



DIRECTORATE
OFFICE OF THE
CITY MANAGER

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Your Ref: Clr D. Kotze

Our Ref: 12/1/9/4/2

Room 201, Bram Fischer Building

Date: 06 June 2022

Clr D Kotze
Democratic Alliance
Mangaung Metropolitan Municipality

Dear Councillor Kotze

RESPONSE TO RULE 38 QUESTION. NON-TABLING OF THE INDIGENT REGISTER FOR THE PERIOD 2020-2021 & 2021-2022.

Your letter dated 5 May 2022, with regard to the above-mentioned matter refers.

Question 1:

Why did the Chief Financial Officer, Mr Sabata Mofokeng, not table the register for inspection every 3 months as stipulated in the Indigent Policy?

The current acting Head of administration is unfortunately not able to respond to the non-tabling prior to his arrival at the Municipality.

Question 2:

Why was the Indigent Register for the 2020/2021 financial year not tabled in council for approval?

Refer to response above.

Question 3.1:

How many residents applied for assistance with their accounts for the 2020/2021 financial year?

The total number of indigent household applications received for the period above is 8 813.

Question 3.2:

Amount of subsidy allocated per benefit per category for the period mentioned above is as follows:

SERVICE	DECEMBER 2021	MARCH 2022
Rates	R 1 439 990.20	R 1 421 829.25
Refuse	R 7 974 453.94	R 8 571 077.50
Sanitation	R 13 101 542.90	R 14 036 694.60

Water	R 10 050 574.85	R 10 867 081.81
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Question 3.3:

Number of applications for indigent support dealt with.

Total number of applications for indigent support is **8 813**.

Question 3.4:

Time taken to process and finalise applications.

Applications made from Customer care & Indigent Customer Service officer, takes a week. These are referred to finance department for capturing, which usually takes a week to capture by indigent officers, depending on the numbers of the applications received. Verification is then done and the application is then ready for council approval. This should ideally take a period of a week.

Question 3.5:

Site visits undertaken; and records and monitoring of child headed families per ward.

There were no site visits and monitoring of child headed families.

Question 3.6:

Awareness and Exit initiatives.

There were no awareness initiatives during 2020/2021 financial year.

Question 3.7:

Changes in the registered status of indigents.

DECEMBER 2021	MARCH 2022
503370	550285

Question 3.8:

Changes in the indigent register has been due to reasons listed below:

PROPERTIES SOLD 61 properties listed as indigent were sold.

EMPLOYEES 24 previous audit finding found employees listed as indigents.
Status was changed and subsidies were reversed.

Question 4:

When will the 2020/2021 Indigent Register be tabled in council for approval?

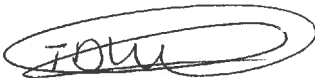
A total of 4 917 applications were received and verified and will be tabled in the next council meeting for approval.

Question 5:

Why did council not receive a draft Indigent register for the 2021/2022 financial year to be approved at the approval of budget council meeting.

Refer to response in 1 above.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Tebogo', is enclosed within a hand-drawn oval.

Tebogo Motlashuping

Acting City Manager

Date: 16/08/2022