

INGQUZA HILL LOCAL MUNICIPALITY

INDIGENT POLICY

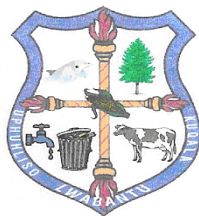


TABLE OF CONTENTS

NO.	CONTENT	PAGE
	STATEMENT OF PURPOSE	3
1.	REGISTRATION CRITERIA	3
2.	REGISTER OF INDIGENT HOUSEHOLD	4
2.1	MONITORING	4
2.2	APPLICATIONS	4
2.3	RE-EVALUATION	5
2.4	COMMUNICATIONS	5
2.5	FUNDINGS	5
3.	SERVICE LEVELS AFTER REGISTRATION	5
3.1	WATER AND SANITATION	5
4.	TARIFFS AFTER REGISTRATION	6
4.1	WATER AND SANITATION	6
5.	ARREARS AND CREDIT CONTROL	6
6.	DEBTORS MANAGEMENT	7

Statement of Purpose

The policy for the indigent has been formulated after taking into account a number of factors, amongst of which are the following:

- The importance of ensuring access to basic services for all people, including indigent persons in terms of the Constitution.
- The desire by the Municipality to ensure that tariffs for assessment rates and services are made affordable for indigent household.
- To ensure that the criteria and processes for evaluating and registering indigent households are clear and transparent.

1. Registration Criteria

A household is classified as indigent i.e. where verified total gross monthly income of all occupants over 18 years of age does not exceed the combined total of the pensions of two old age state pensioners

The application and any other member of the household does not own other fixed property than the one on which they reside.

The improved Municipal value of the property on which the household resides does not exceed an amount traditionally determined in the annual budget for concessions on assessment rates for the aged.

Documentary proof of income (e.g. a letter from an employer, salary advice, pension card, UIF card etc) must be presented in order to qualify for an indigent subsidy. In addition, applicants will be required to sign and submit a sworn affidavit, to the effect that all information supplied is true.

Special note should be taken that any person, who supplies false information, will be disqualified from further participation in the indigent subsidy scheme. He/she will also be liable for the immediate repayment of all subsidies received, and the institution of criminal proceedings, as the Municipality may deem fit.

The Municipality reserves the right to send officials to premises/households receiving relief for the purpose of conducting an on site audit of the details supplied.

The account holder must apply in person and must present the following documents upon application:-

- 1.6.1 The latest Municipal account in his/her possession;
- 1.6.2 Account holders identity document; and
- 1.6.3 An application form indicating the names and identity numbers of all occupant/residents over the age of 18 years, who reside at the property.

If the application is approved, the assistance will be valid for a period of 12 months only, with no guarantee of renewal. The onus is on account holders to re-apply for relief each year, failing which the assistance will cease automatically.

2. Register of Indigent Household

Monitoring

The Social Development and Council Services Department shall keep and monitor a complete register of registered indigent household.

2.2 Applications

The member of a private household who is responsible for the payment of services and/or the assessment rates account may apply for that household to be registered as indigent. Such applications shall be evaluated by the Social Development and Council Services Department, which involves approaching the relevant ward

councilors for assistance in the more difficult cases.

2.3 Re-evaluation

All indigent households that have been on the register for six months or more shall be re-evaluated bi-annually by the Social Development and Council Services Department.

2.4 Communication

All new registrations on and de-registration from the register shall be communicated by the Social Development and Council Services Department to the following Heads of Departments:

2.4.1 Finance: So that the concessions on tariffs and arrears can be initiated or cancelled.

2.4.2 Infrastructure (Water and Sanitation): So that the technical assistance can be given to make more affordable water consumption possible.

2.5 Funding

The services to the indigent shall be subsidized from the resources of the Municipality (if available) including the equitable share. The Municipality shall budget for this subsidy.

3. Service Levels After Registration

Service levels are adapted as follows:

3.1 Water & Sanitation

Restricted metered services shall be installed to limit water consumption to more affordable levels. The Municipal Engineer or his/her agent shall install a control washer.

4. Tariffs After Registration

Tariffs for the consumption of services and for service delivery shall be as follows:

4.1 Water and Sanitation

Consumption is charged at a normal household tariff, which shall include 6 kilometers of free water per month. Households registered, as indigent shall receive a 50% rebate on the monthly water and sanitation account.

5. ARREARS AND CREDIT CONTROL

5.1 No interest shall be calculated on the arrears of consumers who are registered as indigent in terms of this policy.

5.2 No credit control measures shall be taken against registered indigent household for as long as their discounted monthly levies are paid in full every month.

5.3 Restricted metered water services shall be installed for those indigent households that default on the payment of their current Municipal accounts.

5.4 Subject to the conditions specified in the policy, the normal Credit Control Policy shall also be applicable to the indigent.

6. DEBTORS MANAGEMENT

The Chief Finance Officer shall be responsible for the collection of debts, including the debts of private household debtors. The personal evaluation of private households in arrears may reveal non-registered indigent households that have to be registered, as well as currently registered indigent households that have to be de-registered due to change circumstances. The Chief Finance Officer shall refer these cases to the Social

Development and Council Services Department.