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**NATIONAL ASSEMBLY QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER: 1620**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 29 APRIL 2022**

**INTERNAL QUESTION PAPER NUMBER: 15 - 2022**

**1620. Ms A L A Abrahams (DA) to ask the Minister of Social Development:**

Whether the SA Social Security Agency (SASSA) is able to determine the province where a SASSA application is made and where the SASSA grant is drawn; if not, (a) how does SASSA measure demand versus allocation of (a) offices, (b) staffing and (c) other resource capacity; if so, what is the breakdown of beneficiaries in each province? NW1946E

**REPLY:**

SASSA is able to determine the province where the application for a social grant is made, if such an application was done in person at a SASSA office. For online applications done through the internet, SASSA is unable to determine the location from which the application was done. However, the address provided by the applicant confirms the province in which the applicant resides.

In addition to knowing where an application emanates, SASSA is able to determine where the grant money was withdrawn for beneficiaries who receive their money through the SASSA/SAPO card. This information is provided by the South African Post Office to SASSA. However, where the grant is deposited into a personal bank account, SASSA is unable to determine where the grant is withdrawn.

1. The principles for establishment of offices was derived from the SASSA Service Delivery Model (SDM) which was introduced in 2010. In terms of the SDM SASSA committed to the establishment of service offices within a 40km radius. Where there is insufficient infrastructure available in the 40km radius and/or the beneficiary numbers do not justify a physical building, a mobile office unit and field workers would be deployed. In the process of attempting to establish these service offices, SASSA does take reasonable consideration of available resources **(staffing, finance and other tools of trade)** to help achieve the progressive realisation of this objective.
2. In order to establish any additional service point, funded posts must exist on the organisational structure. Where mobile services are provided, the staff are taken from the local offices to provide the service on specific days.
3. Existing offices are allocated resources on the basis of the following critical elements :
	* Number of beneficiaries serviced by the affected office.
	* Number of communities the office services which may require extensive travelling
	* Financial resources available at the time.
4. **Breakdown of beneficiaries in each province**

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| **Total number of BENEFICIARIES in Payment by region and Grant Type as at 202203** |
| **Region** | **Care Dependency Grant** | **Child Support Grant** | **Combination (foster child and care dependency)** | **Disability Grant** | **Foster Child Grant** | **Grant-In-Aid** | **Old Age Grant** | **War Veterans Grant** | **Grand Total** |
| **Eastern Cape** | 21419 | 1079071 | 1578 | 172623 | 47387 | 36422 | 595873 | 6 | **1721073** |
| **Free State** | 8293 | 418796 | 518 | 75276 | 15573 | 11673 | 214703 |   | **672672** |
| **Gauteng** | 20441 | 1179473 | 638 | 115924 | 26651 | 11366 | 700253 | 7 | **1951636** |
| **KwaZulu- Natal** | 36983 | 1642112 | 1331 | 215294 | 38724 | 81766 | 741335 | 4 | **2476262** |
| **Limpopo** | 16170 | 1064528 | 546 | 95731 | 26332 | 56198 | 494929 |   | **1589530** |
| **Mpumalanga** | 11122 | 655480 | 343 | 76135 | 14772 | 23877 | 270796 |   | **957640** |
| **North West** | 9123 | 498010 | 411 | 61456 | 16755 | 17676 | 280052 | 1 | **807904** |
| **Northern Cape** | 5121 | 181501 | 479 | 47226 | 6463 | 21162 | 93362 | 1 | **301871** |
| **Western Cape** | 15259 | 636676 | 942 | 145133 | 19633 | 23631 | 383301 | 6 | **1125222** |
| **Grand Total** | **143931** | **7355641** | **6786** | **1004798** | **212290** | **283771** | **3774604** | **25** | **11603801** |