of indigent persons and unidentified bodies in a prescribed format.

1.2.2.2 To ensure that they are properly registered as indigent under the guidelines for implementation of burials of indigent persons and unidentified bodies of the Municipality.

1.2.2.3 To disclose or reveal all truthful and necessary information including the financial status/conditions that will assist during the processing of an application for financial assistance under the guidelines for implementation of burials of indigent persons and unidentified bodies.
1.2.3 To comply at all times, with the provisions of the guidelines for implementation of burials of indigent persons and unidentified bodies.

1.3 DUTIES OF THE FUNERAL UNDERTAKERS

The Funeral Undertakes will have the following duties and responsibilities:

1.3.2 To comply with the provisions of the guidelines for implementation of burials of indigent persons and unidentified bodies.

1.3.3 To alert and/or inform the Municipality and/or any relevant authority of any abuse or suspected abuse of the guidelines for implementation of burials of indigent persons and unidentified bodies and the financial assistance that is provided by the Municipality.

14. REVIEW OF GUIDELINES FOR IMPLEMENTATION OF INDIGENT PERSONS AND UNIDENTIFIED BODIES

14.1 The guidelines for implementation of indigent persons and unidentified bodies can be amended by means of a Council Resolution.

15. IMPLEMENTATION

15.1 The guidelines for implementation of indigent persons and unidentified bodies will be effective from the first day of the calendar month after the approval of the council.
APPLICATION FOR ASSISTANCE WITH INDIGENT BURIAL

To: City Manager

I, ........................................................................... (full names)

of ............................................................................................ (address)

hereby wish to apply for indigent burial assistance from the municipality, to enable myself and/or the

family to bury the late ........................................................................... (full names)

Identity number: ........................................................................... who resided at .........................................................

........................................................................................................ (address).

Date of death: ..........................................................

Relationship to deceased: .................................................. (i.e. family member/other) ........................................

Declaration:

I, the abovementioned, hereby also declare that the bereaved family and I have no burial money, Funeral/Burial Fund Scheme nor Insurance to enable us to claim such funds for the burial of the deceased.

I will also, if I become aware of any type of claim to any Funeral/Burial Fund Scheme or Insurance for the burial of the deceased by any member of the family who is legally and morally obliged to have buried the deceased, immediately inform the Municipality thereof even if it is claimed after finalization of this burial.

........................................................................................................

Signature of applicant .................................................. Date

Approved/Not Approved

........................................................................................................

Signature of City Manager .................................................. Date

NB: Please ensure that the following applicable documents are attached with application

- Verification form by councillor with official stamp attached
- Application for Assistance with Indigent Burial by applicant
- Certified copy of ID of deceased attached
- Motivation from Councillor for absence of Identity Document
- Certified Birth Certificate for children except still born babies
- Certified copy of ID of applicant attached
- Certified copy of death certificate attached
- Quotation from the funeral undertaker / parlour
- Affidavit of applicant witnessed by Commissioner of Oath
- Proof of residential address of the applicant
VERIFICATION BY THE WARD COUNCILLOR

To: Executive Mayor / City Manager

I, Councillor ........................................................................... of Ward .............. received an application for burial assistance for the burial of the late. ........................................................................................................ (full names) identity number: ........................................... who resided within my ward at house number .................................................................................................................................

I confirm that I visited the household and discussed with the applicant / family (please tick) and witnessed the following:

The family is indigent due to:
• Income of household is too low,
• Family has no funeral fund or insurance fund,
• Father/Mother/ Children and Guardian is not working / Pensioner
Other reasons:
...........................................................................................................................
...........................................................................................................................

It is therefore in the light of the above that I recommend that applicant ........................................... (Full names), Identity Number: ........................................... of ........................................... (address), ...........................................
...........................................................................................................................
...........................................................................................................................
...........................................................................................................................
who will be responsible for the burial but cannot afford such be afforded the indigent burial assistance.

...........................................................................................................................
Signature of Councillor Date Official stamp

Approved/Not Approved

...........................................................................................................................
Signature of City Manager Date

NB: Please ensure that the following applicable documents are attached with application

• Verification form by councillor with official stamp attached
• Application for Assistance with Indigent Burial by applicant
• Certified copy of ID of deceased attached
• Motivation from Councillor for absence of Identity Document
• Certified Birth Certificate for children except still born babies
• Certified copy of ID of applicant attached
• Certified copy of death certificate attached
• Quotation from the funeral undertaker / parlour
• Affidavit of applicant witnessed by Commissioner of Oath
• Proof of residential address of the applicant
NAME OF DECEASED: ........................................... ID NO: ........................................

Please tick of each block and sign in the space provided before submitting the request for approval of the indigent burial to any of the Regional Offices.

Please note that the Customer Care Officers will not be able to process application documents unless all the requirements in the table below are 100% adhered to.

<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>YES</th>
<th>NO</th>
<th>NON APPLICABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verification form by councillor with official stamp attached</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Application for Assistance with Indigent Burial by applicant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certified copy of ID of deceased attached</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Motivation from Councillor for absence of Identity Document</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certified Birth Certificate for children except still born babies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certified copy of ID of applicant attached</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certified copy of death certificate attached</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quotation from the funeral undertaker / parlour</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Affidavit of applicant witnessed by Commissioner of Oath</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proof of Residential address of the applicant</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Name of CRM official submitting documentation:.................................

Telephone number of CRM Official submitting documentation:.........................

Signature of CRM official submitting documentation:.................................

Date on which documentation was submitted: .......................................