

# Nelson Mandela Bay Metro

## FACTS

**Customer:** Nelson Mandela Bay Metro.

**Challenge:** Indigent Verification. Tender for 60 000 households per annum for 3 years.

**Solution:** QuickForm capacitated by Debtpack.

**Benefits:** Provably Accurate Verification



## Metro

Metropolitan municipalities, also known as Unicitys, have exclusive municipal executive and legislative authority in their areas. There are six of these: City of Cape Town, eThekweni, Ekurhuleni, City of Tshwane, Gauteng and Nelson Mandela Bay Municipality.

NMBM has a population of 1.1 million and 289 000 households.

## Indigent Register

NMBM has an indigent register, and there was an extensive outreach program to register customers who need assistance.

More than 40% of households in the NMBM were indigent.

## Basic Grants

Free 50 kWh/month is currently provided to approximately 78 000 indigent families.

## Social Grants

Municipalities generally align the indigent support to the level of Social Grants.

Type of grant	Old amount	New amount
Older persons	R960	R1010
War veterans	R980	R1030
Disability	R960	R1010
Grant-in-aid	R230	R240
Foster child	R650	R680
Care dependency	R960	R1010
Child support grant	R230	R240

The increase was effective as at 1 April 2009.

*"The enlisting of indigent beneficiaries in the indigent registers will receive priority in 2008/09 and will see the department collating credible data to ensure that the poor people benefit".*

Department of Local Government and Traditional Affairs. Policy Speech 2008/2009.

## Deliverables

- i. Visit properties of existing ATTP households
- ii. Accurate and clear completion of ATTP application and verification forms on site
- iii. Obtain copies of relevant identity documents, proof of income and other information
- iv. Electronic capturing of the application and verification data
- v. Keeping daily statistics

## System Strengths

Debtpack has an extensive 10 year Municipal Service Delivery track record.

Debtpack and Quickform uniquely deliver provable accurate verified data.

## Process

- a. Convert ATTP application to Anoto Friendly format.
- b. Print 60 000 forms.
- c. Train Staff on data questions.
- d. Allocate Digital Pens.
- e. Collect Data and Supporting Documentary Evidence.

