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NAME	SOCIAL RELIEF OF DISTRESS POLICY & PROCEDURE MANUAL
VERSION	REPLACES VERSION DATED 15 JUNE 2015
SASSA	POLICY IMPLEMENTATION & SUPPORT
DATE	11 DECEMBER 2015
APPROVED & SIGNED BY CEO	SIGNATURE: <i>W. J. J. Jansen</i> DATE: 11/12/2015

## SOCIAL RELIEF OF DISTRESS POLICY DOCUMENT AND PROCEDURE MANUAL

SOUTH AFRICAN SOCIAL SECURITY AGENCY  
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ASSESSMENT	Medical examination of a person in order to determine disability or care dependency for the purpose of recommending a finding for the awarding of a social grant
ASSETS	Assets as referred to in Regulation 19(3)
BIRTH CERTIFICATE	A certificate of birth as per the Births and Deaths Registration Act 1992
BREADWINNER	A person who generates the main or sole income in the immediate family/household
DISASTER	A disaster is when an unforeseen event impacts on a community, household or individual to the extent that available resources cannot cope with the problem effectively.
HOUSEHOLD	A group of persons who live together and provide themselves jointly with food and / or other essentials for living or a single person who lives alone.
HOUSEHOLD HEAD	A person recognised as such by the household, usually the main decision maker, or person who owns or rents the dwelling or person who is the main breadwinner
HOUSEHOLD INCOME	Income is seen as cash or in kind contributions received by any member in a household for employment, casual labour completed on a regular basis or money received from other sources such as a social grant or a pension from previous employment or any return on a capital investment
IDENTITY DOCUMENT	Refers to the 13 digit South African identity document
INCIDENT	Is a disastrous event/s, where the area is not declared a disaster area
MILITARY VETERAN	Any SA citizen who rendered military service to any of the military organisations, statutory and non-statutory, which were involved on all sides of SA liberation war from 1960 – 1994 Served in the Union Defence Force before 1961 or became a member of the new SANDF after 1994
PERMANENT RESIDENT	A person who is lawfully and permanently resident in the Republic of SA
REFUGEE	A person referred to in Section 1 of the Refugee Act, 1998 (Act 30 of 1998)
REGULATION	Any regulation made in terms of Social Assistance Act 2004 (Act 13 of 2004)
SOCIAL ASSISTANCE ACT	Act No. 13 of 2004, as amended
SOCIAL ASSISTANCE	A social grant including social relief of distress as defined in Section 1 of the Act;

**DEFINITIONS:**

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**1. INTRODUCTION**

Social Relief of Distress (SRD) is an immediate response to a crisis situation in respect of an individual, a family or a community. The primary purpose of SRD is to ensure that vulnerable people have food to eat. Legislation allows SASSA to provide financial and non-financial assistance to persons with "insufficient means" who are experiencing "undue hardship". SRD is a temporary means of social assistance and may be issued in the form of food parcels, food vouchers, cash or other non-financial items such as school uniforms, blankets, hot meals, dignity packs, etc. The actual provision issued depends on the specific response the SRD is intended to meet.

**2. OBJECTIVE:**

The policy and procedure manual seeks to implement Regulation 9 to the Social Assurance Act, 2004 to ensure that uniform procedures in respect of social relief of distress are consistently applied within SASSA across all 9 regions.

**3. PROVISIONS:**

The provisions of the Policy are to:-

- 3.1 provide the regions with direction as well as uniform procedures when applying Regulation 9;
- 3.2 ensure that controls are in place to promote efficiency and accuracy regarding all forms of social relief of distress;
- 3.3 prevent errors, fraud and corruption regarding social relief of distress;
- 3.4 eradicate misrepresentation regarding applications in the instance of undue hardship; a disaster; zero hunger etc.
- 3.5 ensure accountability when social relief of distress is handled;
- 3.6 ensure that the payment of social relief of distress is carried out in a reasonable, transparent and fair manner;

SOUTH AFRICAN CITIZEN	A person who was born in the Republic of SA or who has acquired citizenship in terms of Chapter 2 of the South African Citizenship Act, 1995 (Act No. 88 of 1995)
SOCIAL RELIEF OF DISTRESS	Social relief granted in terms of Section 13 and Regulation 9 which refers to short term relief for addressing crisis situations
SOCIAL GRANT	A child support grant, a care dependency grant, a foster child grant, a disability grant, an older person's grant, a war veteran's grant and a grant-in-aid;



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**4. SCOPE**

The contents of this policy will apply to all forms of social relief of distress in terms of Regulation 9 and will be implemented by the designated staff within each Region. The Regional office will have oversight and will feed back to SASSA Head Office regarding the number of applications; number of applications approved; type and the period of assistance. The discretion to appoint external designated officers lies with the Region as discussed below.

**4.1 DESIGNATED OFFICER**

4.1.1. A Designated Officer is an official employed at SASSA as well as any person designated as such by SASSA. The appointment of another person as a designated officer must be done in writing for a specified period only. This may be limited to a specific project, such as intervention in disasters, or to a financial year.

4.1.2 The appointment of external designated officers should not be open ended and must be reviewed annually.

4.1.3 Nomination of persons to be appointed as designated officers may be done by the Local Office Manager but the delegated level for approval is the District Senior Manager.

4.1.4 A register of all external delegated officers must be maintained for audit purposes.

4.1.5 The identification and appointment of persons to serve as external designated officers should be limited to Social Workers, Community Development Workers or Social Auxiliary Workers employed by the Department of Social Development, Department of Local Government or Local Municipalities; or representing any local NGOs. Please note that external designated officers are Attesting Officers only – they cannot be given the function to approve or reject an application for social relief of distress.

4.1.6 Where only SASSA staff is designated officers, Social Workers from DSD and NGOs can refer applicants for SRD to SASSA using the referral template for Social Workers.

**4.2 VARIOUS FORMS OF SOCIAL RELIEF OF DISTRESS**

SRD may be given in various forms, depending on the specific circumstances which gave rise to this form of intervention. The various forms of social relief of distress will be discussed separately under different Sections in this document namely:

4.2.1 "Normal" SRD

4.2.2 Disaster assistance

4.2.3 Zero hunger program

4.2.4 School Uniforms

4.2.5 Social Relief for Military Veterans





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**5. APPLICATION FOR SOCIAL RELIEF OF DISTRESS**

- 5.1 In terms of Regulation 14(1) an application for SRD is made on the relevant form and completed by the applicant or his/her procurator at the offices of SASSA or at a designated place in the presence of a designated officer. The application forms cannot be taken home and completed elsewhere by the applicant.
- 5.2 SASSA may conduct an investigation and request additional information regarding issues which might influence the outcome of the application i.e. undue hardship.
- 5.3 The application will only be completed once all required documentation is made available by the applicant. However in terms of Regulation 15(2), where required documentation is not available; the application for SRD may be processed in the absence of the documents. Important to remember that everyone has the right to apply (Constitutional right of access), but not everyone will receive the SRD.
- 5.4 Once the application has been approved and the applicant qualified to receive the SRD he/she has a legal entitlement.
- 5.5 Should the applicant not qualify, he/she must be informed accordingly, as well as provided with reasons for the refusal. The applicant must also be informed of the right to have the decision (not to approve the SRD) reconsidered, and appeal the reconsidered outcome if still dissatisfied.

**6. QUALIFYING CRITERIA FOR SOCIAL RELIEF OF DISTRESS**

- 6.1 Any person/s who is a South African citizen, a permanent resident, a refugee or a representative of a cluster foster care scheme who has insufficient means and meets one or more of the following criteria could qualify for social relief of distress:
  - 6.1 Awaiting payment of an approved grant;
  - 6.2 Medically unfit for period of less than 6 months;
  - 6.3 Breadwinner has been admitted to a public or private institution for at least one month;
  - 6.4 Breadwinner has died (application to be made within 12 months of death);
  - 6.5 Breadwinner admitted to a State funded institution;
  - 6.6 Person is affected by a disaster.
- \*NOTE:- the only time a person who is already in receipt of a social grant can receive a second grant will be in the case of a disaster where social relief of distress would be given to the beneficiary as a response to the disaster. The SRD amount given in these conditions will not be repayable by the beneficiary;
- 6.7 Refusal of SRD will cause undue hardship to the person/family (a social work report may be required to prove undue hardship);



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8.8 Regulation 16A allows payment of social relief of distress to a care giver / parent of a child / foster parent already in receipt of a CDG, FCG or CSG where the prevailing economic circumstances warrant the provision of social relief of distress. This Regulation furthermore, permits SASSA to provide social relief of distress which is not limited to the legislated grant amounts; and does not require the family to pay back the amount received as social relief of distress.

#### 7. APPLICATION FOR SOCIAL RELIEF OF DISTRESS

- i. Every application for social relief of distress requires that the case be assessed on its merits.
- ii. While the delegated level for the approval of an application for social relief of distress is with the senior grants administrator (level 7), it is expected that the Local Office Manager take responsibility for the overall management of this critical programme.
- iii. Many complaints are received regarding applicants being refused access to social relief by the junior staff, while the more senior staff are not aware of the challenges.
- iv. Legislation requires that a register be maintained for every application for social relief made.
- v. This must be checked by the Local Office Manager at least weekly, and the reasons for refusal of any application confirmed.
- vi. Any matter which requires the exercising of discretion, where the junior staff is unable to make a decision, should be personally dealt with by the Local Office Manager.
- vii. Every application for social relief must have a fully completed form, signed by the applicant, attesting officer and verifying officer.

#### 7.1 APPLICATION PROCESS:

7.1.1 Applicants may be self-referred or referred by another person or organisation. Even where a referral is made by a social worker, NGO representative, councillor or any other person, SASSA is responsible to conduct screening to ensure that the applicant qualifies in terms of the Social Assistance Act, 2004. The applicant must report to a SASSA local office or designated place with his/her identity document and any other supporting documents. All applications must be accompanied by certified copies of the following documents:

- \* ID document of applicant and spouse
- \* Birth certificates of each child
- \* Proof of spousal relationship / marital status
- \* Proof of insufficient means (a declaration of income and assets on the standard form is required);

7.1.2 Where application for social relief is made as a result of the following reasons, specific additional proof is required, as detailed below:-



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- 7.1.2.1 The person is awaiting payment of an approved grant – the copy of the letter of award will be required;
- 7.1.2.2 The person has been declared medically unfit for a period less than 6 months – proof of the medical certificate confirming this;
- 7.1.2.3 The breadwinner has been admitted to a public, private or state funded institution – letter confirming the date of admission;
- 7.1.2.4 The breadwinner has died – copy of death certificate, confirming date of death;
- 7.1.2.5 Where the identity document is not available, the standardised Affidavit will suffice (Annexure B).
- 7.1.3 Where the application is made for reasons of undue hardship a Social Worker's report may be requested. This is only required where the undue hardship is not obvious and the SASSA official is unsure of the facts. Social Worker's reports may be provided on the template attached as (Annexure C).
- 7.1.4 In order to assess "insufficient means" which are not defined in the Social Assistance Act or the Regulations, the following guidelines must be considered:
  - 7.1.4.1 SRD is provided on an individual basis. This means that the individual's income must be assessed and not the income of the household.
  - 7.1.4.2 Individuals with an income of less than R375.00 per month per adult or R185 per child may be considered as having insufficient means. Where an individual is in receipt of a grant, that individual will not qualify for SRD, as stipulated in Regulation 9(3); the only exception to this is when the applicant is applying on behalf of a child who is benefiting from a grant and the application is done in terms of Regulation 16A.
- 7.1.5 Where external designated officers are used, they may be provided with a supply of the SASSA application forms. However, these must be pre-numbered, recorded in the register and reconciled at least on a weekly basis.
- 7.1.6 The designated Officer will complete the application form (Annexure D1 & D2) and Affidavit (Annexure B) and make copies of all supporting documents, which must be certified as true copies. Where an application is made by a Procurator, the 'Details of Procurator form' (Annexure D3) must be completed together with the application form.
- 7.1.7 The designated Attesting Officer must sign the application form. At this point, where the application form was completed by an external designated officer, the applicant must bring the application form to the SASSA office or designated place.
- 7.1.8 On receipt of the completed application form, the SASSA official must check the form details against the register to ensure that the form was completed by the correct, duly appointed designated Attesting Officer.



7.1.9 The application is then checked for correctness and completeness and the details are then entered into the SRD register by the SASSA official.

7.1.10 The designated Verifying Officer must check the information against available systems such as SOCPEN, verify the completeness of the form and sign the form.

7.1.11 The designated Verifying Officer must then approve or reject the application. The SRD register must be updated and the applicant provided with a receipt (Annexure E) or the letter of award (Annexure F) or rejection (Annexure F1).

7.1.12 The applicant must sign acknowledgement of receipt of the letter, which must be dated. A copy is retained on the applicant's file.

7.1.13 The SRD is issued to the applicant in either the form of a food parcels or voucher. The applicant must sign as acknowledgement of receipt of the SRD on the letter of award (Annexure F).

7.1.14 Where SRD is given in cash, the applicant must be provided with details of the cash pay point and payment date.

7.1.15 In all cases where the reason for SRD is "awaiting payment of an approved grant", and where the SRD is given in cash or vouchers, the applicant MUST sign an 'Acknowledgement of Debt' (Annexure G) to facilitate the recovery of SRD in terms of Regulation 9(4). \*NOTE:- no recovery is made where SRD is provided in the form of a food parcel;

7.1.16 The application must then be captured on SOCPEN for statistical purposes. This will also facilitate the filing of the application at the regional centralised registry.

## 7.2 APPLICATION FOR SUBSEQUENT ISSUES (2<sup>nd</sup> & 3<sup>rd</sup>) FOR SRD:

7.2.1 The one page form for re-issue / extension of SRD, should be used (Annexure H).

7.2.2 The completed form with relevant supporting documents is forwarded to Registry as loose correspondence for filing on the original SRD file. All files and all loose correspondence must be forwarded to the regional centralised registry on at least a weekly basis.

## 7.3 EXTENSION OF SRD (BEYOND 3 MONTHS):

7.3.1 The same form as used for 'subsequent issues' is used for extension of SRD beyond 3 months. In terms of Regulation 16(3) a Social Worker or any other person authorised by the Agency must provide a report for the extension of SRD beyond the initial 3 months. In terms of the approved Delegations, an Assistant Manager may appoint a person to investigate the circumstances of an applicant for the purposes of SRD. The authorised person may be a SASSA official, Social Auxiliary Worker or Community Development Worker.

7.3.2 The completed extension form with supporting documents including the motivating report is forwarded to Registry as loose correspondence for filing on the original SRD file.







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**7.4 SUBSEQUENT APPLICATIONS WITHIN A ONE YEAR PERIOD:**

7.4.1 All applications for SRD within a one year period must be supported by a report from a Social Worker in terms of Regulation 16(4).

**8. SOCIAL RELIEF AS A RESPONSE TO "UNDUE HARDSHIP"**

8.1 There cannot be a firm definition of "undue hardship" as this calls for the exercising of some discretion. However, the following are some examples of what can be considered undue hardship (note that the list cannot be regarded as a definitive list):-

8.1.1 An elderly person, aged 55 years or older, who is unable to find employment and does not have the means to support him/herself;

8.1.2 A person evicted from a farm, rural area or rented accommodation and is unable to secure employment immediately in his/her new area of residence;

8.1.3 Children who live alone (child headed households) and have no access to nutritious food;

8.1.4 Families where there are signs of stunted growth or malnutrition in the children;

**8.2 IN ADDITION, THE FOLLOWING CAN ALSO BE CONSIDERED:**

8.2.1 School children who go to school without shoes or with torn clothing and the family do not have the means to buy clothing;

8.2.2 Families where every member is unemployed and there is no access by any member of the family to nutritious food.

**8.3 SOCIAL WORKERS REPORT**

8.3.1 Where the undue hardship is not obvious, a social worker's report may be required. However, SASSA will also accept referrals from church groups, welfare organisations and other NGO's.

**9. FUNDING OF SOCIAL RELIEF OF DISTRESS**

9.1 At all times, the provision of social relief of distress is dependent on the availability of funds. However, before a decision is made to stop issuing social relief of distress as a result of a shortage of funds, Head Office should be consulted, to determine if there are funds in another region which could be shifted. Close tracking of funds spent and commitments made and not yet reflected on BAS should be adhered to at all times by the Regions.

**30. VALUE OF SOCIAL RELIEF OF DISTRESS**

**30.1 THE VALUE OF SOCIAL RELIEF OF DISTRESS IS DETERMINED IN REGULATION 16. The values as approved are as follows:-**

- 10.1.1 For an adult, the value may not exceed than maximum amount per month in respect of an older persons grant per issue per adult;
- 10.1.2 For a child, the value may not exceed the maximum amount per month in respect of a child support grant per issue per child;
- 10.1.3 Where an application for a care dependent child has already been approved, the value of the social relief can be equal to the value of the care dependent grant amount; the same principal will apply to a foster child/dren.

**\*NOTE:-** where social relief is provided for cases awaiting payment of an approved grant, and the social relief is paid in the form of food vouchers or cash, the value of the social relief issued must be recovered from subsequent grant payments in terms of Regulation 9(4). **\*NOTE:-** no recovery is made where SRD is provided in the form of a food parcel;

**\*NOTE:-** SASSA may, if and when required, adapt the SRD amounts according to budget constraints and levels of expenditure. SRD issued in the form of school uniforms, where the application was approved in terms of Regulation 16A, is not subject to the limits set in paragraph 10.1.2. The amounts are set by SASSA in policy, and calculated according to the set items which make up the school uniform pack. As from October 2015, the maximum amount for one school uniform pack is R2000. This amount may be adjusted from time to time.

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**Fresh Produce**  
 \*Note a combination of available, seasonal fresh produce to the value of R100 must be included in the food parcel. The following is suggested:  
 Potatoes 7 kg pocket or alternative (madumbis, butternut etc.)  
 Onions 5 kg  
 Cabbage 3 heads or alternative (spinach, pumpkin, carrots)

Food Item	Brand Name	Weight	Quantity
Maize Meal	Ace, White Start, Iwisa, Impala	12,5kg	1
Nutritional Supplement	Movite Porridge	2 kg	1
Cooking Oil	Any (consider price)	750 ml	1
Pilchards	Glendryck, Saldhana, Lucky Star	425 g tins	4
Soya Mince	Imana, Knorrox, Top Class, Vitaminec, Mealtime	1 kg	1
Samp	Invicta, Ace, Champion, Iwisa	5 kg	1
Sugar	Huletts, Illovo, Selati	2,5 kg	1
Sugar Beans	Econo, Imbo, Plaza, Olympic	2 kg	1
Bread Flour	Golden Cloud, Sasko, Snowflake	5 kg	1
Tea Bags	Five Roses, Glen, Teaspoon Tips, Joka, Trinco, Rooibos	100 g	1
Yeast	NCP, Anchor, Super bake	50 g	1
Peanut Butter	Skippy, Black Cat, Yum Yum	1 kg	1
Soap	Sunlight Bar Soap	500 g	2

1.2 **FOOD PARCEL CONTENT**  
 The Service Provider must only provide the following items with the correct quantity and brand name:  
 The cost of the total food parcel is R715 (dry goods is R615) (fresh produce R100).

1. **FOOD PARCELS**  
 Social Relief of distress can be issued as a food parcel or as a food voucher.  
 The food parcel will be obtained by the region and will be distributed to recipients of social relief.  
 The food parcel to the amount of R715 will contain the following items:-

## "NORMAL SOCIAL RELIEF OF DISTRESS" SRD IN THE FORM OF FOOD PARCELS OR FOOD VOUCHERS

### SECTION 1





**2. FOOD VOUCHERS**

2.1 Social relief may be issued in the form of a food voucher to the approved social relief beneficiary that can then be redeemed at participating stores within a region;

2.2 The total value of the food voucher is R780 (SRD amounts may be adapted by SASSA from time to time);

2.3 It is important to remember that the social relief voucher books which are kept at the Local Office are face value documents, and must be kept in a locked cabinet or preferably a locked safe.

2.4 Only authorised officials may have access to the cabinet or safe where the voucher books are kept;

2.5 Only the authorised official will issue the books to designated SASSA officials, for the day. The receiving official must sign to confirm receipt of the voucher books. At the end of the day the voucher book must be returned and records must be checked to ensure that total of successful applicants and vouchers issued tally;

2.6 No new book may be issued until the fully completed book is returned;

**3. SUPPLIERS OF FOOD PARCELS AND VOUCHERS**

3.1 Normal SCM procedures will be followed for the appointment of suppliers for social relief food parcels and the redemption of vouchers. The region must ensure that all appointed suppliers sign a Service Level Agreement with SASSA;

3.2 Random spot checks by the region must be done to confirm compliance with the SLA. Checking prices must form part of the spot checks and be reported on. SASSA must ensure that value for money is being received by our clients. *Standardised SLA is attached for your convenience.*

3.3 Till slips issued by suppliers who accept the vouchers must be itemised, so that random checks on the items provided to beneficiaries, and comparative pricing can be undertaken. This is done as a requirement to the SLA;

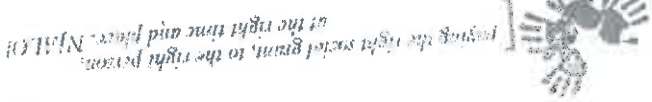
3.4 Vouchers filled must be returned to SASSA (Regional Finance Unit) signed off as proof that the order was filled and products received by the beneficiary. Added to these, random checks must be undertaken to ensure that the contents of the food parcels are in accordance with the SLA specifications.

**4. APPOINTMENT OF SUPPLIERS**

4.1 As mentioned above appointment of suppliers for the purpose of social relief procurement. There may be no deviation from SCM processes for the purpose of social relief procurement.

4.2 No supplier appointed through an expression of interest process, may receive orders which exceed the value of R500 000 in total in one year.

4.3 Is it expected that orders in excess of R500 000 per annum will be given to any one supplier, a full transparent tender process must take place





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## ZERO HUNGER CAMPAIGN

### 1. ZERO HUNGER CAMPAIGN

- 1.1 This program targets malnourished and / or food insecure children, mainly in the age group 0 – 5 years, but older children may be considered for inclusion in the program.
- 1.2 According to Regulation 16A SRD may be provided to a child even if the child is already benefiting from a grant.
- 1.3 The normal application process will be followed as explained in the main document.

### 2. CATEGORIES OF CHILDREN

#### 2.1 CLINICALLY MALNOURISHED OR HEALTH COMPROMISED CHILDREN

- 2.1.1 These children identified by the Department of Health will be referred to SASSA for social relief.
- 2.1.2 For these children, base line information such as age, height, weight and any other clinical indicators is required at the start of the intervention.
- 2.1.3 These same indicators must be measured at the close of the intervention, to enable the measurement of the impact of the program.

#### 2.2 VULNERABLE CHILDREN

- 2.2.1 These are children who regularly experience incidents of food insecurity at home.
- 2.2.2 They may attend either ECD centers or schools where they report that they come to school without having had dinner and / or breakfast.
- 2.2.3 These children may live with grandparents or other members of the family or are in child headed households, where the only income in the household is from a grant.
- 2.2.4 The baseline information required for such children is age, height, weight and other social indicators i.e. are they attending school regularly, distance they live from school, alcohol or drug abuse within the household etc.
- 2.2.5 At the end of the intervention, these same indicators should be measured to enable a report on impact of the intervention.

## SECTION 2





3. AGE OF CHILDREN TARGETED
- 3.1 The preferable age of the children targeted is young children under 5 years, although older children who fall into one of the categories can also be targeted.
4. FOOD PARCEL FOR ZERO HUNGER CAMPAIGN

The total amount is R715 (Cost of dry goods approximately R615 while R100 is provided for fresh produce)

Food Item	Brand Name	Weight	Quantity per pack
Maize Meal	Ace, White Start, Iwiso, Impala	12,5kg	1
Nutritional Supplement	Movite Porridge	750 ml	1
Cooking Oil	Any	425 g tins	4
Filchards	Glendryck, Saldhana, Lucky Star	1 kg	1
Soya Mince	Imana, Knorrox, Top Class, Vitaminee, Mealtime	5 kg	1
Samp	Invicta, Ace, Champion, Iwiso	2,5 kg	1
Sugar	Muletts, Illovo, Selati	2 kg	1
Sugar Beans	Econo, Imbo, Plaza, Olympic	5 kg	1
Bread Flour	Golden Cloud, Sasko, Snowflake	100 g	1
Tea Bags	Five Roses, Glen, Teaspoon Tips, Joko, Trinco, Rooibos	1 kg	1
Peanut Butter	Black Cat, YumYum, Skippy	50 g	1
Yeast	NCP, Anchor, Super Bake	500 g	2
Soap	Sunlight Bar Soap		

Fresh Produce  
A combination of available, seasonal fresh produce to the value of R100. The following is suggested:

- Potatoes 7 kg pocket or alternative (madumbis, butternut)
- Onions 5 kg
- Cabbage 3 heads or alternative (spinach, pumpkin, carrots)

### 5. DURATION OF INTERVENTION

- 5.1 The SRD provided for the Zero Hunger Project is provided for a consecutive period of 6 months per family.
- 5.2 Registers must be maintained to track every family in the program, to ensure that 6 issues are "before" and "after" measurements of each child participating must be taken to track progress and must be included in the register.



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# SRD AS RESPONSE TO DISASTERS OR INCIDENTS

## SASSA'S POLICY / PROCEDURE GUIDELINES - RESPONSE TO DISASTERS AND/OR RELATED INCIDENTS

### 1. INTRODUCTION

The Disaster Management Act 2002 (Act No. 57 of 2002) defines a disaster as "... a progressive or sudden, widespread or localised, natural or human-caused occurrence which - causes or threatens to / or (ii) death, injury or disease; (iii) damage to property, infrastructure or the environment; and / or (iii) disruption of the life of a community; and (b) is of a magnitude that exceeds the ability of those affected by the disaster to cope with its effects using only their own resources."

#### 1.1 WHAT IS DEEMED AS A DISASTER

- 1.1.1 Disasters occur when an unforeseen event impacts on vulnerable structures, areas, services, households or a community to the extent that available resources cannot cope with the problem effectively.
- 1.1.2 An incident, for the purposes of this policy refers to disastrous events, where the area is not declared a disaster area.
- 1.1.3 The community and/or the individual require support and assistance to cope with the after-effects of disasters and/or incidents. The importance of a rapid and effective response in the event of a disaster or incident cannot be underestimated.
- 1.1.4 The responsibility of SASSA is to assist in the provision of immediate access to basic necessities for those severely affected by disasters and/or incidents, in consultation with other role players involved in the response effort.
- 1.1.5 A disaster or incident may affect only one family or person (for example a single house burns down) or an entire community (floods, fire, wind, tomatoos, etc.).
- 1.1.6 The response for an individual affected by a disaster will differ from a response to a community affected by a disaster. However, in all cases, SASSA's preparedness and responsiveness is of paramount importance. Child headed households, female headed households, people with special needs and the elderly are particularly vulnerable during such times.

### SECTION 3

**3.2 SASSA'S MANDATE TO DELIVER DISASTER RELIEF**

- 1.2.1 Section 13, together with Regulations 9, 14, 15, 16 and 17 of the Social Assistance Act, Act 13 of 2004 mandates the Agency to provide social relief of distress (SRD) to any person in need of immediate relief, provided they meet certain prescribed criteria.
- 1.2.2 One such criterion is that the person has been affected by a disaster as defined in the Fund Raising Act, 1978 (Act No 107 of 1998) or the Disaster Management Act, 2002 (Act No. 57 of 2002).

**3.3 EXTENT OF SOCIAL RELIEF WHICH MAY BE PROVIDED**

- 1.3.1 The social relief of distress which may be provided as a response to disasters and / or incidents can be financial or non-financial, so may include food parcels, vouchers, cash, hot meals, baby packs, vanity packs, school uniforms or blankets and mattresses, depending on the specific need.
- 1.3.2 An effective disaster response relies on team work. This implies that officials at national, provincial and local spheres of government must co-operate in addressing the disaster.

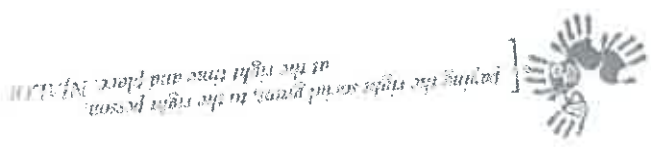
**1.4 INTENTION OF THE POLICY/ GUIDELINE**

The Policy/Guideline intends to:

- 1.4.1 Provide guidance to SASSA on uniform procedures to be followed in response to a disaster and/or related incident;
- 1.4.2 Establish and maintain a holistic disaster/incident management practice in order to prevent duplication of services and/or material assistance;
- 1.4.3 Contribute to the joint standards of practice between the spheres of government and relevant role players; and
- 1.4.4 Ensure that SASSA forms part of the disaster management teams at national, regional, district and local government levels.

**2. ROLES AND RESPONSIBILITIES**

- 2.1 Every district municipality has a disaster management protocol.
- 2.2 This includes a core team of individuals who can be reached at any time when a disaster/incident is experienced.
- 2.3 It is important that SASSA management staff make contact with the disaster management team leader in the District Municipality, to ensure that the SASSA local office manager is one of the core team members.





2.4 This would mean that the identified SASSA local office manager adds the specific involvement of the local office as well as the specific tasks the manager will facilitate such as decision-making on behalf of SASSA to their contracts if and when required.

2.5 The local office manager will be informed / contacted as soon as a disaster/incident strikes, and will form part of the Joint Operations Centre (JOC) which is responsible for the co-ordination of relief efforts in response to the disaster or incident.

\*NOTE:- Emergency Delegations to be used by the Local Office Managers to prevent any delays in procurement of required goods as long as the proper paper work is completed within 48 hours of the disaster.

2.6 By being part of the JOC, SASSA will be aware of the extent of the disaster or incident, the number of people affected and the type of relief required.

2.7 This will ensure accurate reporting to the Chief Executive Officer of SASSA and the Minister of Social Development. SASSA will, in this way, be fulfilling the mandate prescribed in the Social Assistance Act, 2004.

### 3. GOVERNANCE STRUCTURES

The governance structures required enabling SASSA to respond adequately and timeously to disasters / incidents are as follows:-

#### 3.1 LOCAL OFFICE LEVEL

SASSA local office manager should serve on the disaster management team in each local municipality. This will ensure that SASSA is contacted as soon as a disaster/incident strikes.

#### 3.2 DISTRICT LEVEL

3.2.1 District Municipalities and Metros are required to have a disaster management response plan. SASSA district disaster / incident managers are to make their contact information known to these municipal structures, so as to be included in the core team of members.

3.2.2 In each district SASSA should have a disaster/incident management team on standby. The senior manager or manager identified as the contact person for SASSA is responsible to co-ordinate this team. Contact details (cell phone numbers and addresses) must be available, so that team members can be mobilised at short notice, as soon as a disaster/incident occurs. It is not acceptable to wait until working hours before the team is mobilised.

3.2.3 It should be noted that the disaster management responsibilities must be included in each team member's performance agreement, so that there is no dispute about responsibilities. In addition, the disaster management team members must take on this responsibility in addition to other functions – members. The specific responsibilities should be added to their daily tasks as per the performance agreement.



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### 3.3 PROVINCIAL/REGIONAL LEVEL

3.3.1 The identified regional representative (senior manager or general manager in grants administration) should establish a working relationship with the provincial disaster management unit established under COGTA. This will ensure that SASSA is included in planning activities for disaster responses and can mobilise staff at very short notice. This SASSA representative is responsible for keeping the Regional Executive Manager informed at all times. Other departments involved are the Department of Co-operative Governance and Traditional Affairs in each Province.

3.3.2 A working relationship with the Provincial Department of Social Development must be established. A MOU must be signed with DSD which details the role of DSD and the social workers which also enforces their involvement in disaster responses. Where possible, a joint disaster response team should be established with the Provincial Department of Social Development. This will improve co-ordination of responses to disasters/incidents and promote improved working relationships. Social workers have a key role to play in response to disasters and incidents, as they provide trauma debriefing and on-going counselling, where necessary, as well as assisting with identification of families who require material support. In addition, all child headed households identified during the disaster/incident must be reported to social workers, as the Children's Act makes provision for the recognition and support needed for these families.

**\*NOTE:-** Even if a person is receiving a social assistance grant and is part of the disaster they must get the same assistance as the other victims. This assistance is not seen as an overpayment!

### 3.4 NATIONAL LEVEL

3.4.1 At a National level, a relationship with the Disaster Management Unit in the Social Security Branch at the Department of Social Development must be established. In addition, SASSA is to be represented at the National Disaster Management Forum, co-ordinated by COGTA.

3.4.2 This will ensure improved co-ordination of responses to disasters and also prevent the situation where conflicting information is provided to the Minister from SASSA and the Department of Social Development.

3.4.3 The Executive Manager Grants Administration is to represent SASSA on these forums.

### 4. RULES OF INTERVENTIONS

Any/all intervention provided by SASSA must be in accordance with the Social Assistance Act, 2004.

### 4.1 APPLICATION FORMS / PROCEDURES / RULES TO BE FOLLOWED

A SRD application form must be completed for each person affected by the disaster, where individual assistance is provided;



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\*NOTE:- The SRD Application form can be completed after immediate support is provided to the people affected by the disaster, only where SRD is provided to individuals. Where assistance is provided to people housed in community halls or other communal facilities where affected communities have been displaced by the disaster / incident, assurance can be provided off lists confirmed by the relevant municipality / disaster management unit.

4.1.1. No means test is applicable at the initial stage – the normal criteria such as means will only be taken into account once the person has received the initial humanitarian assistance which takes place prior leaving the temporary living arrangement;

The name list as provided by the Municipality can be used to keep record of assistance rendered in accordance with Regulation 9 (5)(c);

4.1.2 All people affected may receive assistance even if they are not SA Citizens. Copies of the comprehensive list will form part of the substantiating documents for the payment of the invoice for the provision of meals etc. In addition, a file must be opened per family, with the completed application form as the primary document where individual support is provided;

4.1.3 It is not necessary, at the initial stage to get copies of supporting documents but these will be required before any additional assistance can be provided when the families leave the temporary housing facility (for example a food parcel, voucher or cash payment) – this is in terms of Regulation 14(3)(a).

4.1.4 As soon as practically possible, after the intervention, the application forms must be captured on Socpen, for record purposes and copies of documents placed on file together with the application form;

4.1.5 It should also be noted that, in terms of Regulation 9(5)(b) social relief of distress in times of disaster may be provided to a person who is in receipt of a grant, and the amount so provided is not recoverable from any grant payment. This means it is not necessary to screen victims of a disaster for receipt of social grants prior to providing assistance. Immediate response is for a period of 3 days;

4.1.6 It is accepted that, when community members are housed in a temporary housing facility (i.e. a community or church hall) following a disaster / incident, it is not possible to screen for the other criteria set in legislation, namely citizenship and means (other than social assistance). However, before any further social relief is provided, whether in the form of food parcels, vouchers or the once-off cash payment, screening in terms of the criteria set in legislation must be undertaken. This means that screening for citizenship and insufficient means must be taken into consideration prior to further assistance, and the full social relief of distress application form must be completed prior to the provision of further support. Further support can only be provided to South African citizens, permanent residents and refugees who have insufficient means;

4.1.7 SASSA should form a close working relationship with social workers from the Department of Social Development. In the event of a disaster, material needs are not the only requirements of those affected. They may also require counselling or debriefing following the event – something which social workers are able to provide;

\* NOTE:- Even if a person is receiving a social assistance grant and is part of the disaster they must get the same assistance as the other victims. This assistance is not seen as an overpayment.



- 4.3.1 1 Single bed blanket @ R150 pp;
- 4.3.2 1 Single thick foam mattress @ a maximum of R300 pp;
- 4.3.3 1 Baby Pack per infant containing - 30 disposable nappies, 100g baby soap, 100g Vaseline, face cloth, pack of 40 baby wipes, 250g baby cereal and 900g baby formula @ the value of a child support grant;

**4.3 OTHER POSSIBLE PROVISIONS ARE THE FOLLOWING: (PROVISION OF THIS ASSISTANCE WILL DEPEND ON THE NEED IDENTIFIED IN EACH CASE)**

- 4.2.4 If feeding is required for longer than the 7 days the CEO's approval must be obtained; 3 days it can be extended to 7 days with the REM's approval.
- 4.2.3 Where meals are provided, these are provided for a maximum of 3 days, at a total cost of R60 per person per day. Should the need exist to continue feeding beyond the 3 days, prior permission must be obtained from the Regional Executive Manager, and Head Office must be informed of the circumstances which gave rise to the extended need for feeding. If it is required to feed for longer than 3 days it can be extended to 7 days with the REM's approval.
- Breakfast (tea, sandwiches or/and porridge) @ R15 pp;
- Lunch (a fruit, sandwich & fruit juice @ R20pp (same for lunch pack);
- Dinner (tea, stew with meat & vegetables, rice or pap) @ R25 per person.

4.2.2 Where the above intervention(s) is (are) undertaken, the limits to the assistance which may be provided are as follows:

4.2.1 Where people affected by a disaster/incident are housed in community halls or other alternative accommodation on a temporary basis and require a hot meal as an interim measure, SASSA may assist, by requesting NGO's involved, such as Gift of the Givers, Red Cross, Local Service Providers/ Suppliers of SRD, DSD, Department of Education or local Cooperatives, to assist in providing a hot meal / soup etc. The other services to be rendered could include organising three meals per day, school uniforms for children who lost their uniforms in the disaster, baby packs (per baby), vanity packs (per individual), blankets and mattresses. SASSA will pay for the above from the SRD budget allocation;

**4.2 ASSISTANCE WHICH MAY BE PROVIDED WHEN MEMBERS OF A COMMUNITY ARE AFFECTED BY A DISASTER OR INCIDENT**

4.1.8 SASSA is able to provide relief in the form of cash (paid through the payment contractor); food vouchers, food parcels, hot meals, school uniforms, baby packs (per baby), vanity packs (per individual) and/or blankets (per individual) and a single mattress per individual. Cash will be paid out by the cash contractor - arrange a date for payment with the contractor but it must be within 5 working days of approval. An advance equal to the amount to be paid out the recipients must be paid over to the cash contractor timeously before pay outs can take place;



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- 4.3.4 1 Vanity Pack per person containing – 1 toothbrush, 100ml toothpaste, 20 x sanitary pads for the female vanity packs, 1 roll toilet paper, face cloth, roll-on deodorant, 1 bar of soap and 100g Vaseline @ R70 for men and R80 for women;
- 4.3.5 School uniform @ the value of R2000 will only be supplied when a child's school uniform was lost in the disaster;
- 4.4 SASSA MUST STOCK THE FOLLOWING ITEMS:-
- 4.4.1 Large trolley bin black bags - each affected person must receive two to place under their mattress and to carry their blankets and mattress in when they go home;
- 4.4.2 Tea, powdered milk, sugar, water;
- 4.4.3 Paper cups;
- 4.4.4 Urn to boil water (if no electricity is available a primus stove and kettle);
- 4.4.5 Some pain medication for headaches and minor injuries;
- 4.4.6 Baby formula;
- 4.4.7 Baby Nappies.
- 4.5 PROVISIONS / SERVICES AT THE TIME THE PERSON / FAMILY LEAVE THE SHELTER
- 4.5.1 In addition to the immediate support as mentioned above, SASSA may when the person/family are in a position to return to their homes, provide a once-off cash payment when all their possessions were lost in the disaster.
- \* NOTE - this provision is only for disasters / incidents which destroyed all the possessions, such as fire.
- 4.5.2 This cash amount will be to the value of an Older Persons Grant per household. The cash amount is intended to assist the family to purchase some of the household items they may have lost during the disaster/incident. The cash amount will be paid through the payment contractor;
- \* NOTE:- Where there has been no loss of household goods, this cash payment should not be made.
- 4.5.3 A person/ family without means (as per the means test) may also be provided with a food voucher or food parcel, to ensure that they have food to eat to carry them through to the next pension pay date.
- \* NOTE:- For the payment of the cash amount or the food voucher / food parcel, SRD application forms must be completed per household, in the name of the head of the household, and kept on file for audit purposes. If both cash payment and voucher / food parcel is to be provided, there must be two separate application forms completed, in the name of two adults in the household.





4.6.2 **Cash:** The value should equal the amount of an Old Age Grant, which will also apply where the affected family is a child headed household, in accordance with Section 137(9) of the Children's Act (Act 38 of 2005); and/or  
**Voucher:** The value should equal the amount as specified for SRD from time to time; OR  
**Food parcel:** The value should equal the amount as specified for SRD from time to time - every food parcel should also include fresh produce (which MUST be sourced from a Cooperative or a small scale previously disadvantaged farmer)

**4.6 ASSISTANCE WHICH MAY BE PROVIDED TO A FEW INDIVIDUALS AFFECTED BY A DISASTER/INCIDENT**

**\*NOTE:-** A severe bus accident can also be classified as a disaster.

4.6.1 Where social relief is issued on an individual basis as a response to a disaster or incident (that is where only one or two families/individuals were affected), the value of the assistance provided should be in accordance with the following:

4.5.7 Care should be taken that the relief provided by SASSA does not duplicate that already provided by the Municipal disaster management team or NGO's. For example, often in a disaster, the municipality will house those affected, Red Cross will come in to supply hot meals and other NGO's may supply blankets and clothing. If this is the case, SASSA may be required to provide baby packs, vanity packs or financial support once the affected community members are able to return to their homes. The type of assistance required will be determined through the involvement of SASSA officials in the JOC.

4.5.6 Invoices for the payment services, which will be rendered at the same cost of payment of any other grant, must be indicated separately on the invoice which the contractor submits to Head Office on a monthly basis. Head Office Finance Unit must be informed of the amount provided for SRD cash payments to the payment contractor as well as the number of families paid, to ensure the verification of the service fees submitted by the payment contractor. The costs will be covered by the grant payment service fees budget.

4.5.5 Where SRD is provided in the form of cash, payment will be effected through the payment contractor in terms of the grants payment SLA. After payment, a full reconciliation must be undertaken to confirm that the beneficiaries did indeed receive their money. This confirmation must be placed on file.

4.5.4 Where the disaster / incident has resulted in the loss of life, the affected family may be assisted with SRD in the form of cash, to the value of 2 x the amount of the grant for older persons. In order to pay this, 2 adults in the family must be identified as the recipients of the cash SRD to the value of the grant for older persons each. Since this is SRD provided as a response to a disaster, the financial support can be provided even where the adults identified are in receipt of social grants, in terms of Regulation 16(d)(i). The amount payable is the same if the deceased is a child or an adult.

**\*NOTE:-** If it is a one person household that person can receive the cash payment in month one and the food parcel or food voucher in month two. (This will prevent one person receiving two assistance packages in one month which is against legislation).



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**5. CONTACTS & RESOURCES REQUIRED**

- 5.1 At Head Office, the contact person in the event of a disaster/incident is the Executive Manager: Ms Dianne Dunkerley (mobile no 083 289 5594) and the Senior Manager: Ms Cecilia Potgieter (mobile no 082 881 7615);
- 5.2 Each Region should have the following resources available, in order to respond rapidly and effectively to any disaster:
  - 5.2.1 Regional Disaster Co-ordinator that should be either a General Manager or Senior Manager: Grants Administration;
  - 5.2.2 An appointed Senior Manager or Manager in each District, who is the immediate contact person, must maintain an updated database of all nominated disaster co-ordinators at Local Offices. The information on this database is to be kept current so that the nominated staff can be contacted at any time when a disaster/incident occurs. The contact information is to be made available to the Local Disaster Management Team Leader in the District Municipality;
  - 5.2.3. A vehicle for responding to disasters/incidents should be available - depending on the terrain in the region a 4x4 or 2x4 vehicle/s should preferably be available;
  - 5.2.4 Adequate protective clothing for disaster co-ordinators who are expected to go into the field namely: - gumboots, reflective jackets, reflective pants and hard hats;
  - 5.2.5 Sufficient stock of SRD application forms;
  - 5.2.6 Negotiations should be undertaken with accredited SRD service providers on the data base to ensure that provisions can be sourced after hours if required. Where quotations have to be obtained, emergency delegations can be invoked so that it is not necessary to obtain 3 quotations in the event of a disaster for goods which are not on the list of items provided by the accredited service provider/s.
  - 5.2.7 Where emergency delegations are required, the necessary paperwork and approvals must follow within 48 hours.
  - 5.2.8 The relationship between Provincial DSD and SASSA should include the need for a collaborative effort in the event of disasters and incidents. This will include having social workers assess the needs following a disaster or incident and assisting SASSA with the administration, as well as providing counselling and de-briefing services to the affected members of the community.

**6. REPORTING**

- 6.1 Each District Office within SASSA must identify a responsible Manager or Senior Manager to take responsibility for co-ordinating SASSA's interventions in response to a disaster.
- 6.2 This Manager should serve on the JOC at a District Municipal level.



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- 6.3 In the event of a disaster or incident, this Manager is expected to report to the District Manager, as well as to the Regional Executive Manager.
- 6.4 The Regional Executive Manager reports to the CEO. However, the reporting of SASSA's response to disasters or incidents must be done immediately after SASSA staff is called to an incident or disaster site.
- 6.5 The initial report can be in the form of an SMS to the Chief Executive Officer and the Executive Manager; Grants Administration (including over weekends or after hours). The more detailed report can follow once more details are known.
- 6.6 THE INFORMATION REQUIRED TO BE REPORTED ON IS:-
- 6.6.1 Type of disaster / incident;
  - 6.6.2 Place and time of disaster / incident;
  - 6.6.3 Number of people affected;
  - 6.6.4 Current status of co-ordinated interventions;
  - 6.6.5 Problems encountered in dealing with the disaster / incident and recommendations on how these can be solved;
  - 6.6.6 Exact description of services or immediate material assistance to be provided by SASSA;
  - 6.6.7 Once the initial event has been reported, regular (at least daily) updates are to be provided until such time as the community members are able to return to their homes, or a situation of relative stability has been achieved.





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## SRD IN THE FORM OF SCHOOL UNIFORMS

### SECTION 4

#### 1. INTRODUCTION

1.1 SRD in the form of school uniforms is only given to children from families where the CSG is the only income. Families who have income from other social grants or income from employment or any other income should not be included in order to assist the neediest, and provide assistance within a limited budget.

1.2 The numbers of school uniforms which can be provided must be in line with the available budget. Do not commit for more than the Region has funds for - no additional funds will be made available for the purchasing of school uniforms

1.3 School uniforms must be procured from co-operatives. It is not acceptable to procure from the big suppliers. The region is expected to identify and work with co-operatives as well as to register them on the database, and to contact NDA should any training and development be required to get the co-operatives ready for registration.

#### 2. PROCUREMENTS REGARDING SCHOOL UNIFORMS:

- 2.1 Regulation 16A permits SASSA to provide social relief of distress to children who are in receipt of a social grant, which refers to either a child support grant, care dependency grant or a foster child grant, where there is no other income in the household and prevailing economic circumstances warrants the provision of social relief of distress (in this case in the form of school uniform/s);
- 2.2 However it is not intended to give a blanket authorisation for SASSA to provide uniforms. It must be done in a targeted manner to ensure that the neediest children are assisted and that the procedure for social relief is followed;
- 2.3 This Regulation furthermore, permits SASSA to provide SRD which is not limited to the legislated amounts; and does not require the family to pay back the amount received for social relief of distress.



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**3. GUIDELINES/CRITERIA:**

3.1. In order to ensure uniformity in providing social relief of distress in the form of school uniforms the following guideline is provided:

**3.1. QUALIFYING AGE**

Children qualify from age 5 years (grade 0/R) – should they be required to wear school uniforms; otherwise from Grade 1. Emphasis is placed on younger children but older children are not excluded;

**3.2. ITEMS TO BE PROVIDED**

3.2.1 The table below indicates the clothing items which may be provided per child once every two years:

3.2.2 All uniforms to be purchased from identified, registered Co-operatives;

3.2.3 Bulk orders may lower the prices of the school uniform – therefore planning ahead of ordering is essential – (if at all possible);

BOYS	GIRLS
1 x pair boys shoes with laces	1 x pair girls shoes with straps
3 x pairs socks	3 x pairs socks
2 x shorts pants	2 x tunics, dresses or pants
2 x long pants (school trousers) & 1 belt	2 x skirts
2 x shirts (short and / or long sleeves)	2 x blouses (if required as part of uniform)
1 x jersey	1 x jersey
3 x underpants	3 x panties
2 x vests	2 x vests
1 x tie (if applicable)	1 x tie (if applicable)
1 x track suit	1 x track suit

**3.3. AMOUNT PER CHILD**

3.3.1 The amended maximum amount which may be spent per child is R2000.

3.3.2 Should the above purchase exceed the prescribed amount of R2000; approval must be given by the delegated official i.e. the Local Office Manager (SOCPEN has been updated to capture the larger amount).

\*NOTE:- this will only be allowed in exceptional circumstances, such as when specific items are requested to address a specific need, for example built up shoes for children with disabilities.



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#### 4. ADMINISTRATIVE MATTERS:

##### 4.1 GENERAL RULES:

- 4.1.1 Every application for social relief of distress requires that the case be assessed on its merits
- 4.1.2 Legislation requires that a register be maintained for every application of social relief of distress which includes the issuing of school uniforms;
- 4.1.3 At all times the availability of funds will guide the issuing of social relief of distress – also in the case of issuing school uniforms.

##### 4.2 APPLICATION PROCESS:

- 4.2.1 For each child assisted, there must be an application form, duly completed with supporting documentation, as required under the Regulations:

- 4.2.1.1 a certified copy of the care giver's identity document;
- 4.2.1.2 certified copy of the child's birth certificate (or affidavits if there are no identifying documents);
- 4.2.1.3 proof of insufficient funds (this is in the form of the SASSA affidavit);
- 4.2.1.4 if a Social Work Report is available the normal screening process must still be completed by the SASSA official;
- 4.2.1.5 a Social Workers report may be requested by SASSA should there be doubt if the applicant meets the criteria or not and if undue hardship is not obvious;
- 4.2.1.6 Written confirmation from the principal of the school attesting to the fact that the child /ren is attending school;
- 4.2.1.7 SRD issued in the form of school uniforms must be captured on Socpen under the category of "other" in the social relief of distress module for now until the SOCPEN changes/upgrade has been made. Once the changes are made, provision will be made for the category "school uniforms";
- 4.2.1.8 Only one issue of a school uniform per child is allowed once in two years – the reason being that the available funds must cover as many children as possible;
- 4.2.1.9 SASSA is also able to accept referrals from church groups, welfare organisations and other NGO's. However, this does not preclude the screening that must still be done by SASSA;

##### 4.3 SUPPLY CHAIN ISSUES:

- 4.3.1 Supply Chain Management processes must be followed for the procurement of the uniforms;





- A letter of confirmation by the Principal that all the children on the list are learners at that school;
- List of children who have been approved to receive the uniforms, cross referenced to the relevant SRD application number;

4.4.5 The order for a bulk supply of school uniforms should be accompanied by:-

4.4.4 Ensure before placing the order that the amounts for the uniforms are in line with the pre-determined amount which may not exceed the amount of R2000;

4.4.3 Before placing a bulk order a list of names of approved children must be available and attached to the order

4.4.2 Bulk school uniforms may only be ordered after conducting an intensive and relevant needs assessment per child

4.4.1 Even where bulk orders are issued, this is done on the basis of approved applications, thus the number of items ordered, sizes and colours are determined before the order is issued and would require proper planning from the side of the LO and the LO Manager should approve such an order;

#### 4.4 ORDERING SCHOOL UNIFORMS IN BULK:

- Ndileka Ngambu mobile no - 072 0186458
- Portia Kekana mobile no - 082 908 1749
- Sadi Motsuanyane e-mail sadil@dsd.gov.za

4.3.5 Should the Co-Operative identified not meet the SCM requirements SASSA must put them in contact with either DTI or NDA to assist them with the necessary certification/accreditation/registration etc. The Co-operatives Unit established at the National Department of Social Development may also be contacted for assistance – their contact details are as follows:-

4.3.4 This, however, does not mean that SCM processes are not to be followed;

4.3.3 One of the principles for the provision of school uniforms is that the uniforms must be procured from co-operatives;

4.3.2 There are no accredited service providers appointed for this service, therefore quotations must be sourced, or a deviation from the tender process obtained should the amount of the order for any one supplier exceed R500 000;



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# AGREEMENT BETWEEN SASSA & SRD SERVICE PROVIDERS FOR FOOD PARCELS

entered into by and between:

**SOUTH AFRICAN SOCIAL SECURITY AGENCY**

(Represented herein by .....in his/her capacity as the Regional Executive Manager of the South African Social Security Agency in ..... Region, and being duly authorised thereto.)  
(Hereinafter referred to as "the Agency")

And

(A juristic person duly registered and incorporated in accordance with the company laws of the Republic of South Africa and bearing Registration Number: .....; and herein represented by ..... in his/her capacity as the Director, and being duly authorised thereto.)

(Hereinafter referred to as "the Service Provider")



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**3. DEFINITION AND INTERPRETATION**

Unless clearly inconsistent with or otherwise indicated by the context, the terms used in this Agreement shall have the following meanings ascribed to them –

- 1.1 Agency means the South African Social Security Agency, a juristic entity established in terms of section 2 of the South African Social Security Agency Act, 2004 (Act No. 9 of 2004), and "SASSA" shall the corresponding meaning;
- 1.2 Agreement means the agreement set out in this document and annexures hereto, including the Bidding Documents, to the extent that the contents thereof do not contradict the terms of this Agreement as set out in this document;
- 1.3 Beneficiary means a person who has been approved to receive Social Relief of Distress from SASSA, in accordance with the provisions of the Social Assistance Act, 2004 (Act 13 of 2004)(as amended) ("SAA") and its Regulations, as amended from time to time;
- 1.4 Date of Signature means the date of the last Party signing this Agreement;
- 1.5 Delivery means the transporting, supply, issuing, and distribution of food parcels to the Beneficiaries at the points determined by the Agency within the "Responsibility area", "Deliver" shall have the corresponding meaning;
- 1.6 Effective date means, notwithstanding the date of signature of this Agreement, the ..... Parties mean the Agency and the Service Provider, and "Party" means either one of them as the context may indicate;
- 1.7 Provision means food, beverages and/ or toiletries which are stipulated in annexure "A" to this Agreement;
- 1.8 Responsibility area means the Agency's area of operation within the ..... province;
- 1.9 Service delivery area refer to the specific areas or points within the Responsibility area, identified for the Delivery of the Provisions, as determined by the Agency from time to time; and
- 1.10 Services means the Delivery of Provisions to the Beneficiaries as fully set out in this Agreement.
- 1.11 Service Area means any area\ designated by the Agency within the Province/Region
- 1.2 INTERPRETATION
- 1.1 any reference to the singular includes the plural and vice versa;
- 1.2.1 any reference to natural persons includes legal persons and vice versa; and
- 1.2.2 where appropriate, meanings ascribed to defined words and expressions shall impose substantive obligations on the Parties.
- 1.2.3 In this Agreement, unless clearly inconsistent with or otherwise indicated by the context –





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- 1.2.4 no provision herein shall be construed against or interpreted to the disadvantage of any Party by reason of such Party having or being deemed to have structured or drafted such provision.
- 1.2.5 if reference is made in this Agreement to any other document for the purpose of defining words and/or phrases used in this Agreement, the applicable definition or description in such document shall be read and interpreted in terms of this Agreement as if specifically incorporated herein.
- 1.2.6 in the event that there is a conflict between the provisions of the Bidding Documents, the annexes hereto, and this Agreement, the provision of this Agreement shall, except where the contrary is provided in this Agreement, take precedence.
- 2. RECORDAL
  - 2.1 The Agency is mandated to administer social assistance in terms of chapter 3 of the Social Assistance Act, Act 13 of 2004; Section 13, provides for the rendering of Social Relief of Distress (SRD) to Beneficiaries. SRD is provided through a variety of methods, including food vouchers, food parcels or cash. In addition to SRD which is provided to individual beneficiaries, the Agency is expected to provide SRD during special outreach programmes, and as a response to disasters.
  - 2.2 In order to carry out its mandate effectively and efficiently, SASSA has identified and contracted with this Service Provider for the provision of food parcels to Beneficiaries identified by the Agency for social relief. The identification of people in need of social relief distress is done through various means i.e. direct application by an individual/s or during outreach programmes or during Imbizos or as a response to disasters or incidents.
- 3. APPOINTMENT
  - 3.1 The Agency appoints the Service Provider to Deliver the Provisions to Beneficiaries in the Service delivery areas identified by the Agency within the Responsibility area, as determined by the Agency from time to time, in accordance with the terms and conditions contained in this Agreement; which appointment the Service Provider accepts.
- 4. DURATION
  - 4.1 This Agreement will commence on the Effective Date and shall subsist for a period of 36 months; to terminate on the .....
  - 4.2 The service provider will be evaluated on the basis of the quality of the Service and Provisions on a regular basis. The Agency has, notwithstanding the provisions of this Agreement in relation to the termination thereof, the right to terminate this Agreement by furnishing 30 (thirty) days' notice to the Service Provider.





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**5. RESPONSIBILITIES OF THE SERVICE PROVIDER**

- 5.1.1 To Deliver the Provisions for individual beneficiaries, as identified, determined or directed by the Agency.
- 5.1.2 To package the items in the food parcels in accordance with the provisions of point 5.3.1 and 5.3.2 below.
- 5.1.3 To Deliver the Provisions to various Service delivery areas in the Responsibility area, as directed by the Agency.
- 5.1.4 In times of disaster, the Service Provider is expected to be in a position to Deliver the required number of Provisions immediately (in less than 5 hours) upon receipt of the order.
- 5.1.5 To ensure that casual labour is provided at every Service delivery area to handle the offloading of the delivery vehicles or trucks. The casual labour is to be sourced locally, within the Service delivery area.
- 5.1.6 Together with the designated SASSA officials, distribute the individual food parcels to the Beneficiaries on the day of collection as determined by the Agency.
- 5.1.7 To issue the Provisions based on an order issued by SASSA.
- 5.1.8 To identify local co-operatives, small scale farmers or emerging farmers who can supply the fresh produce required in each food parcel. Where the Service Provider is unable to identify suitable locally based suppliers for the fresh produce, SASSA must be requested to assist with the identification of these local suppliers. No fresh produce may be sourced from large retailers – upcoming farmers and co-operatives must be used.
- 5.2 CONTENTS AND QUALITY OF THE PROVISIONS
  - 5.2.1 The contents of the Provisions are set out in annexure "A" hereto. Only items listed on this annexure are to be supplied by the Service Provider. No substitution of items listed may take place without justifiable reasons and the express approval by the Regional Executive Manager of the Agency.
  - 5.2.2 Fresh produce must be sourced from local co-operatives, small scale farmers or emerging farmers within or as near to the Service delivery area as possible.
  - 5.2.3 Each food parcel must contain at least 3 (three) types of fresh produce. Where items on the list are not available (seasonal unavailability), substitutions by items of equivalent price must be supplied, with the prior approval of the Regional Executive Manager of the Agency.
  - 5.2.4 The Agency reserves the right to cancel the Agreement if the quality of items in the food parcel does not meet the requirements of the specification. Penalties may also be applied to the Service Provider







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- 5.2.5 In terms of provisions of the General Conditions of Contract which were attached to the Bidding Document. The Service Provider may also be blacklisted if sub-standard performance is experienced, in which case the Service Provider may be barred from doing business with Government.
- 5.3 PACKAGING BY THE SERVICE PROVIDER
  - 5.3.1 Individual items must be wrapped in solid packaging that is capable of withstanding handling and transportation hardships.
  - 5.3.2 Items making up the food parcel must be grouped and wrapped according to type and form to avoid spillage and subsequent damage. Wrapped groups of items must then be packaged in two solid units of issue: one for the dry food packages, and the other one for the fresh produce. The two units will constitute one food parcel.
  - 5.3.3 Damaged, broken or expired shelf life food parcels will not be accepted.
  - 5.3.4 Items must be packaged in the original wrapping of the manufacturer or producer.
  - 5.3.5 Only items providing standard information pertaining to the product such as brand name, complete nutritional content, usage, shelf life and other relevant information shall be accepted. Service providers are obliged to ensure that packaging of parcels received is intact for every parcel received.
- 5.4 DELIVERY
  - 5.4.1 No Delivery should be made prior to receipt of an official purchase order from the Agency. Only the actual quantity ordered by the Agency must be delivered on the agreed dates.
  - 5.4.2 Delivery should be in terms of the specification requirements and the purchase order issued.
  - 5.4.3 Delivery must be effected within 3 (three) days from the date of receipt of an official purchase order.
  - 5.4.4 Deliveries must meet all the requirements of the specifications to ensure the provision of correct quantities and quality of food items.
  - 5.4.5 Delivery of food parcels will be done at venues and on dates determined by the Agency.
  - 5.4.6 The Delivery of food parcels should be done in the presence of specifically designated officials of the Agency, who will verify the quantities and quality of the food parcels against the official purchase order and sign delivery notes.



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South African Social Security Agency  
Head Office

**6. RIGHTS AND OBLIGATIONS OF THE AGENCY**

- 5.4.7 The distribution of food parcels to Beneficiaries should be effected between 7:30 a.m. and 15:00 p.m. to enable officials to verify whether the contents comply with the purchase orders and the terms of this Agreement. Deliveries made after the hours prescribed in this clause will not be accepted
- 5.4.8 The Service Provider must ensure that there is no storage of food parcels at the Service delivery areas.
- 5.4.9 It is the responsibility of the Service Provider to provide its own labour subject to 5.1.5 above, for loading and off-loading food parcels at its expense
- 5.4.10 The contractor must ensure that parcels are handled with care as they are expected to be handed over in good condition. Those broken or damaged will not be accepted by the Agency.
- 6.1 The Agency is responsible to identify eligible beneficiaries and/or family members of the beneficiaries who will receive the food parcels.
- 6.2 The Agency will ensure that the number of food parcels distributed to Beneficiaries is aligned to the number of SRD application(s) processed and approved by the Agency.
- 6.3 Notwithstanding the provisions of clause 5.1.8 above, the Agency reserves the right to, at any time during the subsistence of this Agreement and in consultation with the Service Provider, identify local suppliers of fresh produce and link these local suppliers with the Service Provider. The Service Provider shall be responsible for the payment of the produce supplied by the identified local suppliers contemplated in this Agreement.
- 6.4 The Agency will provide the Service Provider with a purchase order as and when food parcels are required.
- 6.5 The Agency will confirm the dates and venues for Delivery of the food parcels, and have its officials available to verify receipt and distribution of the food parcels.
- 6.6 The Agency is responsible to manage the administration and verification of issuing and distribution of food parcels to the Beneficiaries by the Service Provider.
- 6.7 The Agency will process and remunerate the Service Provider within 30 (thirty) working days from receipt of the Service Provider's Invoice which must be supplied within 14 (fourteen) days of delivery accompanied by a report verified by the Agency's officials on the delivery of the Services.





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6.8 The Agency reserves the right to change or vary the Provisions (list of food parcels content as contained in annexure "A" hereto) at any time during the subsistence of this Agreement by furnishing the Service Provider with 14 (fourteen) days' notice to that effect. Should the Provision be changed or varied, the Parties will assess the cost of the new items and where an increase in the cost of the Provision is identified, the Agency shall obtain the necessary authorization prior to allowing the Service Provider to adjust the costing accordingly. Any amendments thus made must be costed per item.

### 7. SPECIAL CONDITIONS

7.1 If it is shown that errors or shortcomings exist in respect of the Services provided; the Service Provider shall be notified in writing of such errors and/or defects; and shall be required to perform corrective actions to remedy such errors and/or defects at no cost to the Agency. Such errors or defects shall be remedied within 5 (five) working days from the date of the notification thereof.

7.2 The Agency reserves the right to reject Services that do not meet the required standard and to engage or accredit a new service provider to render the Services. The Service Provider shall be served with 30 (thirty) days' written notice for termination of the Agreement in case of dissatisfactory performance that the Service Provider has failed to remedy in terms of clause 7.1 above or persistent (more than one occasion) dissatisfactory performance.

### 8. REMUNERATION

8.1 The Parties agree that the full amount for the Services for the 1<sup>st</sup> (first) year of the duration of this Agreement shall not exceed a sum R..... ("Contract Price") per Provision (food parcel); which amount shall include Value Added Tax. The Contract Price is inclusive of the entire costs (storage, packaging, loading, off-loading and so forth) but excluding transportation, which will be calculated per kilometer (km) in accordance with the costing provided by the service provider in terms of this Agreement. The price must however be broken down to show the costs for the food parcel, the packaging and the transport/delivery.

8.2 Any payments due by the SASSA to the Service Provider shall be made within 30 (thirty) days from the date of receipt of the invoice and subject to the provisions of clause 6.8 and 10 of this Agreement, by Electronic Funds Transfer (EFT) into the following account:-

BANK NAME :  
ACCOUNT NAME :  
ACCOUNT NUMBER :  
BRANCH CODE :

- 8.3 The Contract Price shall remain fixed for the 1<sup>st</sup> (first) year of this Agreement (period of 12 (twelve) months from the Effective Date), where after it will be increased annually by the approved CPI rate for the remaining duration of this Agreement.
- 8.4 The actual amount due to the Service Provider will be determined by the number of food parcels delivered.
9. BREACH
- 9.1 Should either Party:
- 9.1.1 commit any breach of this Agreement and fails to remedy the breach within 5 (five) working days after receipt from the other Party of written notice calling upon it to do so;
- 9.1.2 commit or attempt to commit an act of insolvency (as defined in the Insolvency Act, No 24 of 1936, as amended), is provisionally or finally wound-up or placed under a provisional or final order of judicial management or liquidation or is sequestrated, or a special resolution is passed for the winding-up of such Party;
- 9.1.3 compromise or make an assignment for the benefit of (or attempts to compromise or make such assignment with) its creditors;
- the other Party shall be entitled, in addition to and without prejudice to any other right it may have in law or in terms of this Agreement, to:
- (a) enforce specific performance of the terms of this Agreement; or
- (b) cancel this Agreement with immediate effect; and
- (c) in either event, recover such damages as it may have sustained.
- 9.2 In the event that the Agency terminates this Agreement due to a breach by the Service Provider, the Service Provider undertakes to assist in the transfer of the Services to the Agency or its nominee, at the Service Provider's sole cost and expense.
10. PAYMENT PROCEDURE
- 10.1 The Service Provider is only entitled to submit an invoice after delivering the food parcels to the designated SASSA official, as directed by the Agency.
- 10.2 Official purchase orders will be issued by the regional office in the Responsible area.





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- 10.3 The Service Provider will cause the delivery notes to be sent together with the consignment of food parcels to the Service delivery area. The delivery notes must be signed by the receiving official of the Agency upon receipt and verification of the Provisions at the Service delivery area. Provisions (food parcels) which are defective or do not comply with this Agreement will not be accepted; and therefore the Service Provider shall not be entitled to payment in respect thereof.
- 11. DELAY IN THE SERVICE PROVIDER'S PERFORMANCE
  - 11.1 If at any time the Service Provider encounters conditions impeding timely performance of the Services, the Service Provider shall promptly notify the Agency in writing of the fact of the delay, its likely duration and its cause(s).
  - 11.2 As soon as practical after receipt of the abovementioned notice, the Agency shall evaluate the situation and may in its sole discretion, either:
    - 11.2.1 Appoint another Service Provider to perform the Services whilst the Service Provider is temporarily unable to perform; or
    - 11.2.2 Cancel this Agreement.
  - 12. GENERAL
    - 12.1 No variation, amendment or consensual cancellation of this Agreement or any provision or term hereof and no extension of time or relaxation or suspension of any of the provisions or terms of this Agreement shall be binding or have any force and effect unless reduced to writing and signed by both or on behalf of both Parties. Any such extension, waiver, relaxation or suspension which is given or made shall be construed as relating strictly to the matter in respect whereof it was made or given.
  - 13. AGENT COMMISSION.
    - 13.1 Should the Service Provider wish to sub-contract an agent or organization for the rendering of the Services in terms of this Agreement, the Service Provider undertakes to request prior approval from the Agency to sub-contract. The Agency has the discretion, based on the best interest of the Agency, to approve or disapprove the request.
    - 13.2 Should the Agency grant the request for sub-contracting, the Service Provider shall not be entitled to claim for agent's commission or any other cost whatsoever, occasioned by the rendering of the Services by the sub-contractor and the sub-contractor shall paid by the Service Provider from the Contract Price for such sub - contracting services provided.



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South African Social Security Agency  
Head Office

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Physical Address:

---

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Postal address:

15.1.2 For the Service Provider:

Fax No:

Tel No:

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Physical address: South African Social Security Agency

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Postal address: South African Social Security Agency

15.1.1 For the Agency:

Agreement:

The Parties choose the following addresses to which notices may be given, and at which documents in legal proceedings may be served (i.e. *theirdomicilia citandi et executandi*), in connection with this

15.1

**15. DOMICILIUM CITANDI ET EXECUTANDI**

The Service Provider hereby indemnifies the Agency against any loss, expenses, damage or injuries which may be sustained by a third party (including the Beneficiaries) as well as any claim or legal proceedings and legal costs, including attorney and client costs, that may be instituted against or incurred by the Agency; and which arise from or are the result of any act, conduct or omission of the Service Provider or any employee or agent or supplier of the Service Provider in connection with or in the execution of this Agreement, or that may arise from an agreement entered into by them in relation to the Services.

14.1

**14. INDEMNITY**





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**AS WITNESSES:**

SIGNED AT \_\_\_\_\_ ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_ 2012.

1. \_\_\_\_\_  
2. \_\_\_\_\_  
For and on behalf of the Service Provider  
(duly authorised)

**AS WITNESSES:**

SIGNED AT \_\_\_\_\_ ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_ 20.....

- 15.2 Notices given to the above addresses shall be deemed to have been duly given:
- 15.2.1 Seven (7) days after posting, if posted by registered post to the Party's postal address;
- 15.2.2 On delivery, if delivered to the Party's physical address; or
- 15.2.3 On dispatch, if sent to the Party's fax number.

Tel No:  
Fax No.:





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**ANNEXURE A**

**CONTENT OF A FOOD PARCEL**

The Service Provider must only provide the following items with the correct quantity and brand name: The cost of dry goods is approximately R615 while R100 is provided for the listed fresh produce (total cost is R715).

Food Item	Brand Name	Weight	Quantity
Maize Meal	Ace, White Star, Iwisa, Impala	12,5kg	1
Nutritional Supplement	Movite Porridge	2,5kg	1
Cooking Oil	Any (consider price)	750 ml	2
Pilchards	Glendryck, Saldhana, Lucky Star	425 g tins	4
Soye Mince	Inana, Knorox, Top Class, Vitamine, Mealtime	1 kg	1
Samp	Invicta, Ace, Champion, Iwisa	5 kg	1
Sugar	Huilettes, Illovo, Sela	2,5 kg	1
Sugar Beans	Econo, Imbo, Plaza, Olympic	2 kg	1
Bread Flour	Golden Cloud, Saska, Snowflake	5 kg	1
Tea Bags	Five Roses, Glen, Teaspoon Tips, Joko, Trinco, Rooibos	100 g	1
Peanut Butter	Black Cat, Skippy, Yum Yum	1 kg	1
Yeast	NCP, Anchor, Super bake	50 g	1
Soap	Sunlight Bar Soap	500 g	2

**Fresh Produce**

\*Note a combination of available, seasonal fresh produce to the value of R100 must be included in the food parcel. The following is suggested:

- Potatoes 7 kg pocket or alternative (madumbis, butternut etc.)
- Onions 5 kg
- Cabbage 3 heads or alternative (spinach, pumpkin, carrots)

\*NOTE:- SASSA MAY AMEND THE CONTENT OF THE FOOD PARCEL FROM TIME TO TIME.





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## SRD FOR MILITARY VETERANS

### SECTION 5

#### 1. INTRODUCTION

1.1 According to the Military Veterans Act 2011 (Act 18 of 2011), art 3, 1-f-g all organs of state or government entities involved with military veterans' affairs must co-operate with the Department of Military Veterans to ensure the achievement of the objects of the Act and, within their available resources, take reasonable legislative and other measures to achieve the progressive realisation thereof; and

1.2 No organ of state is committed or obliged to provide state aid or any other assistance to any military veteran other than through the existing legislative and administrative channels.

#### 2. SASSA'S ROLE REGARDING MILITARY VETERANS

2.1 The service to be rendered by SASSA would be the rendering of services regarding "normal" social relief of distress i.e. food parcels or vouchers, for those Military Veterans who comply with all SRD criteria as set out in section 1 of this document.

\*NOTE:- Military veterans do not qualify for SRD as a result of being a military veteran, but because he / she meets one or more of the legislative criteria. This category is tracked in order to be able to report to the Department of Social Development and the Department of Military Veterans on support provided.

#### 3. OBJECTIVE

3.1 The policy objective seeks to implement the Military Veterans Act 2011 (Act 18 of 2011), art 3, 1-f-g in order that uniform procedures in respect of social relief of distress (SRD) regarding military veterans are uniformly and consistently applied within SASSA across all 9 regions;

3.2 Further to the Act this document seeks to give guidance regarding the services to be rendered by SASSA to military veterans – which according to the signed MOU between DMV & DSD is to render social relief of distress;

3.3 To ensure that the provision of social relief of distress to military veterans is carried out in a reasonable, transparent and fair manner;



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Head Office

**4 QUALIFYING CRITERIA:-**

4.1 The following qualifying criteria exist and have to be applied in all cases where a military veteran applies for SRD

**A Military Veteran includes:-**

- 4.1.1 Any SA citizen who rendered military service to any of the military organisations, statutory and non-statutory, which were involved on all sides of SA liberation war from 1960 – 1994;
- 4.1.2 Served in the Union Defence Force before 1961 or became a member of the new SANDF after 1994;
- 4.1.3 Has completed their military training and no longer performs military service; and has not been dishonourably discharged from that military organisation or force; provided that this definition does not exclude any person as mentioned above who could not complete their military training due to injury sustained during military training or a disease contracted or associated with their military training;

**5 APPLICATION PROCESS**

- 5.1 In terms of Regulation 14(1) an application for SRD is made on the relevant form and completed by the applicant or his/her procurator in the presence of a "designated officer". The application forms cannot be taken home and completed elsewhere by the applicant. \*NOTE:- The Department of Military Veterans will, from time to time, provide lists of pre-screened military veterans who may qualify for SRD. This just confirms the status of the applicant as a military veteran. However, SASSA must still screen the applicant to ensure that he / she meets the qualifying criteria as per the Social Assistance Act, Act 13 of 2004.
- 5.2 SASSA may conduct an investigation and request additional information regarding issues which might influence the outcome of the application i.e. undue hardship.
- 5.3 The application will only be completed once all required documentation is made available by the applicant. Important to remember that everyone has the right to apply (Constitutional right of access), but not everyone will receive the grant.
- 5.4 Once the application has been approved and the applicant qualifies to receive the grant he/she has a legal entitlement.
- 5.5 Should the applicant not qualify, he/she must be informed accordingly, as well as given reasons for the refusal. The applicant must also be informed of the right to have the decision reconsidered, and appeal the reconsidered outcome if still dissatisfied.
- 5.6 All applications must be accompanied by certified copies of the following documents and all processes as with any other application for SRD must be followed -- there is no special criteria for Military Veterans who wish to apply for SRD.





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- 5.7 The applicant must report to a SASSA local office with his/her identity document and any other supporting documents confirming his Military Veteran's status. A letter or inclusion on a list from the Department of Military Veterans is acceptable proof that the applicant is a military veteran.
- 5.7.1 Where application for social relief is made as a result of the following reasons, specific additional proof is required, as detailed below:-
  - 5.7.1.1 The person is awaiting payment of an approved grant—the copy of the letter of award will be required;
  - 5.7.1.2 The person has been declared medically unfit for a period less than 6 months – proof of the medical certificate confirming this is required;
  - 5.7.1.3 Breadwinner has been admitted to a public, private or state funded institution – an official letter confirming date of admission;
  - 5.7.1.4 Breadwinner has died – copy of death certificate confirming date of death;
  - 5.7.1.5 Where the identity document is not available, the standardised Affidavit will suffice.
- 5.8 Where the application is made for reasons of undue hardship a Social Worker's report may be requested. This is only required where the undue hardship is not obvious and the SASSA official is unsure of the facts. The referral from the Department of Military Veterans may be accepted as proof of undue hardship, as the Department does preliminary screening before referring the veteran to SASSA for SRD.
- 5.9 The applicant must sign acknowledgement of receipt of the letter, which must be dated. A copy is retained on the applicant's file.
- 5.10 The SRD is issued to the applicant where SRD is given in the form of food parcels or vouchers. The applicant must sign as acknowledgement of receipt of the SRD on the letter of award.
- 5.11 Where SRD is given in cash, the applicant must be provided with details of the pay point and payment date.
- 5.12 In all cases where the reason for SRD is "awaiting payment of an approved grant", and where the SRD is given in cash or vouchers, the applicant MUST sign an 'Acknowledgement of Debt' to facilitate the recovery of SRD in terms of Regulation 9(4).
- 5.13 The application must then be captured on SOCPEN for statistical purposes. This will facilitate the filing of the application at the regional centralised registry.



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DATE: 11/12/2015

CHIEF EXECUTIVE OFFICER

Ms V L PETERSEN

*V. L. Petersen*

This Policy with all sections becomes effective from the date of approval and signature of the CEO of SASSA.

- 8.1 All applications for SRD within a one year period must be supported by a report from a Social Worker in terms of Regulation 16(4).
- 8. SUBSEQUENT APPLICATIONS WITHIN A ONE YEAR PERIOD:
  - 7.3 Even for military veterans, SRD may not be issued for a period longer than 6 months, in line with legislation.
  - 7.2 The completed extension form with supporting documents including the motivating report is forwarded to Registry as loose correspondence for filing on the original SRD file.
  - 7.1 The same form as used for 'subsequent issues' is used for extension of SRD beyond 3 months. In terms of Regulation 16(3) a Social Worker or any other person authorised by the Agency must provide a report for the extension of SRD beyond the initial 3 months. In terms of the circumstances of an applicant for the purposes of SRD. The authorised person may be a SASSA official, Social Auxiliary Worker, Community Development Worker or a representative from a NGO who is familiar with the specifics of the case.
- 7. EXTENSION OF SRD (BEYOND 3 MONTHS):
  - 6.2 The completed form with relevant supporting documents is forwarded to Registry as loose correspondence for filing on the original SRD file. All files and all loose correspondence must be forwarded to the regional centralised registry on at least a weekly basis.
  - 6.1 The one page form for re-issue / extension of SRD, should be used.
- 6. APPLICATION FOR SUBSEQUENT ISSUES (2" & 3") FOR SRD:

\*NOTE:- The test for "insufficient means" also applies to military veterans. The exemption of the Income from a "Special Pension" is applicable for an application for a grant only, and not for SRD

sassa

