

uMFOLOZI LOCAL MUNICIPALITY



DRAFT

INDIGENT MANAGEMENT POLICY

FEBRUARY 2018

1. PREAMBLE

uMfolozi Local Municipality (hereafter referred to as uMfolozi Municipality) is committed to supporting measures that assist and empower its community. It is accepted that large sections of the community cannot exist without intervention and it is therefore the duty of uMfolozi municipality to support and to ensure that citizens are able to access their constitutional rights to have access to a basic level of services.

uMfolozi municipality must therefore at all times strive to fulfil the constitutional objectives as contemplated in Section 152 of the South African Constitution (Act no 108 of 2006) (hereafter referred to as the constitution) and to meet the criteria for a credible indigent policy as laid down in the Credible Indigent Policy Assessment Framework, 2008, provided by the Department of Local Government.

The successful implementation of this policy depends totally on affordability and the social analysis of the area as should be included in uMfolozi municipality's Integrated Development Planning, with regard to affordability the foundation is laid in section 74 of the Municipal Systems Act, no. 32 of 2000, which stipulates that poor households must have access to basic service through tariffs that cover only the operating and maintenance costs.

The revenue and write offs must also be managed with proper controls in place as per the Local Government Municipal Management Finance Act no. 56 of 2003.

uMfolozi municipality therefore adopts an indigent support policy which embodies an indigent support programme not only providing procedures and guidelines for the subsidisation of service charges to indigent households in its area of jurisdiction, but also to increase the quality of life of the beneficiaries by assisting them to exit from indigence.

2. DEFINITIONS

“Programme officer” an official duly authorised uMfolozi municipality, or an employee of a services provider appointed by uMfolozi municipality, who is responsible for the following;

- to ensure that applications for indigent support are received and properly assessed;
- to ensure that applications are captured on the Indigent Management System;
- to ensure that information on applications are verified and that regular audits are executed;
- to ensure that findings in the audit reports (if any) are followed up and addressed)
- to recommend applicants for approval/disapproval of indigent support and
- to obtain authorisation of expenditure in line with the delegated authority with regard to indigent support.

“Child headed household” means a household where both parents are deceased and where all occupants of property are children of the deceased and under the legal age to contract for services;

“Household” means a registered owner, occupier, vulnerable person or tenant with or without children who reside on the same premises. Should the people live together, even if not related they will be regarded as one household linked to one Municipal account.

“Indigent” means any household or category of households, including a child headed household, earning a combined gross income, as determined by uMfolozi municipality annually in terms of a social and economic analysis of its area, as vested in the municipal policy, which qualifies for rebates or remissions, support or a services subsidy, provided that child support grant is not included when calculating such household income;

“Poverty” a state or condition in which a person or community lacks the financial resources and essentials to enjoy a minimum standard of life and well-being that is considered acceptable in society;

“Indigent Management System” an electronic management system applied by other municipalities for the smooth and efficient management of the register of indigent households;

“Pensioner” means a person who is 60 years of age or older;

“Free Basic Services” the quantity of services that shall be supplied as per the free basic services policy;

“Municipality” means the list of municipal categories, established in terms of 12 of the Municipal Structures Act 117 of 1998, and includes any political structure, political

office bearer, councillor duly authorized agent or any employee acting in connection with this by-law virtue of a power vested in the municipal council.

“Occupier” means the person who controls and resides on or control and otherwise uses immovable property provided that;

- the spouse of the owner of immovable property, which is used by such spouse or owner as a dwelling at any time, shall be deemed to be the occupier thereof;
- Where both spouses reside on immovable property and one of them is an occupier thereof, the other shall also be deemed occupied.

“Tenant” registered occupant of a property owned by Umfozi Municipality, or an individual/family sharing the same property with the legal owner who has the responsibility to pay for the Municipal Services consumed.

“Indigent register” means the municipal list of indigent customers as per the municipal policy, which must be updated on a monthly basis, designed to contain all the data contained within completed indigent application forms which contains the following:

- Name and Surname of owner and/or tenant
- ID Number of owner and/or tenant
- Meter number
- Erf number; and
- Area of the property.
- In relation to the Owner the following is important:
“Owner” in relation to immovable property means: The person in whom is vested the legal title thereto provided that –
 - The lease of immovable property which is leased for a period of not less than fifty years, whether lease is registered or not, shall be deemed to be owner thereof, and
 - The occupier of immovable property occupied in terms of a service or right analogous thereto shall be deemed the owner thereof;

If the owner is deceased, insolvent, has assigned his or her estate for the benefit of his or her creditors, has been placed under curatorship by order of court or is a company being wound up or under judicial management, then the person in whom the administration of such property is vested as executor, administrator, trustee, assignee, curator, liquidator or judicial manager, as the case may be;

If the owner is absent from the Republic or if his or her address is unknown to uMfolozi municipality, then any person who as agent or otherwise receives or is entitled to receive the rent in respect of such property; or

If uMfolozi municipality is unable to determine who such person is, then the person who is entitled to the beneficial use of such property; (j) “Premises” includes any piece of land, the external surface boundaries of which are delineated on I. A general plan

or diagram registered in terms of the Land Survey Act, 1997 (Act No. 8 of 1997) or in terms of the Deeds Registries Act, 1937 (Act No. 47 of 1937);

A general plan registered in terms of the Sectional Titles Act, 1986 (Act No. 95 of 1986), and situated within the jurisdiction of uMfolozi municipality; "Rates" means any tax, duty or levy imposed on property by uMfolozi Municipality.

SECTION A: POLICY STATEMENTS OF INTENT

3. PURPOSE OF INDIGENT POLICY

The purpose of the policy is to consider the socio-economic and other conditions presently prevalent in South Africa, such as the level of unemployment and poverty. The policy aims to address this through the application of principles for services rendered to members of society who cannot afford to pay.

The council accepts that it is responsible for the rendering to 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 endeavours to render a basic level of service necessary to ensure an acceptable and reasonable quality of life and which takes into consideration health and environmental concerns. None of the residents should fall below the minimum level of services.

4. THE POLICY OBJECTIVES

(3.1) the objective of the indigent support policy is to ensure the following

- (a) The provision of basic services to the community in a sustainable manner, within the financial and administrative capacity of the council;
- (b) To provide procedures and guidelines for the subsidisation of basic service(s) charges to its indigent households, using the council's budgetary provisions received from central government in accordance with prescribed policy guideline;
- (c) The council also recognises that many of the residents can simply not afford the cost of full provision and for this reason the council will endeavour to ensure affordability though, setting tariffs in terms of the council's tariff policy, which will balance the economic viability of continued service delivery; and determining appropriate service levels.

3.2 Tariffs that cover only operating and maintenance costs;

(3.3) Special tariffs or life line tariffs for low levels of use or consumption of services for basic levels of service; or

(3.4) any other direct or indirect method of subsidisation of tariffs for poor households;"
The following are the guiding principles for the formulation of an Indigent Support Policy:

(a) the Indigent Support Policy must be formulated in accordance with the Constitution of the Republic of South Africa, 1996, (Act no 108 of 1996) and other applicable legislation, amongst others, the Promotion of Administrative Justice Act, 2000 (Act no 3 of 2000) which provides that everybody has a right to administrative justice that is lawful, reasonable and procedurally fair.

(b) It must be provided by uMfolozi municipality registered residential consumers of services who are indigent.

(c) Council must, wherever possible, ensure that any relief is in accordance with the Constitution and is cost effective, sustainable, practical, fair, equitable and justifiable.

(d) The subsidising of minimum service levels should not result in the creation of a massive bureaucratic administration that would not be cost effective to implement.

(e) Differentiation must be made between those households who cannot afford to pay for basic services and those who do not want to pay for these services.

(f) Other municipal services in addition to free basic services should, where possible, be affordable and beneficial to the indigents.

(g) The relief should be valid for a maximum period of 36 months.

(h) The Council may review and amend the qualification criteria for indigent support.

(i) The joint gross income of all the household occupants will be considered when performing the evaluation.

(3.5) In recognition of the abovementioned National Framework the municipality undertakes to promote the following principles:

(a) To ensure that the Equitable Share received annually will be utilised for the benefit of the poor only and not to subsidise rates and services charges of those who can afford to pay;

(b) To link this policy with the municipal Integrated Development Planning, Local Economic Development initiatives and poverty alleviation programmes;

(c) To promote an integrated approach to free basic service delivery; and

(d) To engage the community in the development and implementation of this policy.

5 LEGISLATIVE FRAMEWORK

This policy is designed and implemented within the framework of the following legislation and related documents:

- 4.1. The Constitution of the Republic of South Africa, (Act no 108 of 1996);
- 4.2. The Municipal Systems Act, 2000 (Act 32 of 2000) as amended;
- 4.3. The Municipal Finance Management Act, 2003 (Act 56 of 2003);
- 4.4. The Promotion of Administrative Justice Act, 2000 (Act 3 of 2000);
- 4.5. The Promotion the of Access to Information Act, 2000 (Act 2 of 2000);
- 4.6. The Property Rates Act, 2004 (Act 6 of 2004) as amended.
- 4.7. Extension of Security of Tenure Act 1997 (Act 62 of 1997)
- 4.8. Children's Act. 2005 (Act 38 of 2005)
- 4.9. National Framework for Municipal Indigent Policies
- 4.10. Credit Control and Debt Collection Policy;
- 4.11 Any other relevant Policy or by-law that may be passed/amended by Council from time to time.

6. POLICY OUTCOMES

The following are anticipated policy outcomes on Indigent Management Policy:

- Consistent practice in the implementation of the Indigent Management Policy;
- Satisfactory level of compliance with the Policy provision;
- Monthly updated Indigent Register; and
- Quarterly reporting on the implementation of the Indigent Management Programme.

SECTION B: TARGETING OF INDIGENT HOUSEHOLDS

For a household to qualify as an indigent, a household must comply with the following requirements:

- 7.1 The applicant must be a resident of uMfolozi municipality.
- 7.2 The applicant must be eighteen (18) years of age and above.
- 7.3 The total household joint gross income of all occupants or dependents in a single household must be less than two (2) state pension grant income.
- 7.4 The applicant must be the owner or tenant who receives municipal services and is registered as an account holder on the municipal financial system, provided that the requirement of being registered as an account holder does not apply to households in informal settlements and rural areas where no accounts are rendered
- 7.5 The applicant must have a single property (stand), the applicant cannot have two properties registered in his/her name in order to qualify.
- 7.6 All households that are child headed, even if they are below eighteen (18) years of age can apply for the indigent support.
- 7.7 The registered indigent must be either the owner or occupant (tenant) of the property concerned.
- 7.8 All households applying for Free Basic Electricity must have electricity connected to the household.
- 7.9 Subsidies apply to households and not individuals.
- 7.10 The onus for applying for indigent subsidy rest with the consumer who cannot afford to pay the full municipal tariff for services received.

8 SOURCES OF FUNDING

- 8.1 The council will have to provide funds annually on the budget for the subsidisation of indigent households for rates, refuse removal and, electricity.
- 8.2 The indigent subsidies will have to be financed from the equitable share contribution to uMfolozi municipality obtained from National Treasury.
- 8.3 Existing indigent arrears on rates, tariffs and services charges will be written off against the provision for bad debts.
- 8.4 Indigent households may be required to convert to prepayment electricity meters, the cost of which can be met by the equitable share fund.

9 CRITERIA FOR INDIGENT GRANT

- 9.1 The applicant and beneficiaries must be South African citizens residing in uMfolozi Municipality
- The applicant must reside on the property for which indigent status is applied for
- The applicant must have a valid South African Identification Document or any other acceptable proof of South African citizenship.
- Only households with a gross income equivalent or less than twice the government pension grant as prescribed by the Department of Social Development will qualify.
- Application should be made on a prescribed form. A payment arrangement in addition to the grant should be made if account is in arrears. Application shall be made every 12 months.
- The grant will take effect from the date of approval of the application.
- Owners with more than one property does' not qualify.
- Proof of unemployment, All Pay pension card or salary advices must be submitted with the application.
- The grant period is dependent on the funds available from Government.
- He grant is given only if the tenant of municipal property or owner is staying on the premises.
- The Equitable Share is only payable to a current account.
- The subsidy grant is as annually determined by Council which will be credited towards the current account during the monthly billing run.
- Farmer's account will be credited with the amount in respect of free units of these farm workers houses in the cases where farm workers houses do not have electrical connection. (Application form per dwelling/unit to be completed)
- Pensioners in old age home where the home's sewerage and refuse account will be credited with the prescribed amount as determined by Council, per pensioner (room), who qualifies, residing in the old age home after an application form and affidavit is completed stating the number etc.
- Individuals who make themselves guilty of any malpractices will forfeit the payment of the grant.

10. RESPONSIBILITIES OF REGISTERED INDIGENT HOUSEHOLDS

In order to ensure the success of indigent assistance, the following should be observed by registered indigents:

- The registered indigent household must be willing to accept the installation of pre-paid electricity and water meters by the municipality. Refusal to accept installation of these meters will result in the debt being re-instated and the indigence status being revoked.
- The registered indigent household must be willing to accept technical assistance offered by the municipality to make his/her current monthly consumption of services affordable through limiting services.
- The registered indigent household is responsible for the payment of services should the monthly consumption exceed the allocated level of service provided by the Indigent Management Policy.
- Should the economic status of the registered indigent household change, the onus is on the household to inform the indigent management office immediately.

10 EXTENT OF MONTHLY INDIGENT SUPPORT

The extent of the monthly indigent support granted by Council to indigent households in the Municipal area will be determined based on budgetary allocations for a particular financial year and the tariff increases for that specific financial year. This should be based on the amount of an average monthly service account as indicated in the National Allocation Guideline as reviewed annually (Equitable share). This should take place only in so far as the uMfolozi Municipality is the provider of such services

10.1 Free basic Services

- 100% subsidised rates – as per the Municipal Property Rates Act
- 6 kilo litres free basic water
- 50kW/h free basic electricity
- 100% subsidised refuse removal
- 100% subsidised sanitation services, provided this is part of the Umfolozi Municipality waterborne system. For assessment rates on residential property, the subsidy for the above should be in line with uMfolozi Municipality's tariffs which will change from time to time as tariffs increase.

- The following forms of assistance could also be given to indigent households:
 - The accounts of successful applicants should be flagged to prevent credit control measures.
 - No interest should be charged on arrears.
 - The accrued arrears of an indigent household should be placed in suspense account and be reviewed 12 monthly.
 - The account of an indigent household that applied for an Indigent Grant should be credited with an amount totalling the amount as approved by the Council.

10. 2 Arrears Write Off

- The accumulated arrear debt of indigent households will be written off as on date of subsidisation on the Municipal Financial System. The writing off of debt will however be guided by Council Resolution.
- All levies in excess of the subsidy discounts are payable every month and any accrued debt after this debt write-off will be subject to credit control and debt collection procedures.
- The accounts of approved applicants should be flagged and installation of pre-paid electricity and water meters should be prioritised.

10. 3 Special provision for rural areas and informal settlements

Though the above Criteria for Qualification require that an applicant must have a Municipal account, This Policy makes special and necessary provision for indigent households in rural communities and informal settlements. These households will benefit from the Indigent Management Programme only through access to free basic water delivered in water tankers, bulk refuse removal, communal toilets and communal taps. Introduction and sustenance of water tankers will be subject to permission granted by the land owner. Costs for the water and related tankers will be covered from the Equitable Share.

10.4 Provision for elderly who reside in council owned properties, retirement centres and old age homes

11.1 The onus will be on the Board of Trustees/Managing Agent (hereinafter referred to as the representative) to apply to uMfolozi municipality, for indigent status to be granted I respect of water Consumption on behalf of the owners of those units, who meet the criteria and conditions for qualification. Indigent consumers living in retirement centres or old age homes are eligible to qualify for assistance and support in terms of this policy, subjected to the following rules and procedures.

- 11.2 The onus will be on the unit owner to apply to uMfolozi municipality for indigent status to be granted in respect of property rates related charges.
- 11.3 The representative will submit applications to the Chief Financial Officer.
- 11.4 The free basic services sub-directorate will verify all applications and he or she must notify:**
- 11.4.1 The representative, whether an application was successful or not, with regard to the water consumption and electricity; and,
- 11.4.2 The unit owner whether an application was successful or not, with regard to the property rates and other related charges.
- 11.4.3 The Chief Financial Officer will credit the monthly municipal charges as;**
- 11.4.3.1 Water account of the Retirement Centre or Old Age Home with water, electricity where uMfolozi municipality serves as an electricity provider and sewerage charges, the amount of which will be calculated by dividing the total number of kilolitres of water consumed by the number of units in the complex, but up to a maximum of 200 litres of water per day for each unit that qualifies for assistance.
- 11.4.3.2 Rates and refuse charges account of the unit owner with the amount determined by uMfolozi municipality.
- 11.5 The representative must, in respect of monthly water credits allowed under indigent support, ensure that such credits are off-set against the monthly levies of the relevant individual units; such representative also being required, once every six months, or at such intervals as may be determined by uMfolozi municipality, to provide proof to the Chief Financial Officer that the monthly levies of poor households which qualify for assistance, have been adjusted by the amounts credited to the account of the Retirement Centre or Old age Home.

11. SHORT TERM ASSISTANCE

An Indigent household in temporary distress may be assisted for a period not exceeding six months under the following circumstances:

- Temporary unemployment.
- Hospitalization.
- Chronic illness.
- Incarceration.
- Missing persons.

It is required that in any of the instances above, the respective ward councillors will have to support such request in writing to the Indigent Management Office. Indigent households falling in this category will be re-assessed on a quarterly basis.

12. PROCESS MANAGEMENT

12.1 Validity Period

Validity period of assistance will be for a maximum period of 12 months. Households must re-apply at the end of a 12 months period. Households will be re-evaluated on a quarterly basis to check deceased status and economically active accounts.

12.2 Death of Registered Applicant

In the event that the approved applicant passes away the heir/s of the property must re-apply for indigent support, provided that the stipulated criteria are met.

12.3 Publication of Register of Indigent Households

Names of indigent beneficiaries must be open for public perusal and comment.

Written objections from the public must be referred to the Directorate: Community Services who will be responsible for investigating the validity of the complaint and referral to the Directorate: Finance for appropriate action.

12.4 Under-usage of Allocation

If the level of consumption of the indigent household is less than the consumption level approved by uMfolozi Municipality, the household cannot claim or accrue the unused portion, be it in cash or rebates.

12.5 Excess Usage of Allocation

If the level of consumption of the indigent household exceeds the consumption level approved by uMfolozi Municipality, the household will be obliged to pay for the excess consumption on a monthly basis. Accounts not updated on a monthly basis will be subject to Credit Control measures.

12.6 Termination of Indigent Support

Indigent Support will be terminated under the following circumstances:

- Death of account-holder;
- End of the 12 months cycle, except in the case of pensioners and child-headed households; or
- Upon sale of the property,

12.7 Exit programme

Members of households registered as indigent should be prepared to participate in exit programmes coordinated by uMfolozi Municipality in collaboration with other Government Departments and the Private Sector. The expectation of this clause excludes pensioners and child-headed households.

12.8. Non-Compliance

- If the applicant is found to have disclosed false information about his/her personal circumstances, the following will apply:
 - All arrears which may have been written off, will become payable immediately.
 - Credit Control collection measures will be applicable; and
 - The applicant will not be eligible to apply for this assistance for a period of 5 years.

12.9. Reporting and Quality Management

- Quarterly reports shall be submitted by the Department: Social Services with financial cost implications to relevant Portfolio Committees and to the Mayoral Committee on progress made regarding administration of the Indigent Management Programme.
- Reports should reflect costs, quality, effectiveness of the system processes, time frames for registration of applications and review of approvals.

12.10. Access to information on the register

- A register of indigent beneficiaries must be maintained however, the human dignity of applicants must also be protected; and
- Written objections from the public must be referred to the Department Social Services who will be responsible for forwarding the complaints to

IPMEC for consideration.

12.11 Budgeting for Indigent Support

uMfolozi Municipality shall include in its annual budget the amount required for Indigent subsidies in line with the respective Policy and By-laws. Such amount shall be increased annually, based on the Equitable Share plus the amended rates and tariffs for the particular financial year, and credited directly against the monthly services accounts of approved indigents.

12.12 Auditing

Auditing will be conducted as per the audit plan of the Internal Audit Section.

13 CONCLUSION

The granting of an indigent of subsidy shall be the sole prerogative of council whose decision shall be final free service policy should be seen as revenue protection mechanism for uMfolozi municipality to protect its revenue; the indigent support policy must be applied consistently. Political support and community participation is important in implementing the free basic services policy.

This policy was adopted by the Municipal Council on per Resolution Number:

MAYOR

MUNICIPAL MANAGER

SECTION C: PROCEDURE GUIDELINES TO GIVE EFFECT TO THIS POLICY

1. Communication

The Marketing and Communication Section will, within the framework of the Communication Strategy for the Indigent Management Programme, champion communication to inform the residents of uMfolozi Municipality about the Programme.

2. Application/Registration

An applicant must complete an official/indigent management application form supported by the following original/certified documents:

- South African valid bar coded Identity Document
- Municipal account not older than 3 months.
- If unemployed one affidavit by the head of the household mentioning each beneficiary in the household older than 21 years by name and identity number and declaring status of income for each beneficiary.
- Copy of a Bank statement where an applicant is employed or self-employed.
- A letter of authority/Executor where applicable.
- Proof of receipt of Pension for pensioners.

The signing of the Indigent application form will entitle the applicant to an allocation of free basic services as defined in this Policy as soon as the application has been approved.

As part of the application, the applicant must be willing to give consent for external scans and credit bureau checks and consent to the installation of prepaid water and electricity meters.

3. Assessment & Screening of Applicants

After the application/registration process, all information must be verified by the Programme Officer or a person approved by uMfolozi Municipality as follows:

(a) Indigent Management System Check

The information on the Municipality's Indigent Management System must be checked to determine whether an applicant and beneficiaries are already registered within the system as well as to determine dates when these existing applicants should be reviewed.

(b) Data Capturing

The Indigent registration data must be captured in an Indigent Management System as per the application form or as identified on the Municipality's Financial System. The applicant will then be issued with an acknowledgement letter as an indication that the application is in progress.

(c) Verification - Site Visit

The Indigent Management System must assign an application to a duly appointed Verification Officer to perform an on-site verification.

The Verification Officer must then verify the registration application, complete a questionnaire which contains the inventory. The applicant must then sign the completed questionnaire. The Verification Officer then assesses the application and recommends that the application be considered for further investigation using an External Scan (see (e) below).

This information shall be entered into the Indigent Management System within 72 (seventy two) hours after receiving the information from the Verification Officer.

(d) Verification - Ward Councillor

Once a site verification visit has been concluded, the application is sent to the ward councillor for final verification. The ward councillor signs the application form once he/she has commented.

(e) Verification - External Scans

An external scan of applicants recommended as suitable households for an Indigent grant, must be concluded with UIF, SARS, Department of Social Development, Retail and Credit Bureau or any other relevant institution. The external scan must immediately follow the process after the information from the site visitation has been captured. The information of the external scan must then also be captured in the Indigent Management System.

The external scan must be done separately from the site verification.

4. Recommendation

Once the verification has been completed, the Indigent Management System must generate a recommendation based on the information captured in the data base. Those applications that qualify for Indigent support in accordance with the system are then to be referred to the IPIMEC for final approval.

The recommended application must then be captured in the Indigent Management System. The date which the record was submitted to the Indigent Committee should be noted in the system in order to track the status of the application within the process.

In the event that the application is declined, it must be captured as such in the Indigent Management

System, and a letter should be sent to the applicant informing them of the disapproval. This will also be done via sms notification to the applicant if a valid cellphone number is available of the applicant. The validity of the cellphone number will be verified against the billing system and the application form in which the applicant disclosed his/her cellphone number. In the event of a successful application, the Indigent Management System should be updated to show this. The Indigent Management System together with the Financial Management system should be flagged to indicate that the application has been approved and a letter should be sent to the applicant informing them of approval of their application. This will also be done via sms notification to the

applicant if a valid cellphone number is available of the applicant.

The Indigent Management system software must be able to generate a list of all successful indigent applications received on request. This report must be produced at least every three months for management information purposes.

5. Commencement of status as an indigent consumer

Indigent recommendations reports are tabled at IPIMEC on a monthly basis for the evaluation and approval of such recommendations. The approved recommendations report is delivered to Finance Department to flag and load the Indigent subsidies on the individual accounts. It is from here that Indigent Cycle commences and is accepted that this is the first status as Indigent for the consumer that will reflect on all communication from this point on.

Finance Department will return the subsidised accounts to be captured into the Indigent Management System for relevant outcome documentation to be prepared and delivered to all applicants. It is also noted that "Exceptions" defined as accounts that could not be subsidised or account holders that refused the installation of prepaid meters will be tabled again at IPIMEC at following meeting, as these accounts must have their status formally changed as part of the audit principles.

6. Project Progress Committee

A Project Progress Committee must be established to plan, monitor and evaluate the implementation of the Programme. It will identify any gaps and challenges and make recommendations to IPIMEC. The Indigent Committee must be established to comprise of officials of Umofози Municipality and the service provider. The Project Progress Committee must hold project progress meetings at least twice a month.

7. Indigent Policy Implementation, Management and Evaluation Committee (IPIMEC)

IPIMEC must be established to receive data, approve/disapprove and ensure the implementation, management and evaluation of the Indigent Management Process. The committee shall comprise of Members of the Mayoral Committee for Health and Social Upliftment, Finance, Infrastructure Services, Human Settlements and Corporate Support Services as well as relevant officials. The committee shall be chaired by the MMC for Health and Social Upliftment.

The IPIMEC shall meet at least once a month to deal with applications tabled before them.

The system should generate, on a bi-annual basis, a list of site visits to be performed of the registered indigents, and assign these to a Verification Officer. The Indigent Management System must evaluate each visit and any changes must be noted when re-submitted to IPIMEC.

IPIMEC shall do the following:

Monitoring

- Ongoing monitoring of the execution of the Policy so as to determine its effectiveness And efficiency.
- Inputs from various affected stakeholders inclusive of Councilors, Ward Committee Members and affected admin officials will assist in the monitoring process of the Policy implementation.

Quality Management

- Management of quality of the current basic services as defined in the Policy.
- Systems and processes of reporting, monitoring and reviewing the Policy.

Reporting

- All information captured during monitoring and quality assessment period of this Policy.

Evaluation

- Evaluate that all processes outlined in the policy were followed and completed to ensure a clean audit trail for all applications, processes and reporting.

Review

- In line with the information that would have been collected during the monitoring, quality assessment, evaluating and reporting.

8. Re - evaluation

All approved indigent households will be re-evaluated prior to the 12 month expiry period. The recommendations report on the re-evaluation will then be submitted to IPIMEC for approval.