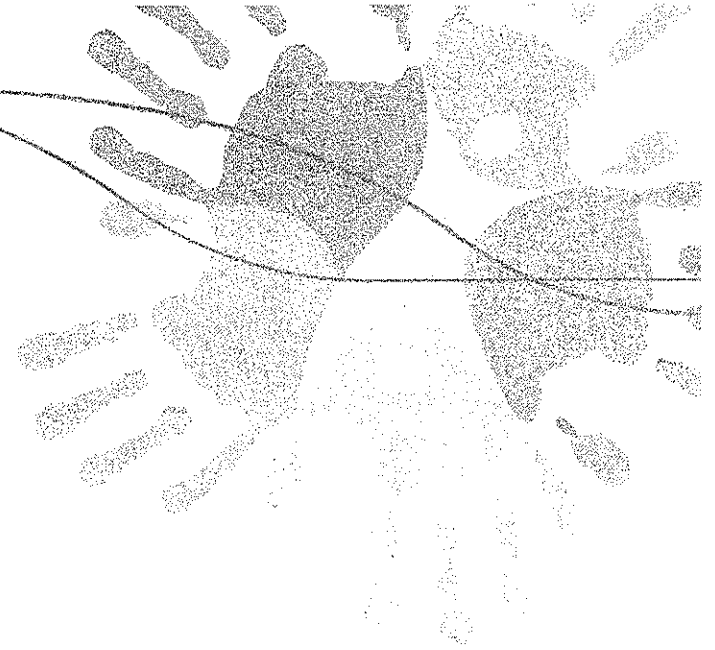




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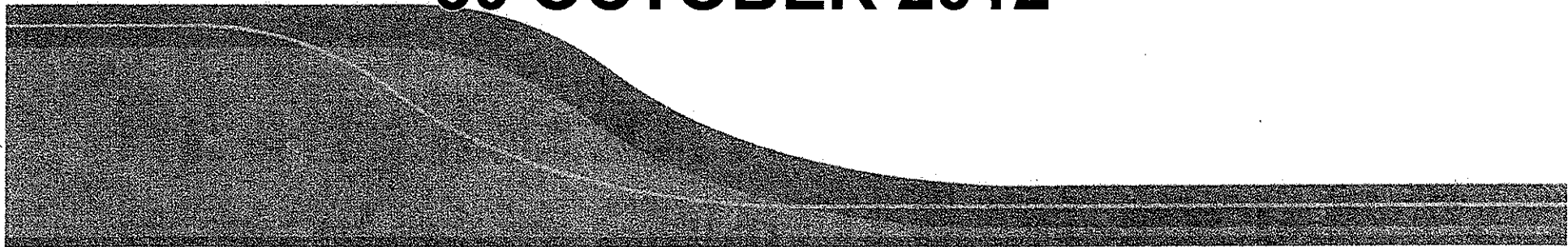


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at the right time and place.]*

RE-REGISTRATION PROCESS

PORTFOLIO COMMITTEE ON SOCIAL DEVELOPMENT

30 OCTOBER 2012



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PURPOSE

*...making the right social grant, to the right person,
at the right time and place. NJALO!*



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The purpose of this presentation is to:

- Inform the Portfolio Committee on the progress made with the re-registration of beneficiaries of social grants.

PROGRESS: RE-REGISTRATION



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- The National Social Grant Payment System was implemented in 3 Phases namely:
 - ✓ Phase 1- entailed the swopping of Sekulula cards previously paid by Allpay in March 2012 to ensure a seamless transition from the old to the new contract in order to ensure that beneficiaries were not inconvenienced; and
 - ✓ A total of 947,536 Sekulula beneficiaries in the EC, (south), FS, Gauteng and Western Cape beneficiaries were biometrically registered through one fingerprint and were issued with a temporary SASSA card.

PROGRESS: RE-REGISTRATION, CONT



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- ✓ Phase 2 entailed the temporary registration of cash beneficiaries previously paid by Empilweni and Allpay in FS, Gauteng, WC and EC (south);
- ✓ A total of 1,506,817 beneficiaries registered through one fingerprint and were issued with a temporary SASSA payment card;
- ✓ Phase 3 - commenced on 1 June 2012 for cash beneficiaries in the nine provinces targeting one pay point per district per province;
- Statistics as at 22 October 2012 revealed a total of 5,072,590 people were registered biometrically by capturing their finger prints and a photograph; and
- The solution performs proof of life certification.

PROGRESS: RE-REGISTRATION..CONT

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- Of the 5,880,843 cash beneficiaries, a total of 2,296,269 have been temporarily registered and were issued with temporary SASSA payment cards;
- A further 2,502,551 have been registered with full biometrics and have received their permanent SASSA biometric smart payment card;
- A further 3,272,183 previously paid in terms of the old CPS contract must register with full biometrics;
- In total 42% of our cash beneficiaries have registered with full biometrics;
- Of the 3,702,960 banked beneficiaries, 220 000 of the Postbank beneficiaries have re-registered with full biometrics; and
- Re-registrations are anticipated to be completed by 31 March 2013.

PROGRESS: RE-REGISTRATION, CONT



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- Voice print and finger print biometric verification is utilized to provide proof of life;
- The payment solution offers beneficiaries a variety of payment gateways, such as ATMs, merchants and cash points; and
- Beneficiaries now have the ability to access their social grants at ATM's, merchant stores and at designated pay points and are no longer confined to specific pay days.

PROGRESS: RE-REGISTRATION, CONT



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- Almost 60% of cash beneficiaries have migrated from pay points and have a preference to receive their social grants at their convenient merchant store;
- In addition to the increased payment gateways, beneficiaries have also used the increased payment channels to access their social grants within the first seven (7) calendar days of the month; and
- The previous system indicated that beneficiaries were only able to receive their grants at specific pay points on specific dates.

RE-REGISTRATION STATISTICS PER

PROVINCE

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PROVINCE	BENEFICIARIES	CHILDREN	PROCURATORS
Eastern Cape	294799	331530	308
Free State	268126	288028	1872
Gauteng	348873	291935	953
Kwazulu Natal	310227	329849	1878
Limpopo	519614	460408	2686
Mpumalanga	169830	292541	145
North West	227992	206589	1659
Northern Cape	86794	89617	967
Western Cape	276296	266644	2430
Total	2,502,551	2,557,141	12898

VOLUNTARY CANCELLATIONS

pay the social grant, to the person at the right time and place. NjALO!



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MONTHS	WCAPE	ECAPE	NCAPE	FSTATE	KZN	NWEST	GAU	MPU	LIM	TOTAL
April 2012	145	122	32	65	334	70	118	61	145	1092
May 2012	126	153	49	148	401	67	126	64	156	1290
June 2012	123	142	40	73	283	86	92	74	122	1035
July 2012	111	195	27	55	344	72	118	75	167	1164
August 2012	120	124	36	87	426	85	130	59	219	1286
September 2012	126	121	38	74	864	71	103	47	149	1593
TOTAL	751	857	222	502	2652	451	687	380	958	7460

Duplicates under investigation



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PROVINCE	STATISTICS
EASTERN CAPE	204
GAUTENG	2
KWAZULU NATAL	93
LIMPOPO	41
MPUMALANGA	57
NORTH WEST	53
NORTHERN CAPE	28
WESTERN CAPE	3
TOTAL	481

Incomplete registrations



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PROVINCE	STATISTICS
EASTERN CAPE	22744
FREE STATE	11927
GAUTENG	20426
KWA ZULU-NATAL	27901
LIMPOPO	14087
MPUMALANGA	9999
NORTH WEST	9668
NORTHERN CAPE	6723
WESTERN CAPE	8478
TOTAL	131953

Replacement cards



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PROVINCE	STATISTICS
Eastern Cape	2089
Free State	4282
GAUTENG	7513
KwaZulu natal	2291
Limpopo	2153
Mpumalanga	2263
North West	1557
Northern Cape	412
Western Cape	5895
TOTAL	28455

BENEFITS OF NEW PAYMENT SYSTEM

*giving the right social grant to the right person,
at the right time and place. NJALO!*



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- To date 7460 grants were cancelled due to the re-registration process where beneficiaries voluntarily surrendered their cards and requested cancellation of their grants;
- SASSA is currently investigating 355 beneficiaries that are receiving their social grants outside the borders of SA;
- Through the one to many match on the system 481 duplicate were identified and are currently being investigated; and
- SASSA can detect withdrawals that are made from 01:00 in the morning, which can be attributed to loan sharks in possession of beneficiary cards which number 23 071.

Challenges

*to the right person,
at the right time and place. NJALO!*



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- Micro lenders retaining beneficiaries payment cards as security for the loans issued in contravention of the National Credit Act;
- Beneficiary exploitation by micro lenders;
- Illegal activity by micro lenders and insurance companies;
- Retention of cards by ATM's due to beneficiaries punching the incorrect pin;
- High request for replacement cards as beneficiaries allege that their cards are lost;
- Primary care-givers and child/ren not re-registered simultaneously resulting in a number of incomplete re-registrations; and
- Overcrowding at re-registration sites as beneficiaries fear their social grants will be stopped.

WAY FORWARD/SOLUTIONS PROPOSED

Placing the right social grant in the right person's hands at the right time and place. NfALOO!



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- CEO is currently addressing the issue with service providers in the micro-lending industry and long term insurance industry;
- In the interim not more than 10% of the value of the social grant amount will be deducted for funeral insurance schemes and up to 25% for deductions for micro loans;
- Smaller re-registration sites were established to circumvent overcrowding;
- A ticketing system has been implemented;
- Beneficiary education awareness on safekeeping of their cards and lost cards; and
- Primary care givers must accompany their child/children to re-registration sites to be re-registered simultaneously.

RECOMMENDATIONS

*Pay the right social grant, to the right person,
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- It is recommended that the Portfolio Committee:
 - note the progress that has been made with the re-registration project.