



Free Basic Services and Indigent Subsidy Support Policy

Version: 2015/2016 Financial Year

FREE BASIC SERVICES & INDIGENT SUBSIDY SUPPORT POLICY**INDEX**

	Page
PREAMBLE	2
[1.] Introduction	4
[2.] Policy Principles	5
[3.] Policy Objectives	5
[4.] Legislative Framework	5
[5.] Qualification Criteria	5
[6.] Assistance and Registration Procedures	6
[7.] Extent of Indigence Assistance and Support	8
[8.] Indigent Households in Bodies Corporate and Retirement Centre's	9
[9.] Process Management	10
[10.] Monitoring and Reporting	11
[11.] Budgeting for Indigent Support	12
[12.] Review and Amendment of Policy	12
[13.] Communication Strategy and Skills Development	12
[14.] Appeal	13
[15.] Offences	13
[16.] Notices and Documents	13
ATTACHMENTS	
Application for Free Basic Services and Indigent Subsidy Support	14

PREAMBLE

AND WHEREAS National Government has a constitutional duty to provide an equitable share of nationally raised revenue to municipalities.

AND WHEREAS the aforesaid equitable share enables municipalities to provide basic services to poorer communities in an affordable manner and administrative capacity to ensure democratic governance at the local level.

AND WHEREAS Section 74 of the Local Government: Municipal Systems Act 2000 requires a Municipal Council to adopt and implement a Tariff Policy which must, inter alia, take into consideration the extent of subsidization of tariffs for poor households.

The Council of Great Kei adopts the under-mentioned policy, which shall be known as its ***Free Basic Services and Indigent Subsidy Support Policy***, the object of which shall be as follows:

- [a]** The provision of basic services to the community in a sustainable manner within the financial and administrative capacity of the Council; and
- [b]** The provision of procedures and guidelines for the subsidization of basic service charges to indigent households.

For purposes of this policy:

"Child headed household" means a household where both parents are deceased and where all occupants of property are children of the deceased and are all under the legal age to contract for service and are considered as minors in law by the state;

"Council" means the Council of the Municipality of Great Kei or any duly authorized Committee or an official delegated by the said Council;

"Gender" any reference to the one gender shall include reference to the other;

"Household" means as a registered owner or tenant with children who reside on the same premises;

"Household Income" means all sources of income being formal and/ or informal of nature including, but not restricted to, salaries, revenue generated, pensions, fixed deposits, investments, state subsidies and or grants, private financial support/contributions from outside the indigent household;

"Indigent" means any household which is responsible for the payment of services and rates, earning a combined gross income equivalent to or less than two times the Government pension grant as prescribed by the National Department of Social Development or in line with the **National Indigence Framework** issued by the Department Provincial and Local Government (DPLG), who qualify, according to the policy, for rebates/remissions support or a service subsidy. Examples hereof include pensioners, the unemployed and child headed families who are unable to fully meet their obligations for municipal services consumed and property taxes on their monthly accounts;

“Indigent Management System” means an electronic management system used by **Great Kei Local Municipality** for the management of the register of indigent households;

“Indigent debtor” means the head of an indigent household, inclusive of destitute indigents and indigents, being old age pensioners, the unemployed and households with a total monthly income as determined in this policy:

- [a] who applies for the provision of services from the municipality;
- [b] who makes application for indigent support in terms of this Policy;
- [c] who shall be regarded as the representative of all members of his/her household; and
- [d] which indigent household members shall not own any other fixed property other than the property for which the application is made, or hold fixed deposits and investments;

“Indigent Households” shall include all individuals residing at the residential premises of the indigent debtor, inclusive of destitute indigents and indigents, by whom and for which application is made, which premises has access to municipal services;

“Indigent and Free Basic Services Subsidy Policy” means the policy for the provision of indigent support subsidies to qualifying indigent debtors in terms of the Council’s policy relating to the following:

- [a] as determined by Council annually during the budget process, in line with National norms and guidelines;

“Municipality” means the *Municipality of Great Kei*, a local municipality established in terms of Section 12 of the Local Government: Municipal Structures Act, No 117 of 1998, and includes any political structure, political office bearer, councilor, duly authorized agent or any employee acting in connection with this by-law by virtue of a power vested in the municipality and delegated or sub-delegated to such political structure, political office bearer, councilor, agent or employee;

“Municipal Manager” means the Municipal Manager of the Great Kei Local Municipality or his/her nominee acting in terms of power delegated to him/her by the said Municipal Manager with the concurrence of the Council;

“Poverty” is defined with reference to a poverty line i.e. if a household earns gross income lower than a set amount that household and its members are deemed to be living in poverty;

“Programme officer” means an official duly authorized 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;

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

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

“Owner” in relation to immovable property, means –

- [a] the person in whom is vested the legal title thereto provided that –
- [i] the lessee of immovable property which is leased for a period of not less than fifty years, whether the lease is registered or not, shall be deemed to be the owner thereof; and
 - [ii] the occupier of immovable property occupied in terms of a servitude or right analogous thereto shall be deemed the owner thereof;
- [b] 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 / her address is unknown to the municipality, then any person

- [c] who as agent or otherwise receives or is entitled to receive the rent in respect of such property; or
- [d] if the municipality is unable to determine who such person is, then the person who is entitled to the beneficial use of the property;

“**Premises**” includes any piece of land, external surface boundaries of which are delineated on –

- [a] a general plan or diagram registered in terms of the *Land Survey Act, No 8 of 1997* or in terms of the *Deeds Registries Act, No 47 of 1937*;
- [b] a general plan registered in terms of the *Sectional Titles Act, No 95 of 1956*, and situated within the jurisdiction of the municipality;

“**Rates**” means any tax, duty or levy imposed on property by the Council;

“**Vote**” means:

- [a] one of the main segments into which a budget of a municipality is divided for the appropriation of money for the different departments or functional areas of the municipality; and
- [b] Which specifies the total amount that is appropriated for the purposes of the department or functional area concerned.

[1.] INTRODUCTION

As a developmental institution, the municipality needs to commit 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 the municipality to support and to ensure that citizens are able to access their constitutional right to have access to a basic level of services.

The municipality therefore adopts a *Free Basic Service and Indigent Subsidy Support Policy* which embodies an indigent support programme not only providing procedures and guidelines for the subsidization 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.] POLICY PRINCIPLES

It is against the above background that the municipality undertakes to promote the following principles:

- [2.1.]** To ensure that the Equitable Share received annually will be utilized for the benefit of the poor only and not to subsidize rates and service charges of those who can afford to pay;
- [2.2.]** To link this policy with the municipality's ***IDP (Integrated Development Plan), LED (Local Economic Development)*** initiatives and poverty alleviation programs;
- [2.3.]** To promote an integrated approach to free basic service delivery; and
- [2.4.]** to engage the community in the development and implementation of this policy.

[3.] POLICY OBJECTIVES

In support of the above principles the objective of this policy will be to ensure the following:

- [3.1.]** The provision of basic services to the community in a sustainable manner within the financial and administrative capacity of the Council;
- [3.2.]** The financial sustainability of free basic services through the determination of appropriate tariffs that contribute to such sustainability through cross subsidization;
- [3.3.]** Establishment of a framework for the identification and management of indigent households including a socio-economic analysis where necessary and an exit strategy;
- [3.4.]** The provision of procedures and guidelines for the subsidization of basic charges and the provision of free basic energy to indigent households; and
- [3.5.]** Co-operative governance with other spheres of government.

[4.] THE LEGISLATIVE FRAMEWORK

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

- [4.1.]** *The Constitution of the Republic of South Africa, 1996;*
- [4.2.]** *Municipal Systems Act, No 32 of 2000;*
- [4.3.]** *Municipal Finance Management Act, No 56 of 2003;*
- [4.4.]** *Promotion of Administrative Justice Act, No 3 of 2000;*
- [4.5.]** *Promotion of Access to Information Act, No 2 of 2000;* and
- [4.6.]** *Property Rates Act, No 6 of 2004.*

[5.] QUALIFICATION CRITERIA

The qualification criteria for indigent support and the municipal services qualifying for such support shall be determined by the municipality from time to time. An indigent debtor shall qualify for consideration of indigent benefits in terms of the laid down procedures of Council, which are:

- [5.1.]** The combined or joint gross income of all occupants or dependents in a single household which receives services from the municipality **does not exceed two times the government pension grant;**

- [5.2.] The applicant should be a resident or owner at the premises for which application is made within Great Kei Local Municipality, receives municipal services and is registered as an account holder on the municipal financial system;
- [5.3.] The applicant should be a citizens of the Republic of South Africa in possession of a valid South African Identity Document;
- [5.4.] The account of a deceased estate, may be subsidized if the surviving spouse or Dependents of the deceased, who occupy the property, applies for assistance.
- [5.5.] For the purpose of determining the total household income of all applicants, the combined or joint gross income of all occupants/residents/dependents in such household shall be taken into account;
- [5.6.] Applicants and/or any occupant/resident/dependent of the debtor's household shall not own any other fixed property in addition to the property in respect of which indigent support is required from Council in terms of this Policy; and

Applicants should be in possession of a service agreement with Great Kei Municipality in the name of the indigent debtor.

[6.] ASSISTANCE and REGISTRATION PROCEDURES

[6.1.] Communication

The municipality will develop a **Communication Strategy** in terms of which communities will be informed and educated in order to have a clear understanding of this Policy and its implementation. Regular information dissemination through ward committees, community based organizations and face-to-face contact by means of imbizo's will be undertaken to eliminate unrealistic expectations both in terms of qualifying for subsidy as well as service delivery in general.

[6.2.] Application/Registration

- [6.2.1.] A person applying for assistance must complete a **Formal Indigent Support Application Form** approved by the municipality. Such forms will be available in all Municipal Offices – Komga, Kei Mouth and Chintsa;
- [6.2.2.] Applications must be accompanied by the following:

- [a] A copy of the applicant's identity document;
- [b] The latest municipal account;
- [c] Documentary proof of income (as prescribed below), or an affidavit declaring lack of income and/or proof of registration as unemployed, plus bank statements (where applicable);
- [d] Particulars of any other grants received by the accountholder;
- [e] Proof of ownership of business or second properties.
- [f] Proof of income: Applicants for indigent support must produce written proof acceptable to the Council of:
 - [i] Household income/grants for each member of the household;
 - [ii] Employment status or low income or reduction in income of each member of the household;
 - [iii] Inability to work of each member of the household; and
 - [iv] All minor members of the household.

The above documentation should be current, i.e. not more than three Months old, and should be submitted with the application form.

[6.3.] The applicant shall agree to the following:

[6.3.1.] If required to appear personally before the designated official with the application form and documentation required for verification purposes;

[6.3.2.] To the installation of a prepaid electricity meter by Council which costs Council may recover by applying the applicable prepaid tariff;

[6.3.4.] To the valuation by the Municipal Valuer of the residential property for which application is made (applicable if applicant is owner);

[6.3.5.] Annual resubmission by the applicant of the application to Council on the anniversary of the granting thereof and/or on a date determined by Council and communicated to the applicant. Failure to comply herewith shall result in the debtor's indigent status being revoked;

[6.3.6.] That the onus shall be on the approved indigent debtor to inform the Council of any change in his status or personal household circumstances;

[6.3.7.] Willingness to give consent for external scans and credit bureau checks.

[6.4.] Assessment and Screening of Applicants: After the application / registration process all information must be verified by the **Free Basic Services Coordinator** as follow:

[6.4.1.] ***Indigent Management Register*** Check – the information on the municipality's Indigent Management System must be checked to determine whether an applicant is already registered within the system as well as to determine dates when these existing applicants should be reviewed;

[6.4.2.] Data Capture – the indigent registration data must then be captured in the ***Indigent Management Register*** as per application form;

[6.4.3.] Verification – Site Visit – the Indigent Management System must assign an application to a duly appointed official to perform an on-site verification, if necessary. If needed undertake house visits by Councilors, Ward Representatives, Council staff or Council's accredited agents to confirm the indigent's claim and living conditions. Where after the Accountant: Revenue must verify and assess the registration application, and make recommendations for acceptance of the application, or for further investigation which may include an external scan;

[6.4.4.] Verification – External Scans – an external scan of applicants recommended as suitable candidates support may be conducted with UIF, SARS, Department of Welfare, or Credit Bureau after the site visitation has been captured;

[6.4.5.] Where an indigent debtor is found to be living at a standard inconsistent with his indigent application or fails to allow access or provide any further information as may be required by the Council, such debtor's indigent benefits may be cancelled at Council's sole discretion retrospective to the date of approval;

[6.4.6.] Once the verification has been completed and confirmed by the Accountant: Income and the relevant Ward Councilor, a recommendation should be forwarded to the Municipal Manager or Chief Financial Officer for approval. **Only once approved** by the Municipal Manager or Chief Financial Officer will the applicant qualify for Free Basic Service and Indigent Subsidy Support as may be prescribed; and

[6.4.7.] Re-evaluate all indigent households after a period of twelve months or such period as the Council may determine to enable the Council to assess the provision of continued basic services and indigent support to them.

[7.] EXTENT OF INDIGENT ASSISTANCE AND SUPPORT

Council shall annually, determine the overall subsidy for indigent and other debtors during Council's budget process and within its financial constraints.

[7.1.] Indigent subsidies may be granted on:

[7.1.2.] Rates;

[7.1.5.] Refuse Removal;

[7.1.6.] Electricity; and

[7.1.7.] Arrears on any of the above services.

[7.2] all registered indigent households will, on approval, be designated as Indigent, and shall be charged the determined economical tariff or charge for a service applicable to their designation.

[7.3] The indigent households monthly account will be credited with the amount of the indigent subsidy as determined by the Council budget according to their designation.

[7.4] Subsidy allocations

An indigent household shall qualify to receive subsidized services on the following terms and conditions:

[7.4.1.] Property Rates

- [a]** An indigent owner who resides in a property which value exceeds the exemption amount of **R 15 000**, shall be subsidized for property rates in full; and
- [b]** All other rebates, reductions, exemptions, etc. provided in terms of council's ***Rates Policy*** is also applicable.

[7.4.2.] Electricity

- [a]** Shall, on approval of his application for indigent support, be transferred to a prepaid energy dispenser;
- [b]** All indigence consumers shall receive the allocated 50KwH Free Basic Electricity as determined by National Government;
- [c]** Free Basic Electricity shall be dispensed as determined by Council where Council is the service provider;
- [d]** Free Basic Electricity shall be dispensed as determined by Council and ESCOM, where Council is not the service provider;

- [e] Shall not carry over, from one month to another, the Free Basic Electricity subsidy or any portion thereof allocated which is not claimed. Free Basic Electricity subsidy not claimed, in any calendar month, will be forfeited; and
 - [f] Subsidization shall be withdrawn following disconnection from the electricity supplier due to non-payment of service account and or meter tampering until such time as the requirements have been met as described in Council's ***Credit Control and Debt Collection Policy***.
- [7.4.3.] Refuse Removal
- [a] Indigence consumers shall be subsidized in full for refuse removal levies as determined annually by Council.
- [7.4.4.] Arrears
- [a] Once classified indigent, all arrears that such an indigence consumer might have on his / her consumer account in respect of any service above would be subsidized in full.
 - [b] Any measures implemented in terms of council's ***Credit Control and Debt Collection Policy*** would immediately be stopped.
- [7.4.5.] Free Basic Alternative Energy
- [a] Indigent households in informal settlements where limited or no electricity is available, may be provided with alternative energy sources including, but not limited to paraffin, fire gel, liquefied petroleum gas, etc., provided that procurement of service providers or services shall be subject to council's ***Supply Chain Management Policy***; and
 - [b] Prior implementation of section [a] above, the Manager: Community & Social Services would determine the need and provide the Budget and Treasury department with a cost estimate for budget purposes. The Manager: Community and Social Services would be responsible for the distribution of Free Energy.

[8.] INDIGENT HOUSEHOLDS IN BODIES CORPORATE AND RETIREMENT CENTRES

Indigent consumers living in bodies corporate or retirement centers shall be eligible to qualify for assistance and support in terms of this policy, subject to the following rules and procedures:

[8.1.] The onus will be on the Board of Trustees/Managing Agent/Chairperson of a Body Corporate (hereinafter referred to as the representative of the Body Corporate or Retirement Centre) to apply to the municipality, for indigent status to be granted in respect of electricity consumption on behalf of the owners of those units, who meet the criteria and conditions for qualification.

[8.2.] The onus will be on the unit owner to apply to the municipality for indigent status to be granted in respect of property rates and related charges.

[8.3.] The representative of the Body Corporate or Retirement Centre, will submit applications to the Chief Financial Officer which applications must be accompanied by a certified copy

of the Sectional Title Plan of the Body Corporate or Retirement Centre, which indicates the participation quota for each unit, as registered in the Deeds Office.

[8.4.] The Accountant: Income must verify all applications and after consideration by the Municipal Manager or Chief Financial Officer he/she must notify:

[8.4.1.] the representative or the Body Corporate or Retirement Centre whether an application was successful or not, with regard to the electricity consumption; and

[8.4.2.] the unit owner whether an application was successful or not, with regard to the property rates and other related charges.

[8.5.] The Chief Financial Officer will credit the monthly municipal: -

[8.5.1.] electricity account of a Body Corporate or Retirement Centre with electricity charges, the amount which will be calculated by dividing the total number of kilowatts of electricity consumed by the Body Corporate by the number of units in the complex, but up to the maximum of 50kwh of electricity per month for each unit that qualifies for assistance.

[8.5.2.] General rates and refuse charges account of the unit owner with the full amount charged.

[8.6.] The representative of the Body Corporate or Retirement Centre in respect of which monthly electricity credits are allowed under indigent support, must 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 the 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 Body Corporate or Retirement Centre.

[9.] PROCESS MANAGEMENT

[9.1.] Validity period

Validity period of assistance will be for a maximum period of 12 month – municipality's Financial year – 1 July to 30 June. Any application approved during the financial year would only be valid until the end of that financial year being 30 June. Households must re-apply annually.

[9.2.] Death of Registered Applicant

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

[9.3.] Publication of Register of Indigent Households

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

[9.4.] 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. Such accounts will be subject to the municipality's credit control and debt collection measures.

[9.5.] Termination of Indigent Support

Indigent Support will be terminated under the following circumstances:

[9.5.1.] Death of account-holder;

[9.5.2.] End of the 12 month cycle, except in the case of pensioners and child-headed households;

[9.5.3.] Upon sale of the property;

[9.5.4.] When circumstances in the indigent household have improved in terms of a gross income exceeding two times the government pension grant;

[9.5.5.] if the applicant is found to have lied about his/her personal circumstances or has furnished false information regarding indigent status, in which case the following will apply:

- [a]** All arrears will become payable immediately;
- [b]** Stringent credit control measures will apply;
- [c]** The applicant will not be eligible to apply for indigent support for a period of 2 years;

[9.6.] Audit and review

[9.6.1.] The municipality will conduct an audit of the indigent register on a quarterly basis with regard to the information furnished by applicants and possible changes in status, the usage of allocations and debt collection measures applied;

[9.6.2.] Any resident, Councilor, Ward Committee member or official may, in writing, addressed to the Municipal Manager, query the qualification of a recipient indigent debtor within 21 days from the date the applicant's name appears on the ***Indigent Management Register***,

[9.6.3.] The Municipal Manager shall refer queries referred to in [9.6.2.] above to the relevant official for Indigent Support who may take one or more of the following actions:

- [a]** Request the indigent debtor against whom a query has been raised to provide full proof of his/her banking account and income details as well as pension registration number;
- [b]** Undertake an inspection at the indigent debtor's place of residence to determine his/her social conditions;
- [c]** Request a social welfare worker's report on the indigent debtor's household; and
- [d]** Where after the official shall recommend to the Municipal Manager for submission to Council such action as he may deem appropriate in the circumstances including a recommendation to the Council:
 - [i]** that the indigent status of the debtor be suspended for a defined period and subject to such conditions as it may determine;
 - [ii]** that irregular or excess payments of indigent subsidies be recovered from the indigent debtor by way of debiting such indigent debtor's services account or accounts with such payments;
 - [iii]** that normal credit control measures be applied to the indigent debtor in accordance with the Council's Credit Control Policy; and
 - [iv]** that criminal charges of theft or fraud be instituted against the indigent debtor;
- [e]** The Municipal Manager must, in writing, advise a complainant who lodges a query against an indigent debtor in terms of [9.6.2.] above of this Policy of the result of the investigation;
- [f]** The indigent status of a debtor cannot be withdrawn, suspended or altered until and unless such debtor has been given an opportunity to be heard and make representations on the allegations against him or her.

[10.] MONITORING AND REPORTING

[10.1.] The Chief Financial Officer shall report quarterly to the Municipal Manager in a suitable format to enable the Municipal Manager to report to Council and other interested parties. Such report shall reflect on:

[10.1.1.] Number of indigent households applied;

- [10.1.2.] Amount of subsidy allocated per service category;
- [10.1.3.] Amount of debt accumulating and debt recovery information (number of customers / enquiries / default arrangements / growth or diminishing of arrear debtors / ideally divided into wards / domestic / state / institutional and other such divisions);
- [10.1.4.] Performance of all areas against targets set in the municipality's performance management system;
- [10.1.5.] Changes in the registered status of indigents.

[10.2.] For the purposes of transparency the Council, shall cause to be kept an ***Indigent Management Register*** of all indigent households at Office of the Council containing:

- [10.2.1.] the names of indigent debtors receiving indigent relief for a prescribed period; [10.2.2.] the erf or stand numbers where services are rendered to recipient indigent debtors;
- [10.2.3.] the total household income of recipient indigent debtors; and
- [10.2.4.] the number of dependents residing on the property of the recipient indigent debtor; for the perusal by Councilors, Ward Committees and officials.

[10.3.] An annual report must be submitted, per ward to the Executive Committee and Council of:

- [10.3.1.]
- [10.3.2.] Applications received;
- [10.3.3.] applications approved;
- [10.3.4.] applications declined; and indigent defaulters.

[10.4.] An annual renewal notification in terms of Council's laid down timetable, shall be processed by the municipality.

[11.] **BUDGETING FOR INDIGENT SUBSIDY SUPPORT**

[11.1.] The Council must annually budget for the total indigent subsidy to be granted to indigent debtors in terms of this Policy. Such amount must, upon approval of the budget of the Council, be reflected against a separate vote in the name of ***Free Basic Services***.

[11.2.] The total value of indigent subsidies for all subsidized services must be reflected against such ***Free Basic Services*** on a monthly basis.

[12.] **REVIEW AND AMENDMENT OF POLICY**

The Council has the discretionary power to amend any clause, stipulation or tariff embodied in this Policy in the interests of all the parties concerned at the annual budgetary review of Council policies in conjunction with the consideration of the annual budget of the Council.

[13.] **COMMUNICATION STRATEGY AND SKILLS DEVELOPMENT**

[13.1.] The Council shall, with the aid of Ward Committees, embark on an extensive community communications programme aimed at informing communities of the contents of this

policy and the duty on them to pay service charges and contribute to the funds of the Municipality; and

[13.2.] The Council should endeavor to support and, within its capacity, access skills training and other education related programs aimed at developing the indigent to become self - sufficient and thereby reducing the rate of indigence.

[14.] APPEAL

[14.1.] An indigent household application, which has been declined, may appeal against such decision.

[14.2.] The appeal must be in writing and lodged with the Municipal Manager within 14 days after receipt of the notification setting out:

[14.2.1.] the reason for the appeal; and

[14.2.2.] Any other documentary proof in support of the appeal.

[14.3.] The appeal shall be decided: -

[14.3.1.] within 21 days after lodgment of the appeal;

[14.3.2.] strictly in terms of the provisions of the bylaw and this policy; and

[14.3.3.] by three officials from Budget & Treasury department designated by the Municipal Manager.

[14.4.] The decision of the committee is final and the appellant shall be notified of the outcome in writing.

[15.] OFFENCES

As determined by the ***Indigent and Free Basic Services Support By-Law***: -

Any applicant who misuses the indigent support policy of the Council or provides incorrect information to the Municipality and or tampers with the supply of services or municipal installations shall be subject to forfeiture of indigent status, criminal prosecution and other measures as determined by the Council within the ***Credit and Debt Collection Policy***.

[16.] NOTICES AND DOCUMENTS

A notice or document issued by the Council in terms of these by-laws shall be deemed to be duly issued if signed by an employee duly authorized by the Council.

If a notice is to be served on a person in terms of these by-laws, such service shall be effected by:

[a] Delivering the notice to him personally;

[b] By delivering the notice at his residence or to a person apparently not less than sixteen years of age and apparently residing or employed there;

[c] If he has nominated an address for legal purposes, by delivering the notice to such an address; or

[d] By registered or certified post addressed to his last known address;

[e] If service cannot be effected in terms of the aforesaid sub-sections by affixing it to the principal door of entry to the premises, or displaying it on a conspicuous place on the land.

Great Kei Local Municipality Free Basic Services and Indigent Subsidy
Support POLICY

GREAT KEI LOCAL MUNICIPALITY

**APPLICATION FOR FREE BASIC SERVICES AND
INDIGENT SUBSIDY SUPPORT**

TOWN	
ERF NO	
MUNICIPAL ACCOUNT NO	
SURNAME	
FULL NAMES	
I D NO (<i>Attach copy</i>)	
TELEPHONE NO	
POSTAL ADDRESS	
ARE YOU THE OWNER OF THE PROPERTY?	YES NO
IF NO, PROVIDE THE FOLLOWING INFORMATION OF THE OWNER:	
SURNAME	
FULL NAMES	
TELEPHONE NO	
ADDRESS	
ARE YOU EMPLOYED?	YES NO
IF YES, PROVIDE THE FOLLOWING INFORMATION OF YOUR EMPLOYER:	
SURNAME	
FULL NAMES	
TELEPHONE NO	
ADDRESS	
MONTHLY SALARY	
CONFIRMATION BY EMPLOYER (<i>Signature</i>)	
DATE	
IF NO, PROVIDE THE FOLLOWING INFORMATION:	
SOURCE OF INCOME	
MONTHLY AMOUNT	
I DECLARE THAT ABOVE-MENTIONED INFORMATION IS CORRECT.	
OWNER / RESIDENT (<i>Print Name + Signature</i>)	
SURVEY COMPLETED BY (<i>Print Name + Signature</i>)	

