

## Is there time limit to Indigent Status?

You will be an approved indigent for a period of 12 months, after that period you will need to re-register to qualify again for indigency.

## Will I be terminated from the Indigent Support?

You will be terminated from the support under the following circumstances:

- Death of an account holder, except if the account is transferred to an heir who qualifies in terms of the above criteria
- At the end the 12 months period, except in the case of pensioners and child-headed households
- Upon sale of property
- When circumstances change in the household and the gross income exceeds 2 X Social Pension except child/disability grants received
- When the municipality discovers that the application was fraudulently made (false information regarding indigent status)
- If the beneficiary tampers with the Municipal infrastructure.

## How do I get assistance to De-register as an Indigent

The form that you fill in to register will require that you fill in the skills you have. Such information assists the municipality to build a database of all available skills that are in the community. Should there be projects started, those people started, those people with relevant skills will be considered first.

The municipality will further engage with other Government Departments and the Private Sector to coordinate programmes that will skill members of the community. Members of households registered as indigent should be prepared to participate in any of the initiated programmes.

## Where do I Register?

**Fetakgomo Tubatse Local Municipality,  
1 Kastania St, Burgersfort, 1150,**

**Tel: 087 352 6878,  
email: [support@fetakgomo.online](mailto:support@fetakgomo.online)**



# INDIGENT REGISTRATION

## Indigent Registration


The **Fetakgomo Tubatse Indigent Policy** is aimed at assisting communities in Fetakgomo Tubatse who cannot afford to pay for their municipal services. The policy makes provision for the basic services to those people who have been approved as indigent.

The basic services covered by the policy are:

**A combined usage of sanitation service, refuse removal and rates.**

### When am I indigent?

You are indigent when you are not able to pay services offered by the municipality and have a combined household income of not more than two government old age pensions 2 X Social Pension. You need to register as an indigent and once your status has been confirmed and approved, you will be regarded as indigent and you will qualify for free basic services as stated above.



The municipality has developed criteria to enable a uniform approach and a transparent application of the process:

- You must be a South African citizen,
- You must have a valid South African Identification Document,
- You must be a Fetakgomo Tubatse resident,
- You must be the owner or an occupier who consumes municipal services,
- You must only have one property,
- Household earnings must be less than 2 X Social Pension per month.

### What is the Indigent

#### Registration?

Once you met the criteria, you will then need to register at your nearest office for indigence. You will be required to provide the following information to enable registration:

- South African Identity Document,
- Current/latest municipal or ESKOM account,
- Proof of income (if employed if not an affidavit will be required),
- Copy of a bank statement (if applicable)
- Declare any other grant income received (this will not be considered as additional income)
- A letter of authority where applicable
- Pension certificate or card (where applicable)

## I have Registered,

### What Happens Now?

Once you have finalized your registration, a verification officer will verify the information submitted. This process involves a site list to the applicant's residence. When complete, a report is generated and referred to the Internal Committee to consider the status of the registration. The committee will then make its recommendations based on the applicants and reports submitted.

If your application is approved - you will receive a letter informing you of the approval. You will be allocated all the free basic services and pay all subsidised services.

Should you consume more than the allocated quantities, you will be required to pay for the consumption. Should you not be able to pay, you will be on a credit control process and all interest incurred all be levied against you.

Should your application be rejected, you will be required to pay for your consumed services. It is advisable that you enter into a settlement agreement with your municipality.