



Mogale City Local Municipality

FACTS

Customer: Mogale City Local Municipality.

Challenge: Indigent Management. 20 000 households in 100 days

Solution: Debtpack, QuickForm & Indigo capacitated by Debtpack.

Benefits: Evaluated over 60 000 applications over three years, in line with MCLM's indigent policy

Kagiso



Maanhaarrand



Munsiville



Magailiesberg



Hekpoort



Krugersdorp



Setting the Scene

South Africa has 44 high capacity municipalities and Mogale City (formally Krugersdorp Municipality) is one of them.

Municipal Services

South Africa's Constitution requires Municipalities to sustainably supply municipal services to all including free basic service to the indigent.

Equitable Share

To cover the cost of the above, central government pays, on a quarterly basis an equitable share grant to each municipality based on the indigent numbers within its jurisdiction.

To Manage or not to Manage?

Fixed grants are always accompanied with the conundrum

"The more you spend on management the less you spend on services".

"The ideal is low cost high value management".

QuickForm delivers high value @ low cost

QuickForm

Digital pen and paper enables you to use standard forms to capture and digitize written data in near real time.

Because it is so easy to use, Debtpack trained and capacitated 150 field workers in just 10 days.

As a control sheet was integrated into the indigent survey form each form could be tracked as it went through the process from initiation to box filing.

When the digital pens were returned with the completed forms, docking the pen transferred the data via a datacard to head office where it was verified against the virtual copy of the completed form.

Mogale Social Services

"IN a bid to ensure everyone has access to free basic services, Mogale City's department of social services has come up with a plan to ensure indigent households in the area are registered.

Fieldworkers will be visiting households to help indigent residents register for basic municipal services.

In an effort to speed up the project, the municipality has appointed Debtpack Pty Ltd to provide fieldworkers. Going from door to door, the 150 fieldworkers are registering indigent homes to access free basic services like 50 kilowatts of free electricity, six kilolitres of free water, subsidised rates and taxes and the installation of prepaid meters.

Launched on 12 June in Kagiso Ext 12 and Munsiville, "the process will continue until we reach our target of 20 000 households in 100 days", says Mapule Masetle, deputy director of social services.

Besides registering indigent households, Masetle says: "As part of the socio-economic service delivery [Mogale City] will look to other issues such as unemployment and poverty".

http://www.mogalecity.gov.za/news2006/july/jul4_basicservice.stm Door-to-door registration for indigent households

"The above activities, amongst others, were done with a high level of dedication and efficiency."

(S. Mathebula, Executive Manager: Social Services, 08 April, 2008)

