

PUBLIC NOTICE



IMPLEMENTATION OF THE INDIGENT MANAGEMENT PROGRAMME

Members of the public are hereby advised of the following process regarding the registration and application for Indigent Benefits in terms of the approved Indigent Policy of Mangaung Metropolitan Municipality.

1. APPLICATION AND VERIFICATION PROCESS

After registration or application for Indigent Benefits, the information provided by the applicant is subjected to verification through various information sources and credit bureaus, including SARS and the Department of Home Affairs, among others.

The purpose of the verification process is to validate the information provided by applicants and to ensure that Indigent Benefits are allocated only to qualifying beneficiaries in accordance with the approved Indigent Policy.

Following the verification and assessment process, an application may be **Recommended** or **Not Recommended**.

- Applicants whose applications are **Recommended** will receive an approval SMS.
- Applicants whose applications are **Not Recommended** will receive a decline SMS indicating that the application was unsuccessful.

2. APPROVED APPLICATIONS AND INDIGENT BENEFITS

Applicants who receive an approval SMS will be included on the approved Indigent Register. The register is subsequently shared with relevant stakeholders, including **CENTLEC and Eskom**, for the allocation of applicable Free Basic Electricity (FBE) benefits.

Applicants who have received an approval SMS are advised to allow up to at least five **(7) working days** for the relevant stakeholders to process and activate the applicable benefits.

This may include applicable **(50 kWh)** Free Basic Electricity and **(6 Kl)** Free Basic Water benefits, **including prepaid water tokens** and full subsidy on **Property Rates, Sanitation, Refuse removal** where applicable.

3. NOT RECOMMENDED / DECLINED APPLICATIONS

Applications may be declined for various reasons, including, but not limited to, the following:

3.1 Deceased Account Holder

Where the registered owner or account holder of the property is deceased, the deceased person cannot be registered as a beneficiary. The current occupier or surviving family member residing at the property must apply for Indigent Benefits using their own details and supporting documentation.

3.2 Income Exceeding the Prescribed Threshold

An application may be declined where the applicant's income ex-

ceeds the income threshold prescribed in the approved Indigent Policy. Applicants who do not meet the prescribed qualifying criteria will therefore not qualify for Indigent Benefits.

3.3 Further Verification Required

An application may also be declined where further information or verification is required by the Municipality to determine whether the applicant meets the qualifying criteria. For example, Invalid ID number, Blank ID numbers, Old ID numbers & Indigent Older than 100 years.

4. RE-APPLICATION AND APPEAL PROCESS

Applicants whose applications have been declined and who are aggrieved by the outcome may **re-apply** or utilise the **appeal process** provided for in the approved Indigent Policy.

Applicants are encouraged to provide all required supporting documentation and accurate information when re-applying or lodging an appeal.

5. COMPLIANCE WITH THE APPROVED INDIGENT POLICY

The above processes are implemented in accordance with the **approved Indigent Policy of Mangaung Metropolitan Municipality** and the prescribed verification and compliance requirements, including the **twelve (12) CAATs** required as part of the Auditor-General's compliance and audit requirements.

6. REGISTRATION POINTS

Registration for Indigent Benefits is currently taking place at **all satellite offices (Regions) throughout Mangaung Metropolitan Municipality**.

Members of the public are encouraged to visit their nearest regional office for assistance with registration, applications, re-applications, and enquiries relating to the Indigent Management Programme.

7. ENQUIRIES

For enquiries regarding the Indigent application and verification process, members of the public may contact the following officials:

Mampai Manyane | Email: Mampai.Manyane@mangaung.co.za | Tel: (051) 405 8305

Pakisho Moremi | Email: Pakisho.Moremi@mangaung.co.za | Tel: (051) 405 8420

Boitumelo Nkhatho | Email: Boitumelo.Nkhatho@mangaung.co.za | Tel: (051) 405 8305

Sandisiwe Jantjies | Email: Sandisiwe.Jantjies@mangaung.co.za | Tel: (051) 405 8499

CITY MANAGER, SELLO MORE