



<b>Policy Name</b>	eThekweni Municipality Indigent Policy
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**ETHEKWINI MUNICIPALITY**  
**INDIGENT POLICY 2022/2023**

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## 1. Preamble

The Constitution establishes a society based on democratic values, social justice and fundamental human rights and seeks to improve the quality of life of all citizens and to free the potential of each person.

In terms of the Bill of Rights, everyone has inherent dignity and the right to have their dignity respected and protected. Chapter 7, section 152(1) of the Constitution sets out the developmental objects and duties of local government as follows: A municipality is required *inter alia*: to ensure the provision of services to communities in a sustainable manner; to promote social and economic development; to promote a safe and healthy environment. Furthermore, section 153(1) requires a municipality to structure and manage its administration and budgeting and planning processes to give priority to the basic needs of the community, and to promote the social and economic development of the community.

Amongst a suite of local government legislation, the Systems Act provides the primary enabling framework to achieve the progressive realization of such developmental objects and duties.

The eThekweni Municipality has implemented several strategies and initiatives designed to alleviate the plight of the indigent. However, no consolidated policy exists relating to the provision of a social package of benefits that includes basic municipal services (water supply, sanitation, electricity and refuse removal) to qualifying indigents. This Policy is the first in a two-fold policy response to poverty alleviation initiatives within its financial ability and focuses on basic municipal services and rates relief.

## **2. Purpose**

The purpose of this Policy is to:

- (a) provide a framework for the provision of a social package of benefits to the indigent;
- (b) define principles and procedures for the accessing of a social package of benefits by the indigent;
- (c) outline the extent of cross subsidization to enable the provision of basic municipal services to the indigent;
- (d) ensure alignment with legislative requirements and compliance with nationally set minimum norms and standards, relating to the provision of access to basic municipal services by the indigent;
- (e) ensure the Municipality remains financially sustainable while meeting the needs of the indigent;
- (f) provide guidelines and criteria for the compilation of an indigent register;
- (g) ensure appropriate exit criteria from the indigent programme.

## **3. Problem Statement**

- (a) It is accepted that South Africa has a dual economy. Large sections of society still cannot exist without intervention and support from the government.
- (b) In 2000, the government announced that it would implement a Free Basic Services (FBS) Policy to ensure a basic level of water, sanitation and electricity to poor households who could not afford to pay for them. FBS has expanded over the years, with various national departments producing sector specific policies and strategies for the implementation of FBS. Some of these national policies and strategies refer to minimum standards, but municipalities are encouraged to provide more than the minimum if fiscally sustainable.

- (c) No uniform single definition of 'indigent' exists in legislation, although the Constitution provides a guide as to what the necessities of life are. Therefore, in customizing a specific definition for the indigent policy, it is necessary to work within minimum criteria laid down in the Guidelines for the Implementation of the National Indigent Policy by Municipalities, 2005 issued by the Department of Provincial and Local Government.
- (d) The three components to a well-functioning indigent policy have been determined by National Government as follows:
  - (i) Physical access to, or opportunity to gain access to, basic municipal services;
  - (ii) Ensuring that access to basic municipal services is maintained i.e. that services are operating and are maintained; and
  - (iii) Access to basic municipal services is targeted. An indigent policy is only fully functional once subsidies are targeted in such a way that the indigent benefit and those who are not indigent, pay.
- (e) Section 18 of the MFMA requires that an annual budget must be 'funded' from realistically anticipated revenues to be collected; cash-backed accumulated funds from previous years' surpluses not committed for other purposes; and borrowed funds, but only for the capital budget. Accordingly, strategies will be created or expanded within the financial and administrative capacity of the Municipality and guided by the annual equitable share allocation from National Treasury that is primarily intended to fund free basic services.
- (f) The Systems Act prescribes, in relation to the setting of tariffs, that this must be done in terms of a tariff policy which must *inter alia* reflect the extent of subsidization of tariffs for poor households.

Furthermore, section 74(2)(c) of the Systems Act stipulates that:

- 'poor households must have access to at least basic services through-*
- (i) Tariffs that cover only operating and maintenance costs;*
  - (ii) Special tariffs or lifeline tariffs for low levels of use or consumption of services or for basic levels of service; or*
  - (iii) Any other direct or indirect method of subsidization of tariffs for poor households;'*

In addition, section 74(3) and 75(2) of the Systems Act stipulates, 'A tariff policy may differentiate between different categories of users/debtors, as long as the differentiation does not amount to unfair discrimination.'

- (g) In considering the adoption of an indigent policy, the indigent policy must be consistent with the Municipality's Tariff Policy and Credit Control Policy.

#### **4. Legislative Framework**

- The Constitution of the Republic of South Africa, 1996
- Local Government: Municipal Systems Act 32 of 2000
- Local Government: Municipal Finance Management Act 56 of 2003
- Local Government: Municipal Property Rates Act 6 of 2004
- Water Services Act 108 of 1997
- Division of Revenue Act 3 of 2017 as promulgated annually, showing allocations from national to local government
- Credit Control and Debt Collection Policy
- Tariff Policy
- National Norms and Standards applicable to water, sanitation and electricity

## 5. INTERPRETATION OF THE POLICY

### 5.1 Definitions and Acronyms

**“Basic conditions of Employment Act”** means the Basic Conditions of Employment Act 1997 (Act No.75 of 1997), as amended;

**“basic municipal services”** means a municipal service that is necessary to ensure an acceptable and reasonable quality of life and, if not provided, would endanger public health or safety of the environment and for the purposes of this policy, are restricted to the following basic services, subject to budgetary provision, and the conditions contained in this policy–

- Electricity supply;
- Water supply;
- Sanitation services; and
- Refuse removal service.

**“budget related policy”** means the Tariff Policy, Credit Control Policy or Rates Policy, individually or collectively;

**“CFO”** means a person employed by the Municipality and designated in terms of Section 80(2)(a) of the MFMA as the Chief Financial Officer of the Municipality, and includes any person to whom the Chief Financial Officer has delegated or subdelegated a power, function or duty in accordance with the system of delegation developed by the municipal manager in terms of section 79 of the MFMA and section 59 of the Systems Act;

**“Child-headed household”** means a household where both parents are deceased and where all the occupants of the property are children of the deceased, are all under the age to contract for services without assistance from a legal guardian, are younger than 18 years old and who can only receive water and/or electricity from one meter;

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**“City Integrity and Investigations Unit”** means a department Unit within the Municipality responsible for investigations due to fraud, misconduct or maladministration within the City;

**“Credit Control Bylaw”** means the eThekweni Municipality: Credit Control and Debt Collection By-law, 2017.

**“Credit Control Policy”** means the eThekweni Municipality: Credit Control and Debt Collection Policy, as amended from time to time;

**“Constitution”** means the Constitution of the Republic of South Africa, 1996, as amended;

**“customer”** means, for the purposes of this policy, any person with whom the Municipality has entered into an agreement for the provision of any municipal service to a property;

**“EPWP”** means the expanded public works programme, a nation-wide National Government initiative to draw significant numbers of the unemployed into productive work, accompanied by training, so that they can increase their capacity to earn an income;

**“EPWP Participant”** means a person who is a participant in an EPWP in the capacity as a worker, as at date of application for indigent support, and is the holder of a valid contract of employment as envisaged in the Code of Good Practice for employment and conditions of work for Expanded Public Works Programmes issued under the Basic Conditions of Employment Act.

**“equitable share”** means the grant from national government paid to the Municipality and predominantly targeted at assisting the Municipality with the cost of free basic municipal services;

**“household”** means all those persons in occupation or resident on a residential property, and in relation to an informal settlement, means all those persons in occupation of an individual structure located within the informal settlement and in respect of which an application is made to the Municipality for indigent support under this policy;



**“household income”** means the total gross monthly income in cash, of all adults in occupation or resident on the property, and shall include but is not limited to salaries, wages, dividends, pensions, grants, rentals, investment income and any other prescribed affordability assessment criteria, regardless of the frequency or regularity of such income;

**“indigent”** means a person lacking the necessities of life such as, but not necessarily limited to, sufficient water, basic sanitation, refuse removal, housing and/or a supply of basic electricity and who lacks sufficient financial means to afford such necessities;

**“indigent support”** means the applicable indigent support as determined by Council from time to time and as set out in this policy;

**“in the service of the state”** means to be-

- (a) a member of-
  - (i) any municipal council (Councillors);
  - (ii) any provincial legislature; or
  - (iii) the National Assembly or the National Council of Provinces;
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity, (excluding an EPWP participant);
- (d) an employee (excluding an EPWP participant) of any national or provincial department, national or provincial public entity, or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (e) a member of the accounting authority of any national or provincial public entity; or
- (f) an employee of Parliament or a provincial legislature;

**“juristic person”** includes a partnership, proprietor, association or other body of persons, corporate or incorporate and includes a trust and organ of state;

**“lawfully occupied”** means occupation of a RDP house in terms of a recognized state housing programme and in respect of which the applicant qualifies to be registered on the

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national housing scheme database and is the holder of a valid authority in writing from the relevant organ of state to occupy the RDP house;

**“Life Rights Scheme”** means a housing development scheme, with rights of occupation, as contemplated in the Housing Development Schemes for Retired Person’s Act, 1988 (Act No.65 of 1988);

**“MFMA”** means the Local Government: Municipal Finance Management Act, 2003 (Act No.56 of 2003);

**“minor”** means a natural person under the age of 18 years, excluding a minor that has been emancipated;

;

**“municipal council”** or **“council”** means the eThekweni municipal council, a municipal council referred to in section 157(1) of the Constitution;

**“Municipality”** means the eThekweni Municipality, as amended, a category A metropolitan municipality as envisaged in terms of section 155(1) of the Constitution;

**“municipal financial year”** means the year starting 1 July each year;

**“OSS representative”** means a municipal official in the Governance Cluster of the Municipality who is duly authorized in terms of the Municipality’s System of Delegations to exercise any power or function under this policy;

**“PBO”** means a public benefit organization as defined in section 30 of the Income Tax Act, 1962 (Act No.58 of 1962) and which qualifies for a rates exemption, rates rebate or rates reduction in terms of clause 7 of the Rates Policy;

**“person”** means natural person;

**“prescribed”** means any document that may be prescribed by law or approved by Council or required by the CFO from time to time;

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**“property”** means the property to which the monthly consolidated municipal account relates;

**“qualifying indigent”** means a person who qualifies for indigent support in terms of this policy;

**“rate”** means a municipal rate on property envisaged in section 229(1) of the Constitution and includes any additional rates on property as envisaged in section 19(1) (d) and section 22 of the Rates Act;

**“Rates Act”** means the Local Government: Municipal Property Rates Act, 2004 (Act No.6 of 2004);

**“Rates Policy”** means the eThekweni Municipality: Property Rates Policy, as amended from time to time;

**“rates relief”** means, for the purposes of this policy, in relation to a rate payable on a rateable residential property, an exemption, reduction or rebate as may be granted to a person by Council at its annual budget meeting in accordance with the provisions of section 15 of the Rates Act read with the Rates Policy;

**“RDP house”** means a dwelling that has been financed with funds made available by the national government, a provincial government or the Municipality;

**“registered indigent”** means an indigent person who is registered on the database of the Municipality and qualifies for indigent support in terms of this policy;

**“residential property”** means a residential property as defined in the Rates Policy;

**“social package of benefits”** means basic municipal services and/or rates relief;

**“Share Blocks Control Act”** means the Share Blocks Control Act, 1980 (Act No.59 of 1980);

**“Share block scheme”** means a share block scheme as defined in the Share Blocks Control Act;

**“Systems Act”** means the Local Government: Municipal Systems Act, 2000 (Act No.32 of 2000);

**“System of Delegations”** means the delegations document adopted by the Municipal Council in terms of section 59 of the Systems Act, as amended from time to time;

**“Tariff Policy”** means the eThekweni Municipality: Tariff Policy, as amended from time to time;

**“Water Services Act”** means Water Services Act 1997 (Act No. 108 of 1997).

5.2 In this policy, a reference to a statutory provision shall include that provision, as amended or re-enacted, from time to time and any reference to an enactment, shall be to that enactment, as at date of approval of this policy by Council, and as amended or re-enacted from time to time.

5.3 This policy should be read in conjunction with any budget related policy, where applicable.

5.4 Any schedule to this policy shall constitute an integral part of this policy.

## **6. CRITERIA FOR INDIGENT SUPPORT TO HOUSEHOLDS**

### **6.1 Qualifying Criteria**

Unless otherwise indicated to the contrary in a budget related policy, in order to qualify for indigent support, the following criteria must be met:

#### **6.1.1 General Criteria**

- (a) An application must be made in the prescribed form;
- (b) The applicant must be a person who is a South African citizen or be a permanent South African resident;

- (c) The applicant must reside permanently in the municipal area and be the full-time occupant of the property concerned;
- (d) The total household income must not exceed the total household income determined by Council at its annual budget meeting;
- (e) The applicant must be registered with the Municipality for services and/or assessment rates;
- (f) The property must be used for residential purposes only and be rated by the Municipality under multiple use category where only a section of the property, is residential. The property must not constitute a piece of land or a flat within a Share block scheme;
- (g) The municipal value of the property must not exceed the maximum value as determined by council at its annual budget meeting;
- (h) An applicant who resides in an informal settlement may be eligible to qualify for basic municipal services. In such instance, the applicant must meet all the criteria requirements in this clause (with such changes as may be necessary). In the case of clause (d), household income will be assessed on the income of the applicant and all other occupants older than 18 years who reside in the actual dwelling inhabited by the applicant;
- (i) The applicant must produce documentary proof that they cannot pay for basic municipal services or assessment rates, by providing a valid current UIF card, bank statements, proof of income, letter from employer, proof of social grant recipient etc . The CFO has the right to call for additional documents in his discretion;
- (j) The applicant must not be the registered owner of more than one property within South Africa (registered individually or jointly) or elsewhere;
- (k) The applicant must not be an employee in the service of the State;

- (l) The applicant must not be engaged in doing business with the State either in a personal capacity or as a director, manager, principal shareholder or stakeholder of a juristic entity (a PBO excluded).
- (m) In the case of a RDP house, the occupier must provide proof confirming that it is lawfully occupied.

### 6.1.2 Child-headed Household

Child-headed households may qualify for indigent support, as special cases, subject to the following conditions:

- (a) the qualifying criteria requirements of an indigent household referred to in 6.1.1 (as may be applicable) are complied with;
- (b) the indigent application form is signed and completed by the oldest minor with the assistance of the appointed legal guardian;
- (c) the services account of the deceased parents (where applicable) is closed;
- (d) where services are required, the oldest minor signs a services agreement, assisted by the appointed legal guardian;
- (e) the property is not occupied by any adult persons other than the minors and is a child-headed household;
- (f) the status of the child-headed household is reviewed at least on an annual basis by a social welfare officer in the employ of the Municipality or the Department of Social Development;
- (g) in the case of a property that is registered in the name of deceased parents (either individually or jointly), the estate(s) must be reported to the Master of the High Court within one year of date of approval of the indigent application in order to further participate in the Municipality's annual indigent programme;
- (h) proof of death in a form of a death certificate as issued by Home Affairs of both parents is provided;
- (i) a valid identity document of the appointed legal guardian is provided;

- (j) a certified copy of the birth certificate of the minor applicant is provided and, where applicable, a valid identity document.

### **6.1.3 Indigent Households in Life Rights Schemes and Retirement Complexes**

(a) A customer may be eligible for indigent support in terms of this policy, subject to compliance with the qualifying criteria referred to in 6.1.1 (as may be applicable), where basic municipal services are charged to them directly. A copy of the title deeds of the property containing an endorsement as contemplated in the Housing Development Schemes for Retired Person's Act, 1986 (Act No.65 of 1988) must be lodged with an application of indigent support.

### **6.1.4 Deceased Estates**

- (a) Where the deceased estate of a registered customer is still being finalized, the widow or widower may apply for indigent support, subject to the following conditions:
  - (i) the qualifying criteria of an indigent household referred to in 6.1.1 (as may be applicable), are complied with;
  - (ii) proof of the death of the deceased customer is provided;
  - (iii) proof of the reporting of the deceased estate to the Master of the High Court is provided;
  - (iv) a certified copy of the marriage certificate is provided;
  - (v) where property is registered in the name of the deceased customer and no legal representative, executor or executrix of the deceased estate has been appointed after a period of 24 months calculated from date of approval of the application, the applicant must produce an affidavit explaining any impediments to such appointment and

the steps taken to resolve this, in order to qualify for ongoing benefits under this policy;

- (vi) the provisions of clause (v) above will apply, with such relevant changes as may be necessary, where a legal representative fails to wind up a deceased estate within a period of 24 months calculated from date of approval of the application.

(b) After the death of a registered indigent:

- (i) the status quo in respect of basic municipal services provided to such indigent under this policy shall remain in place until the end of the municipal financial year for which the basic municipal services were granted.
- (ii) Criteria in respect of ongoing rates relief, shall be informed by the Rates Policy.

Nothing, however, precludes a deceased spouse from applying for indigent support in their own name during the remainder of the municipal financial year.

## **7. EXTENT OF INDIGENT SUPPORT**

### **7.1 Basic Municipal Services**

7.1.1 The provision of basic municipal services will be funded from the 'equitable share' contribution received annually from National Treasury, plus any additional provisions as may be determined by Council at its annual budget meeting that ensure an appropriate balance between poor households and other users, and comply with statutory or National Treasury tariff setting prescripts.

7.1.2 Successful applicants will qualify for such basic municipal services, as may be applicable, as set out in Schedule A.



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7.1.3 An application for basic municipal services may be granted subject to the condition that a prepayment electricity meter, water management device or a prepayment water meter, be installed.

7.1.4 When granting an application for basic municipal services, the service level shall be determined in accordance with Schedule A.

## **7.2 Rates relief**

7.2.1 Rates relief to a registered indigent will be determined each year by Council at its annual budget meeting as contemplated in the Rates Policy. A registered indigent will receive the same reduction granted to residential property owners in terms of Section 15 of the MFMA or be subject to the same valuation threshold below which a 100% rates rebate shall apply.

## **7.3 Arrears on Indigent Accounts**

7.3.1 Where indigent support has been granted to an owner of a property, all debt related to that property up to the date of granting of indigent support, will be written back. Such write back will only occur once for any debtor during ownership of the property in question. This is intended to promote the rehabilitation of the debtor.

7.3.2 Where basic municipal services have been granted to an occupier of property in terms of this policy, all debt accrued in the name of the registered indigent in relation to the property in question, will be written off but this will only apply once, as contemplated in clause 7.3.1

7.3.3 The Municipal Council, in adopting this policy acknowledges its responsibilities as set out in Chapter 9 of the MSA and that sufficient provision must be made for such bad debts in its annual budget.

7.3.4 The debt as contemplated in clauses 7.3.1 and 7.3.2 will be targeted as irrecoverable, from an accounting perspective, to ensure that debtors of the Municipality are not overstated in the books of the Municipality. Subject to statutory

prescription periods and favourable change in the circumstances of the indigent, nothing however, precludes the Municipality from recovering debt from a registered indigent upon termination of indigent support, as contemplated in this policy or in terms of Section 118 of the Systems Act in the case of a proposed transfer of property.

#### **7.4 Duration of indigent support**

7.4.1 Unless indicated to the contrary in this policy or any budget related policy, the validity period for indigent support will be for a maximum period of 12 months ending 30 June of the second municipal financial year for which indigent support is granted. A renewal application will be required for any ensuing municipal financial year(s).

7.4.2 An application for indigent support must be made on or before 30 April preceding the municipal financial year for which it is required.

### **8. ADMINISTRATION OF INDIGENT SUPPORT**

8.1 Application for indigent support must be made to the CFO on the prescribed application form with a confirmatory signature of the OSS representative in the ward where the person resides that the applicant and household fulfils the criteria of indigent as contemplated in this policy.

8.2 An application form must be accompanied by the relevant prescribed supporting documents and any other documentation that may be requested by the CFO in writing.

8.3 In assessing the income status of an applicant and household, the Municipality will be entitled to take into consideration such affordability criteria as may be prescribed and conduct such checks on the applicant and household, as contemplated in clause 8.7.

8.4 An application for indigent support will not be processed if incorrect or incomplete information is provided. The applicant will be notified in writing if an application is rejected.

8.5 An applicant will be notified in writing of the approval of an application for indigent support.

8.6 Until such time as a dedicated Indigent/Pro-poor department is established within the Municipality, the responsibility for indigent support will vest with the **Deputy City Manager: Governance Cluster**.

8.7 The indigent status of a registered indigent will be reviewed from time to time, at intervals as determined by the CFO. This may include:

- (a) a physical visit to a property by a municipal official;
- (b) consultation with the ward and/or proportional representation councillor for the area in which the registered indigent resides, for the purpose of verifying information relating to such registered indigent or the household; or
- (c) an external verification check (e.g. requisitioning information from an organ of state such as the Deeds Office and CIPC, or a credit bureau).

8.8 If, during a municipal financial year, the Municipality ascertains that a registered indigent no longer qualifies for indigent support, the Municipality will notify such person of the withdrawal of benefits, in writing, by informing the registered indigent and indicate the effective date of such withdrawal. The notice of withdrawal may be included on the bill or any other notice issued in terms of applicable legislation. In addition, the Municipality will be entitled to reverse any benefits, as contemplated in sub-clause **8.11**.

8.9 The onus is on each registered indigent to advise the CFO of any change in circumstances that may disqualify the registered indigent from receiving benefits under this policy, within 60 days of the date of such change.

8.10 The decision whether a registered indigent remains satisfied with the level of basic municipal services in terms of this policy, lies solely with the registered indigent. Should the registered indigent wish to delist from any aspect of the indigent programme, an application must be made to the CFO on the prescribed form, as contemplated in sub-clause **9.1(e)**, supported by such documents as may be prescribed.

8.11 Should a registered indigent not be entitled to receive indigent support; the Municipality will be entitled to recover the charges that would have been due to the Municipality. In the event of misrepresentation, the Municipality will be entitled to exercise all its rights under applicable legislation including the reporting of the misrepresentation to the South African Police Services.

8.12 Upon approval of an application for indigent support, the particulars of the registered indigent will be linked to the Municipality's Revenue Management System.

## **9. TERMINATION OF INDIGENT SUPPORT**

9.1 Indigent support shall be terminated upon any of the following events:

- (a) Upon change of ownership of the property in respect of which indigent support is granted.
- (b) When the registered indigent no longer meets the qualifying criteria for indigent support.
- (c) When a registered indigent is found to have misrepresented information or deliberately provided false or misleading information regarding a material condition for indigent support, as determined in this policy or any budget related policy.
- (d) Upon expiry of the municipal financial year in respect of which indigent support was granted.

- (e) When a registered indigent applies in writing, on the prescribed form, to be delisted as a registered indigent either wholly or in part, subject to approval of the CFO.
- (f) When the Municipality exercises its right to terminate any service in terms of applicable legislation.
- (g) As directed by a court of law.
- (h) Where a registered indigent or member of the household is found to have tampered with, or illegally connected or reconnected services.
- (i) If there are any signs of tampering, whatsoever, with any municipal services on the property.

9.2 A registered indigent may not apply for indigent support and then delist from the indigent support programme on more than 2 occasions within a 24-month cycle, unless exceptional circumstances exist to justify such listing and delisting. A determination as to what constitutes reasonable grounds for approving a new application when an applicant has previously delisted within a 24-month cycle, lies at the sole discretion of the CFO.

## **10. RIGHT OF REVIEW AND APPEAL**

10.1 Where an application for rates relief has been rejected, the CFO may consider written representations, as contemplated in clause **19.1** the Rates Policy.

10.2 Where an indigent has failed to make application for indigent support before 30 April as specified in clause **7.4.2**, and the failure was not due to any negligence on the part of such indigent, the CFO may consider written representations as to why a late application for indigent support, should be processed, subject to the following conditions:

- (a) Representations must be made by submitting an affidavit or affirmation, signed by a Commissioner of Oaths, indicating the reasons for the failure to make timeous application and the grounds why the application for indigent support, should be granted.
- (b) Any representations must be submitted within 3 months of the new municipal financial year for which the relief is sought (i.e. by 30 September).
- (c) A panel of 3 officials within the Revenue Management Unit, nominated by the CFO, one of whom shall be the Head Revenue Management, will consider the representations and reply thereto in writing.
- (d) Such panel shall have the right to conduct independent investigations to verify the facts or call for additional information.
- (e) The panel may-
  - (i) Allow the representations if there are reasonable grounds indicating that indigent support should be granted in which event the indigent support will apply in respect of the whole of the municipal financial year for which indigent support is sought, subject to clause **9.1**.
  - (ii) Reject the representations if there are no such reasonable grounds.

10.3 Any aggrieved person who was not successful in an application for indigent support may lodge an appeal to the Municipality in accordance with the provisions of Section 62 of the Systems Act.

10.4 Any resident of the Municipality who is aware of malpractice or circumstances that justify the disqualification of a registered indigent, may report this to the Municipality's City Integrity and Investigations Unit in relation to the granting of indigent support to such person.

Contact details of the City Integrity and Investigations Unit are:

Toll-free Anti-Corruption Hotline: 0800 20 20 20

Email: [ombuds@durban.gov.za](mailto:ombuds@durban.gov.za)

Physical address: 10<sup>th</sup> floor, Rennies House,  
41 Margaret Mncadi Avenue, Durban

## **11. REPORTING REQUIREMENTS**

11.1 The CFO must report regularly to Council in the Section 71 MFMA report, on the following:

- (a) The number of registered indigents and a brief synopsis of any trends in such numbers;
- (b) The monetary value of actual subsidies and rebates granted versus actual budgeted value.

## **12. GENERAL**

12.1 This policy will be posted on the eThekweni municipal website [www.durban.gov.za](http://www.durban.gov.za) and, without detracting from other communication modes that may be implemented by the Municipality, from time to time, will also be communicated to the local community during the statutory annual budget community participation process.

12.2 Prescribed forms are available at Customer Service Centres, Sizakala Centre Offices and on the Municipal website.

12.3 Where free basic municipal services or subsidized services are provided to a registered indigent, these will be shown on the monthly bill of those users.

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### **13. POLICY EVALUATION AND REVIEW**

13.1 This policy will be reviewed annually by the Revenue Management Unit as part of the annual budget process.





		domestic supply	Monthly
3	<p><b><u>Sewage Disposal</u></b></p> <p>a. Where the water supply to a customer is limited to 200 ℓ per day via a ground tank or yard tap, the only acceptable sewage disposal option is a Urine Diversion toilet, which is provided at <b>no cost</b> to the householder, but remains the responsibility of the householder to provide maintenance of the structure. The Municipality shall remove and dispose of sludge from Urine Diversity toilets once every 2 years at no cost to the householder.</p> <p>b. A connection to the Municipal waterborne sewerage system which offers a nil sewage disposal charge for water usage below 200ℓ per day, a stepped tariff and a reduced tariff where the water is by means of a semi-pressure service and the water is between 200ℓ and 833ℓ per day consumption.</p> <p>c. Where a Municipal waterborne sewage reticulation system is not available, an on-site privately-owned sewage disposal system is permitted where the full costs are met by the household who will not be subjected to any Municipal charges for sewage disposal.</p> <p>d. Informal communities are served by communal toilet blocks which are provided and serviced at no cost to the community.</p>	100%	Monthly

4	<b><u>Refuse removal</u></b>  Property less than the threshold value, as approved by the Council at its annual budget meeting, will not be charged for refuse collection and its removal.	100%	Monthly
5	<b><u>Property Rates</u></b>  The Municipality may grant rates rebates and/or reductions in market value based on the property value as determined by the Council in its annual budget and subject to the provision of the Rates Act.	Rebates based on property value as determined by the Council	Monthly