

DEFINITIONS

Approved Registration Point:	242 Langalibalele Street, PIETERMARITZBURG, 3201.
Basic Municipal Services:	Means municipal services that is necessary to ensure an acceptable and reasonable quality of life, if not provided would endanger public health or safety or the environment.
Free Basic Services:	The quantity of services that shall be supplied free of charge to an approved indigent household, amounting to 6 kl of water per month.
Household:	Household is defined as a registered owner or tenant who live in the same premises for the indigent status application.
Indigent:	Any household responsible for the payment of services earning a combined gross income equivalent to or less than two (2) times the Government pension grant as prescribed by the National Department of Social Development
Poverty:	Poverty is defined within the context of a poverty line. Poverty lines according to the size and composition of individual households in line with the publication by STATS SA. For purposes of uMgungundlovu District Municipality poverty is defined within the context of an Indigent household.
Programme Officer:	An official duly authorised by the Municipality, or an employee of a service provider appointed by the Municipality, who is responsible to ensure that an assessment, screening and site visits are undertaken and for recommending applicants for approval to receive indigent support.
Verification Officer:	An official duly authorised by the Municipality, or an employee of a Service Provider appointed by the Municipality, to assist with the management of Indigents, to visit households and verify the applicant's application and to recommend that the applicants is either a suitable or not a suitable candidate for approval to receive indigent support.

PURPOSE OF THIS POLICY FRAMEWORK

The purpose of this policy framework is to establish strategies to support poverty alleviation within uMgungundlovu District Municipal area in line with the changing needs of the community. The policy links and is part of the Council's Credit Control and Debt

Collection Policy.

THE POLICY OBJECTIVES

The objective of this policy will be to ensure the following:

1. The provision of basic services to the community in a sustainable manner within the financial and administrative capacity of the Council.
2. Establish the framework for the identification and management of indigent households

VALIDITY PERIOD

Validity period of assistance will be for a maximum period of 12 month. Households must re-apply at the end of a 12 months period.

CHANGE OF PROPERTY OWNERSHIP

In the event of property ownership and or tenant change, the indigent support provided with be cancelled.

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.

UNDER-USAGE OF ALLOCATION

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

EXCESS USAGE OF ALLOCATION

If the level of consumption of the indigent household exceeds the consumption level approved by the Municipality, the household will be obliged to pay for the excess consumption on a monthly basis based on the approved tariff structure for the financial period.

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,
- Upon sale of the property,
- When circumstances in the indigent household have improved in terms of a gross income exceeding two times the Government pension grant.
-

DOCUMENTS REQUIRED FOR CONSIDERATION**DISCLAIMER**

The uMgungundlovu District Municipality reserves the right to conduct bi - annual audits regarding the indigent register.