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ABAQULUSI MUNICIPALITY

INDIGENT POLICY

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1. **PURPOSE**

Because of the level of unemployment and subsequent poverty in the AbaQulusi municipal area, there are households which are unable to pay for normal municipal services. The municipality therefore adopts this indigent management policy to ensure that these households have access to at least basic municipal services.

2. **APPLICATION OF THE POLICY: WHO QUALIFIES FOR INDIGENT SUPPORT**

Households where verified total gross monthly income of all occupants over 18 years of age does not exceed R1 200, or such other amount as the council may from time to time determine, qualify for a subsidy on property rates (if the value is less than 6000) and service charges for sewerage and refuse removal, and will additionally receive 6 kl of water per month and 50 kWh of electricity per month free of charge.

- The subsidies on rates and the specified service charges will be determined as part of each annual budget and in terms of the municipality's policies on property rates and tariffs.
- In respect of water, a 100% subsidy up to 6 kl per household per month will apply; however, the applicant will have to agree on application that he/she will get a control flow meter, which will only allow 200 litres of water per i.e. 6 kilolitres per month.
- In respect of electricity, a 100% subsidy up to 50 kWh per household per month will apply; however, the applicant will have to agree on application that he/she will get pre-payment electricity meter .The 50 kWh will only be utilized in the pre-payment system.
- **Subject to the application for indigent relief having been approved, the payment of a deposit and/or connection fee shall be waived.**

Only households where the account holder or property owner has registered as indigent in terms of the municipality's annual registration programme, and whose registration has been accepted and entered into the register of indigents shall qualify for the above concessions.

For a household to qualify for a subsidy on rates, the registered indigent must be both the owner and fulltime occupier of the property concerned and the value of the property must not exceed R6 000.00 (land).

Approved and/or registered indigent customers whose property value exceeds R 6 000.00 shall be required to make arrangements to pay for rates whether in arrears or not as there is no subsidy if property value is above R 6 000.00.

Orphaned applicants must produce proof, such as death certificates and any other documents as may be requested by the municipality from time to time.

Indigent relief shall apply for a period not extending beyond the financial year in which the particular household is registered as indigent. Registration must be renewed in each registration programme if relief is to continue. All the accounts with indigent status shall be inactivated at the end of each financial year to coincide with the annual budget.

To register as an indigent, the relevant property owner or occupant must personally complete and sign the registration form provided by the municipality for this purpose, and furnish such further documentation as the municipality specifies. The municipal officials will provide assistance to persons who cannot read or write, at such times and places as are specified in the notices published to indicate that the registration programme is to take place. Registration will take place on dates and at times and places determined by the council, but shall generally be undertaken during July and/or August each year.

3. NON-COMPLIANCE OF HOUSEHOLDS REGISTERED AS INDIGENT

When a property owner or occupier who has registered as an indigent consumer fails to comply with any arrangements or conditions materially relevant to the receipt of indigent relief, such person will forfeit his or her status as a registered indigent with immediate effect, and will thereafter be treated as an ordinary residential property owner or occupant for the financial year concerned, and shall therefore be required to comply with the debt collection and credit control policy.

The onus is on each registered indigent to advise the municipality of such failure to comply and change of status thereof.

It may happen that even with the introduction of the indigent policy, certain households may fall into arrears in respect of the amounts due by them.

The municipality will not terminate or disconnect their services but those indigent consumers who offer to settle arrears by entering into arrangements may do so.

4. WITHDRAWAL OF AND NON-QUALIFICATION FOR INDIGENT SUBSIDY

The relief given to indigents may be withdrawn at the discretion of the municipality if:

- a registered indigent who qualifies for such relief fails to keep to the terms of the policy agreement; or
- has been found to have been tampering with the installations of the municipality.

If a registered indigent is found to have provided fraudulent information to the municipality in regard to any material condition for registration as an indigent, such person shall immediately be removed from the register of indigents, and shall be liable to repay to the municipality with immediate effect all indigency relief received from the date of such fraudulent registration or criminal charges may be laid against such occupier or property owner.

Indigent relief will not apply in respect of property owners owning more than one property.

If the indigent consumer refuses to have the supplies installed as mentioned in item 2, such consumer will forfeit his/her indigent status.

5. APPROVAL OF INDIGENT APPLICATIONS WITH UNPAID TAMPER FINES ON THE ACCOUNTS

The municipality shall endeavour to assist those consumers who are willing to pay for the tampers fines on terms and who wish to apply for Indigent Relief Support may do so provided they satisfy the requirements of item 5.1.of the Debt and Credit Control Policy: Amendments.

The consumer shall make a formal application for indigent relief and provide all the documentation that they may be required to do from the consumer who applies for indigent relief

All the indigent applications with or without tampers shall be approved by Financial Services Department and submit such a report to the Municipal Manager who shall also report to EXCO.

6. RECONNECTION OF SERVICES AFTER THE APPROVAL OF INDIGENT APPLICATION

As soon as the applications for indigent relief are approved, the municipality shall reconnect all the disconnected services with immediate effect, whether any payment was rendered or not.

And those who fall under item 5 of the Indigent Management Policy, and /or where all the supplies have been removed, the municipality shall install the supplies and reconnect such services.



TENDER FORM CONTINUED

Upon the terms set out in the conditions of tender

I / We hereby acknowledge:-

1. that I / We have read and acquainted myself / ourselves with the terms and conditions of tender and understand the purpose thereof and agree that all such conditions shall form part of this tender:-
2. that this offer is irrevocable from the date fixed for the opening of tenders and may be accepted in writing by the AbaQulusi Municipality, at any time during the contract period, which acceptance, together with this tender shall constitute a binding agreement between Municipalities evolve and myself / ourselves.

I / We understand that the Council's is not bound to accept the lowest or any tender received.

THE CONDITIONS OF TENDER I / WE HAVE READ AND ACCEPT

TENDERER

DATE

WITNESS

DATE



The Municipal Manager
AbaQulusi Municipality
P O Box 57
VRYHEID
3100

CONFIRMATION OF AUTHORISATION

I _____ the undersigned hereby declare that

_____ I am authorised to sign these documents

on behalf of _____.

Signed at _____ this _____ day of _____

TENDERER

DATE

WITNESS

DATE



ATTENDANCE REGISTER

Name	Representing	Contact details	Signature
1.			
2.			
3.			
4.			
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