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SOUTH AFRICAN SOCIAL SECURITY AGENCY

BRANCH: STRATEGY AND BUSINESS DEVELOPMENT

DEPARTMENT: MONITORING AND EVALUATION

STATISTICAL REPORT ONE: PAYMENT SYSTEM

PERIOD: April 2020

[*paying the right social grant, to the right person,
at the right time and place. NJALO!*]

DEFINITION OF TERMS

<u>Aged Person</u>	Refers to any person, who has, according to the Social Assistance Act, 2004 (Act No 13 of 2004) attained the prescribed age in accordance to Sections 10 (a) or (b) to qualify for old age grant.
<u>Beneficiary</u>	Refers to any person who receives social assistance in terms of Sections 6, 7, 8, 9, 10, 11, 12 or 13 of the Social Assistance Act of 2004 (Act No 13 of 2004).
<u>Care Dependency Grant</u>	A person is, subject to section 5 and 7 of the Social Assistance Act No.13 of 2004, eligible for a care dependency grant if he or she is a parent, primary caregiver or a foster parent of a child who requires and receives permanent care or support services due to his or her (physical or mental) disability.
<u>Care Dependent Child</u>	Refers to a child under the age of 18 years who require and receives permanent home care due to his or her severe mental or physical disability.
<u>Child</u>	Refers to any person under the age of 18 years.
<u>Child Grant</u>	Refers to Child Support Grant, Care Dependency Grant, and Foster Child Grant.
<u>Child Support Grant</u>	Refers to a grant paid to a primary caregiver of a child who satisfies the criteria in terms of Section 6 of the Social Assistance Act of 2004 (Act No 13 of 2004).
<u>Disability Grant</u>	Refers to a grant paid to a disabled person in terms of Section 9 of the Social Assistance Act of 2004 (Act No 13 of 2004).
<u>Foster Child Grant</u>	Refers to a grant paid to a foster parent in terms of Section 8 of the Social Assistance Act of 2004 (Act No 13 of 2004).
<u>Foster Child</u>	Refers to any child who has been placed in the custody of a foster parent in terms of the Children Act No. 38 of 2005 or Section 290 of the Criminal Procedure Act of 1977 (Act No 51 of 1977).
<u>Foster Parent</u>	In terms of the Children's Act No.38 of 2005, foster parent means a person who has foster care of a child by order of the children's court and includes an active member of an organization operating a cluster foster care scheme and who has been assigned responsibility for the foster care of a child.
<u>Grant in Aid</u>	Refers to a grant paid to a person who satisfies the criteria in terms of Section 12 of the Social Assistance Act of 2004 (Act No 13 of 2004).
<u>Grant recipient</u>	Refers to an adult who receives grant in respect of him or herself or behalf of a beneficiary or child. In the case of a child grant, and he or she will be a parent/legal guardian, foster parent or caregiver.
<u>Older Person</u>	Refers to any person who has, according to the Social Assistance Act of 2004 (Act No 13 of 2004) attained the prescribed age in accordance to Sections 10 (a) or (b).
<u>Old Age Grant</u>	Refers to a social grant paid to an aged person in terms of Section 10 of the Social Assistance Act of 2004 (No 13 of 2004).
<u>Parent</u>	In terms of the Children's Act of 2004 in relation to a child includes the adoptive parent of a child but excludes the biological father of a child conceived through the rape or incest with the child's mother, a gamete donor or a parent who's parental rights and responsibilities have been terminated.
<u>Social Grant</u>	Refers to an Old Age Grant, Disability Grant, War Veteran's Grant, Grant in Aid, Care Dependency Grant, Foster Child Grant and Child Support Grant.
<u>War Veteran Grant</u>	Refers to a grant paid to a person who satisfies the criteria in terms of Section 11 of the Social Assistance Act of 2004 (Act No 13 of 2004).

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1. EXECUTIVE SUMMARY

1.1 INTRODUCTION

This report presents the April 2020 status on social grant payments for the 2020/21 financial year.

1.2 PURPOSE

To report on the status of social grants payments for April 2020.

1.3 OBJECTIVES

This report serves to:

1.3.1 Inform management about the status of social grant payment for April 2020.

1.3.2 Guide management on areas for improvement in the payment of social grants.

1.4 FINDINGS

1.4.1. There were 18,258,883 social grants paid to 11,312,072 beneficiaries in April 2020.

The take up of social grants in April 2020 decreased by 0.17% or 31,709, from the previous month.

1.4.2 Currently the only report available from SAPO/Postbank is on the number of transactions per pay day, per pay channel and the value of the transactions. The number of social grants paid in April 2020 was 99%.

1.4.3 The number of children 0-1 accessing social grants decreased by 10.5% or 62461 in April 2020.

1.4.4 The issues that dominated the call centre in order of demand in April 2020 were namely:

- Covid 19 Enquiries
- Covid 19 Cash transfer
- Information on qualifying criteria
- Grants not captured
- Application outcomes
- Non Payments

14.5 The call centre received 677,571 calls but only 10,429 were answered by 14 agents. The response rate was 66% lower than the previous month. The capacity was lower in April 2020 with the absence of the 6 interns.

1.4.6 The SRD awards in April 2020 was 26,619 an increase of 247% from the previous month.

1.5 RECOMMENDATIONS

There are no recommendations for this period because the local offices were on lockdown.

KRA 1: TAKE-UP RATES OF SOCIAL GRANTS AND BENEFICIARIES

Table 1: Summary of the Take Up Rate of Social Grants Net Monthly Increase from April 2020

	Begin. of April 19	End April 19	End May 19	End June 19	End July 19	End Aug 19	End Sept 19	End Oct 19	End Nov.19	End Dec.19	End Jan.20	End Feb. 20	End Mar 20
No. of Social Grants	18,290,592	18,258,883											
Increase/decrease	45,540	-31 709											
% increase		- 0.17%											

Source: BI SharePoint

Table 1 reflects a decrease in the number of applications due to suspensions of social grants applications because of Covid 19. The decrease results from the systems suspension of non active social grants such the deceased beneficiaries and children turning 18 yrs.

Table 2 : Total Number and Percentage Growth of Social Grants by Grant Type Net Monthly Increase April 2020

Grant type	Begin. of Apr 19	End Apr 20	End May 20	End Jun 20	End Jul 20	End Aug 20	End Sept 20	End Oct 20	End Nov 20	End Dec 20	End Jan.21	End Febr. 21	End Mar. 21	Increase	% Increase
CDG	154,735	154,451												-284	-0,18%
CSG	12,787,448	12,777,926												-9,522	-0,07%
FCG	355,609	355,127												-482	-0,14%
DG	1,042,025	1,033,243												-8,782	-0,84%
GIA	273,922	271,517												-2,405	-0,88%
OAG	3,676,791	3,666,558												-10,233	-0,28%
WVG	62	61												-1	-1,61%
Total	18,290,592	18,258,883												-31,709	-0,17%

Source: OZDOW.SOCNAT.P.DAILY_GRANT_CSG18_STATS.P.TXT

Social grants decreased by 0.17% in this month.

Table 3: Number and Percentage Growth of Social Grants per Region for 2020/2021 Net Monthly Increase April 2020

Region	Begin. of Apr 19	End April 20	End May 20	End June 20	End July 20	End Aug. 20	End Sept. 20
EC	2,853,667	2,848,234					
FS	1,038,936	1,036,846					
GP	2,796,471	2,792,035					
KZN	4,056,302	4,049,885					
LP	2,593,739	2,589,752					
MP	1,535,614	1,533,168					
NW	1,275,374	1,272,777					
NC	494,619	493,531					
WC	1,645,870	1,642,655					
Total	18,290,592	18,258,883					

Figure 1

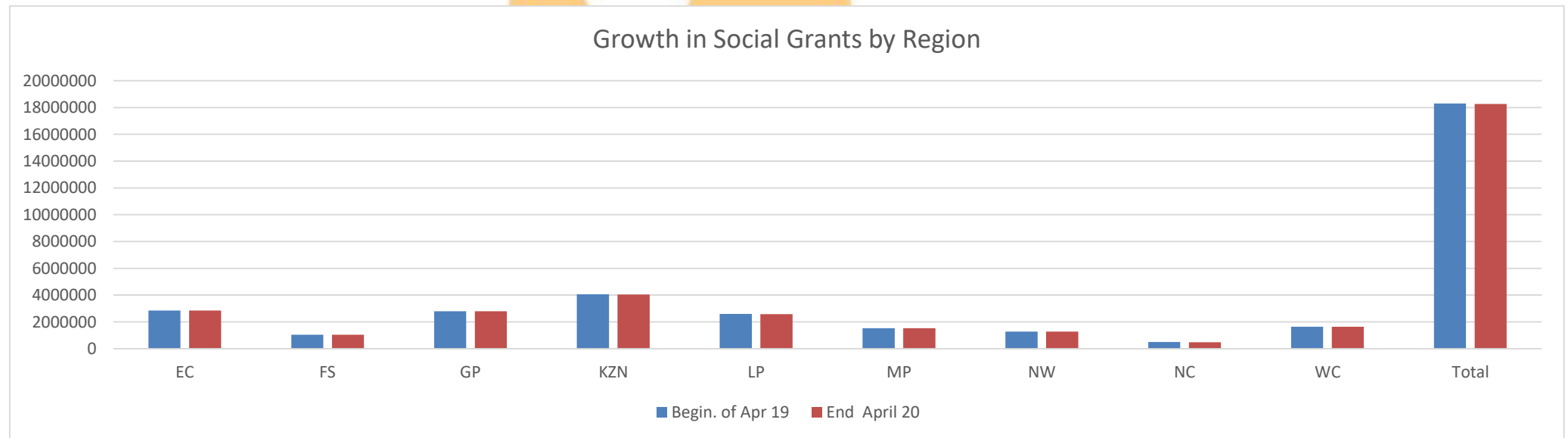


Table 4: Number of Social Grants per Region by Social Grant Type as at the end of April 2020

Region	OAG	WVG	DG	GIA	CDG	FCG	CSG	Total	Percentage
EC	593,318	11	177,414	31,971	23,623	81,006	1,940,891	2,848,234	15,60%
FS	212,269		74,224	9,794	8,874	26,107	705,578	1,036,846	5,68%
GP	656,946	21	118,843	9,051	20,900	43,281	1,942,993	2,792,035	15,29%
KZN	725,568	6	224,606	82,098	40,045	66,645	2,910,917	4,049,885	22,18%
LP	482,362	2	96,588	56,198	16,569	42,254	1,895,779	2,589,752	14,18%
MP	263,016	1	77,604	23,783	11,832	24,470	1,132,462	1,533,168	8,40%
NW	272,878	1	64,831	16,600	10,026	28,467	879,974	1,272,777	6,97%
NC	91,649	1	46,253	17,132	6,033	11,188	321,275	493,531	2,70%
WC	368,552	18	152,880	24,890	16,549	31,709	1,048,057	1,642,655	9,00%
Total	3,666,558	61	1,033,243	271,517	154,451	355,127	12,777,926	18,258,883	100,00%
Percentage	20,08%	0,00%	5,66%	1,49%	0,85%	1,94%	69,98%	100,00%	-

Figure 2

Percentage Share of the Social Grants per Region

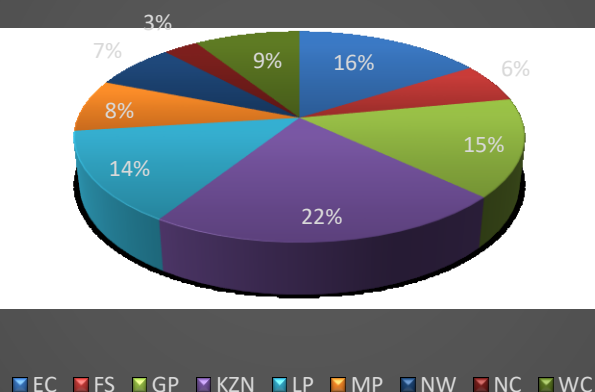


Figure 3

Proportion of the Respective Social Grants

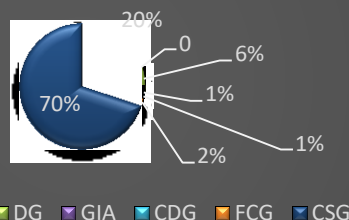


Table 5: Total Number of Beneficiaries Receiving Social Grants Net Increase

Financial year	Month	Beginning of the Month	End of the month	Increase/ Decrease
2016/17	April	10,425,809	10,399,256	-26,553
2017/18		10,596,299	10,611,693	15,394
2018/19		10,854,183	10,869,323	14,940
2019/20		11,033,505	11,066,605	33,100
2020/21		11,334,373	11,312,072	-22,301
2016/17	May	10,399,256	10,423,501	24,245
2017/18		10,611,693	10,641,258	29,565
2018/19		10,869,323	10,887,562	18,239
2019/20		11,066,605	11,092,545	25,940
2020/21				
2016/17	June	10,423,501	10,453,033	29,532
2017/18		10,641,258	10,667,155	25,897
2018/19		10,887,562	10,892,835	5,273
2019/20		11,092,545	11,122,249	29,704
2020/2021				
2016/17	July	10,453,033	10,484,906	31,873
2017/18		10,667,155	10,682,146	14,991
2018/19		10,892,835	10,913,007	20,172
2019/20		11,122,249	11,158,436	36,187
2020/2021				
2016/17	August	10,484,906	10,500,216	15,310
2017/18		10,682,146	10,699,627	17,481
2018/19		10,913,007	10,922,038	9,031
2019/20		11,158,436	11,184,569	26,133

2020/2021				
2016/17	September	10,500,216	10,528,201	27,985
2017/18		10,699,627	10,716,658	17,031
2018/19		10,922,038	10,946,702	24,664
2019/20		11,184,569	11,212,678	28,109
2020/2021				
2016/17	October	10,528,201	10,542,676	14,475
2017/18		10,716,658	10,728,745	12,087
2018/19		10,946,702	10,994,987	48,285
2019/20		11,212,678	11,256,228	43,550
2020/2021				
2016/17	November	10,542,676	10,568,774	26,098
2017/18		10,728,745	10,769,741	40,996
2018/19		10,994,987	11,041,757	46,770
2019/20		11,256,228	11,283,312	27,084
2020/2021				
2016/17	December	10,568,774	10,543,030	-25,744
2017/18		10,769,741	10,766,105	-3,636
2018/19		11,041,757	11,030,665	-11,092
2019/20		11,283,312	11,271,834	-11,478
2020/2021				
2016/17	January	10,543,030	10,565,182	22,152
2017/18		10,766,105	10,792,720	26,615
2018/19		11,030,665	11,059,317	28,652
2019/20		11,271,834	11,270,619	40,234
2020/2021				
2016/17	February	10,565,182	10,597,626	32,444
2017/18		10,792,720	10,822,651	29,931
2018/19		11,059,317	11,096,368	37,051
2019/20		11,270,619	11,312,068	22,305
2020/2021				
2016/17	March	10,597,626	10,596,299	-1,327
2017/18		10,822,651	10,854,183	31,532
2018/19		11,096,368	11,033,505	-60 863
2019/20		11,312,068	11,334,373	
2020/2021				
Total new beneficiaries from April to March		2016/17	170,490	
		2017/18	257,884	
		2018/19	179,322	

	2018/19	286,597	286,379	287,424	287,734	287,946	287,943	288,659	289,331	290,176	289,358	289,478	290,128	289,216
	2019/20	289,216	289,589	290,461	291,433	292,644	292,769	293,750	294,734	295,807	294,937	294,181	294,348	294,767
	2020/2021	294,767	294,081											
NW	2016/17	738,870	736,886	738,187	739,699	742,097	743,612	745,499	746,248	747,937	745,959	747,804	749,605	749,601
	2017/18	749,601	750,936	753,068	754,714	756,488	757,551	758,590	760,462	762,232	760,063	761,197	762,821	764,380
	2018/19	764,380	764,678	764,973	766,301	767,303	768,004	769,782	771,805	774,068	772,904	774,318	776,044	769,127
	2019/20	769,127	771,260	773,416	775,137	776,996	778,579	780,625	783,216	784,615	783,441	783,948	787,145	788,917
	2020/2021	788,917	787,230											
WC	2016/17	999,821	998,675	1,001,481	1,006,323	1,009,437	1,011,186	1,015,194	1,017,744	1,021,998	1,021,381	1,021,279	1,025,334	1,027,839
	2017/18	1,027,235	1,026,264	1,027,350	1,027,359	1,025,651	1,024,261	1,046,342	1,050,605	1,055,314	1,054,308	1,053,163	1,056,153	1,058,741
	2018/19	1,058,741	1,059,081	1,061,823	1,062,646	1,065,009	1,067,525	1,069,712	1,075,174	1,081,414	1,081,901	1,082,057	1,086,675	1,079,384
	2019/20	1,079,384	1,083,096	1,086,711	1,089,184	1,092,809	1,096,245	1,099,178	1,105,493	1,109,517	1,110,110	1,106,354	1,110,799	1,110,220
	2020/2021	1,110,220	1,107,852											
Total	2016/17	10,425,809	10,399,256	10,423,501	10,453,033	10,484,906	10,500,216	10,528,211	10,542,686	10,568,785	10,543,030	10,565,182	10,597,626	10,596,903
	2017/18	10,596,299	10,611,693	10,641,258	10,667,155	10,682,146	10,699,627	10,739,131	10,752,922	10,769,741	10,766,105	10,792,720	10,822,651	10,854,183
	2018/19	10,854,183	10,869,323	10,887,562	10,892,835	10,762,356	10,922,038	10,946,702	10,994,987	11,041,757	11,030,665	11,059,317	11,096,368	11,033,505
	2019/20	11,033,505	11,066,605	11,092,545	11,122,249	11,158,436	11,148,569	11,212,678	11,256,228	11,283,312	11,271,834	11,270,619	11,312,068	11,334,373
	2020/2021	11,334,373	11,312,072											

Source: SASSA BI data

Table 7a: Number of Beneficiaries by Grant Type without Grant In Aid for April 2020

REGIONS	CDG	COMB	CSG	DG	FCG	OAG	WVG	Grand Total
ECA	21,347	1,942	1,059,408	177,414	56,938	593,318	11	1,910,378
FST	8,104	609	410,746	74,224	19,624	212,269		725,576
GAU	19,755	753	1,133,961	118,843	31,749	656,946	21	1,962,028
KZN	37,367	1,736	1,597,493	224,606	49,433	725,568	6	2,636,209
LIM	15,623	608	1,021,710	96,588	30,536	482,362	2	1,647,429
MPU	11,175	435	627,197	77,604	18,483	263,016	1	997,911
NCA	5,232	619	175,474	46,253	7,537	91,649	1	326,765
NWP	9,283	544	481,064	64,831	20,348	272,878	1	848,949
WCA	15,223	971	626,305	152,880	20,319	368,552	18	1,184,268
Grand Total	143,109	8,217	7,133,358	1,033,243	254,967	3,666,558	61	12,239,513

Source: BI SharePoint Cube

Table 7b: Number of Beneficiaries by Grant Type with Grant in Aid for April 2020

REGIONS	CDG	COMB	CSG	DG	FCG	GIA	OAG	WVG	Grand Total
ECA	21,347	1,942	1,059,408	177,414	56,938	31,971	593,318	11	1,942,349
FST	8,104	609	410,746	74,224	19,624	9,794	212,269		735,370
GAU	19,755	753	1,133,961	118,843	31,749	9,051	656,946	21	1,971,079
KZN	37,367	1,736	1,597,493	224,606	49,433	82,098	725,568	6	2,718,307
LIM	15,623	608	1,021,710	96,588	30,536	56,198	482,362	2	1,703,627
MPU	11,175	435	627,197	77,604	18,483	23,783	263,016	1	1,021,694
NCA	5,232	619	175,474	46,253	7,537	17,132	91,649	1	343,897
NWP	9,283	544	481,064	64,831	20,348	16,600	272,878	1	865,549
WCA	15,223	971	626,305	152,880	20,319	24,890	368,552	18	1,209,158
Grand,Total	143,109	8,217	7,133,358	1,033,243	254,967	271,517	3,666,558	61	12,511,030

Source: BI SharePoint Cube

Table 8: Number of Beneficiaries and the combinations of Social Grants Received as at April 2020

Grant Type	EC	FS	GP	KZN	LP	MP	NC	NW	WC	Grand Total
/CDG/	4 212	1 403	5 202	7 045	2 546	1 465	764	1 853	3 494	27 984
/CDG/GIA/	198	58	20	616	171	65	73	78	84	1 363
/CDG/GIA/CSG/	29	6	10	15	18	9	14	13	17	131
/CSG/	794 464	305 909	983 784	1 185 480	871 098	511 271	124 141	379 476	492 899	5 648 522
/CSG/CDG/	27 058	8 776	26 032	40 368	22 388	14 248	4 960	12 569	13 833	170 232
/CSG/CDG/GIA/	9	3		10	7	3		1	5	38
/CSG/GIA/	474	97	61	829	219	135	379	52	587	2 833
/DG/	111 747	42 855	80 618	123 992	58 584	41 974	23 109	37 135	85 341	605 355
/DG/CDG/	684	279	612	1 177	220	191	242	240	743	4 388
/DG/CDG/GIA/	42	9	16	102	15	16	20	17	46	283
/DG/CSG/	102 250	60 270	74 341	236 254	57 630	56 975	32 156	48 623	107 319	775 818
/DG/CSG/CDG/	9 761	5 730	6 404	24 136	4 992	4 523	4 407	5 720	7 551	73 224
/DG/CSG/CDG/GIA/	169	57	71	528	141	265	128	129	175	1 663
/DG/CSG/GIA/	110	27	28	126	15	31	141	11	351	840
/DG/FCG/	1 250	940	744	1 580	415	323	341	453	1 432	7 478
/DG/FCG/CSG/	10 956	7 276	4 441	21 224	3 168	3 664	3 319	4 766	6 887	65 701
/DG/FCG/GIA/	37	15	16	99	37	28	20	18	71	341
/DG/FCG/GIA/CSG/	154	54	44	372	69	201	77	94	167	1 232
/DG/GIA/	6 889	2 490	5 888	19 439	8 006	7 415	4 086	5 799	12 221	72 233
/DG/GIA/CSG/	1 600	552	1 223	4 970	2 146	3 188	1 017	1 537	2 216	18 449
/FCG/	20 965	12 039	20 910	22 813	12 715	6 373	2 910	8 906	12 559	120 190

/FCG/CSG/	42 158	15 014	24 678	40 155	23 954	15 355	5 180	15 994	11 222	193 710
/FCG/GIA/	1 205	570	126	4 041	2 303	416	451	460	614	10 186
/FCG/GIA/CSG/	8	2	1	5	1		3	5	4	29
/OAG/	332 952	139 493	529 753	425 856	295 589	168 310	52 259	191 809	282 020	2 418 041
/OAG/CDG/CSG/	9 688	1 615	3 389	10 736	3 682	2 428	1 142	2 667	1 791	37 138
/OAG/CDG/GIA/CSG/	377	72	27	1 073	211	182	204	151	91	2 388
/OAG/CSG/	156 930	36 366	76 769	143 588	95 089	54 832	14 475	41 417	39 224	658 690
/OAG/CSG/CDG/	632	170	230	534	172	133	165	175	190	2 401
/OAG/CSG/CDG/GIA/	25	4		62	18	9	12	10	8	148
/OAG/CSG/GIA/	387	76	10	662	131	114	343	37	329	2 089
/OAG/FCG/CSG/	42 606	13 571	20 859	40 636	17 852	12 461	5 037	14 450	8 858	176 330
/OAG/FCG/GIA/CSG/	2 229	706	107	6 380	2 025	1 145	1 049	898	582	15 121
/OAG/GIA/	16 237	5 340	3 249	45 620	42 414	12 216	8 766	9 401	13 324	156 567
/OAG/GIA/CSG/	5 993	1 357	363	13 965	8 571	4 067	2 690	2 262	1 577	40 845
/WVG/	10		18	4		1	1	1	14	49
/WVG/CSG/	8	2	5	5	1	2		3	2	28
/WVG/FCG/	1									1
/WVG/FCG/CSG/	2									2
/WVG/GIA/			3	2	2				3	10
/WVG/GIA/CSG/									1	1
National Total	1 704 506	663 203	1 870 052	2 424 499	1 536 615	924 034	294 081	787 230	1 107 852	11 312 072

Source: OZDOW.SOCRES.P.P_PERSONAL.DLMT.ZIP

Table 8 illustrates the distribution in the number of beneficiaries by combination of grant type and Region. The tables shows the combination of grants and their frequencies. There are no repeat of beneficiaries by grant type.

Indicator 3: Number of Beneficiaries and Social Grants by Age Category

Table 9: Number of Beneficiaries by Age Category as at April 2020

Beneficiary Age	EC	FS	GP	KZN	LP	MP	NWP	NC	WC	Total
Invalid DOB	9	3	1	12	7	9	2	1	3	47
[16-17)	24	2	33	44	24	19	6	2	25	179
[17-18)	222	35	292	295	138	141	48	18	195	1 384
[18-19)	3 265	1 331	4 086	7 574	3 591	2 584	1 616	700	2 375	27 122
[19-20)	8 388	3 163	9 334	18 079	8 744	6 480	4 069	1 838	5 780	65 875
[20-25)	126 486	42 530	121 885	226 405	120 936	79 765	57 064	23 533	71 586	870 190
[25-30)	202 142	78 729	223 050	334 041	211 783	129 621	97 062	35 072	121 711	1 433 211
[30-35)	205 701	88 413	239 263	335 041	215 801	134 812	100 772	34 993	136 458	1 491 254
[35-40)	176 751	81 310	214 645	279 024	181 299	112 255	88 047	32 921	129 582	1 295 834
[40-45)	141 805	62 550	165 884	204 055	135 856	82 484	68 311	27 483	101 357	989 785
[45-50)	119 156	49 807	126 552	159 133	96 925	64 793	54 733	24 479	86 224	781 802
[50-55)	103 494	39 702	88 188	128 589	72 041	50 223	41 168	21 770	70 495	615 670
[55-60)	99 277	35 206	62 978	117 893	56 137	39 533	34 853	22 864	65 490	534 231
[60-65)	229 018	79 942	236 304	261 398	149 262	94 544	99 585	37 584	131 245	1 318 882
[65-70)	184 650	67 077	197 948	227 618	132 304	83 286	80 474	30 338	109 867	1 113 562
[70-75)	129 802	46 876	131 064	172 854	102 841	54 441	56 883	21 146	76 119	792 026
[75-80)	89 198	28 459	76 232	111 081	78 654	37 443	37 915	14 284	45 683	518 949
[80+]	114 096	30 740	74 036	136 849	137 861	49 662	43 394	15 466	44 442	646 546
Total	1 933 484	735 875	1 971 775	2 719 985	1 704 204	1 022 095	866 002	344 492	1 198 637	12 496 549

Source: BI SharePoint cube

Table 9 illustrates the distribution of beneficiaries by age category as at 30 April 2020 was 12 496 549.

Table 10: Number of Beneficiaries by Age and Gender Category as at April 2020

Beneficiary Age	EC		FS		GP		KZN		LP		MP		NW		NC		WC		Total	
	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M
Invalid DOB	8	1	3		1		11	1	7		7	2	2		1		2	1	42	5
[16-17)	24		2		33		44		24		19		6		2		25	0	179	0
[17-18)	220	2	35		292		295		138		140	1	48		18		194	1	1 380	4
[18-19)	2 735	530	1 067	264	3 470	616	6 588	986	3 100	491	2 297	287	1 348	268	578	122	2 045	330	23 228	3 894
[19-20)	7 342	1 046	2 749	414	8 338	996	16 537	1 542	7 941	803	5 949	531	3 618	451	1 625	213	5 173	607	59 272	6 603
[20-25)	118 520	7 966	39 614	2916	115 779	6 106	215 127	11 278	115 533	5403	75 705	4 060	54 186	2 878	21 994	1 539	67 528	4 058	823 986	46 204
[25-30)	191 490	10 652	74 457	4272	214 563	8 487	318 678	15 363	204 627	7156	124 038	5 583	93 404	3 658	33 109	1 963	115 935	5 776	1 370 301	62 910
[30-35)	192 481	13 220	82 358	6055	228 533	10 730	316 454	18 587	207 902	7899	127 871	6 941	96 357	4 415	32 654	2 339	128 919	7 539	1 413 529	77 725
[35-40)	161 280	15 471	74 015	7295	201 274	13 371	258 065	20 959	172 441	8858	104 490	7 765	82 851	5 196	29 900	3 021	120 380	9 202	1 204 696	91 138
[40-45)	125 615	16 190	55 018	7532	151 625	14 259	182 758	21 297	126 598	9258	74 842	7 642	62 450	5 861	24 076	3 407	91 505	9 852	894 487	95 298
[45-50)	101 792	17 364	42 081	7726	111 735	14 817	137 695	21 438	87 500	9425	56 906	7 887	47 912	6 821	20 297	4 182	73 657	12 567	679 575	102 227
[50-55)	86 281	17 213	32 072	7630	74 168	14 020	108 674	19 915	62 723	9318	42 842	7 381	34 540	6 628	16 896	4 874	55 767	14 728	513 963	101 707
[55-60)	79 630	19 647	27 046	8160	49 173	13 805	96 091	21 802	46 617	9520	32 147	7 386	27 014	7 839	16 511	6 353	47 682	17 808	421 911	112 320
[60-65)	155 208	73 810	53 286	26656	147 946	88 358	184 749	76 649	100 822	48440	63 527	31 017	61 879	37 706	23 750	13 834	84 523	46 722	875 690	443 192
[65-70)	124 635	60 015	44 774	22303	121 406	76 542	157 070	70 548	85 389	46915	54 220	29 066	50 308	30 166	19 459	10 879	69 647	40 220	726 908	386 654
[70-75)	89 415	40 387	31 996	14880	81 793	49 271	122 920	49 934	71 298	31543	36 221	18 220	36 687	20 196	13 658	7 488	48 601	27 518	532 589	259 437
[75-80)	65 055	24 143	20 239	8220	50 506	25 726	83 385	27 696	58 116	20538	26 568	10 875	25 828	12 087	9 686	4 598	30 259	15 424	369 642	149 307
[80+]	89 541	24 555	23 805	6 935	53 439	20 597	112 503	24 346	112 649	25 212	38 826	10 836	32 110	11 284	11 396	4 070	32 596	11 846	506 865	139 681
Total	1 591 272	342 212	604 617	131 258	1 614 074	357 701	2 317 644	402 341	1 463 425	240 779	866 615	155 480	710 548	155 454	275 610	68 882	974 438	224 199	10 418 243	2 078 306

Table 11: Number of Beneficiaries Grant Type Region and Gender Category as at April 2020

Beneficiary Age	EC		FS		GP		KZN		LP		MP		NW		NC		WC		Total	
	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M
OAI	379233	214 085	137 693	74 576	402 116	254 830	494 368	231 200	322 075	160 287	168 565	94 451	55 756	35 893	166 642	106 236	228 911	139 641	2 355 359	1 311 199
DG	82 335	95 079	38 864	35 360	56 700	62 143	116 929	107 677	44 739	51 849	39 237	38 367	25 037	21 216	32 128	32 703	81 968	70 912	517 937	515 306
PDG	77 411	89 342	30 249	29 802	39 405	46 190	94 159	90 287	34 427	41 514	31 892	32 579	18 195	16 823	25 895	27 075	53 976	52 570	405 609	426 182
TDG	4 924	5 737	8 615	5 558	17 295	15 953	22 770	17 390	10 312	10 335	7 345	5 788	6 842	4 393	6 233	5 628	27 992	18 342	112 328	89 124
CDG	20 615	732	7 739	365	18 679	1 076	36 243	1 124	15 310	313	10 874	301	5 040	192	9 011	272	14 699	524		
CSG	1 030 841	28 567	394 736	16 010	1 100 975	32 986	1 562 480	35 013	1 009 204	12 506	613 968	13 229	170 799	4 675	472 562	8 502	614 334	11 971		
FCG	53 326	3 612	18 156	1 468	29 410	2 339	46 667	2 766	28 788	1 748	17 406	1 077	7 118	419	18 979	1 369	19 217	1 102		
GAI	21 281	10 690	6 345	3 449	4 789	4 262	57 653	24 445	42 144	14 054	15 761	8 022	10 679	6 453	10 258	6 342	13 498	11 392	182 408	89 109
WA	3	8			10	11	2	4	1	1		1		1		1	7	11	23	38
Total																				

Table 12: Number of Children Receiving Grants per Age Against Mid-Year Population Estimates 2019: April 2020

Age	Begin of April 19	End of April 20	End of May 20	End of June 20	End of July 20	End of Aug 20	End of Sept.20	End of Oct.20	End of Nov.20	End of Dec.20	End of Jan. 21	End of Feb. 21	End of Marc.21	Mid-year Population estimates 2019	% of children receiving grants by Marc..20
0	597 215	534,754												1 099 243	48,65%
1	732 297	733,176												1 139 770	64,33%
2	721 204	721,114												1 162 356	62,04%
3	707 610	707,334												1 169 375	60,49%
4	729 841	725,386												1 163 202	62,36%
5	793 683	790,499												1 146 212	68,97%
6	789 613	790,747												1 120 778	70,55%
7	794 433	791,233												1 089 275	72,64%
8	793 629	795,042												1 054 077	75,43%
9	778 274	779,902												1 017 559	76,64%
10	774 077	773,157												978 661	79,00%
11	806 456	802,992												936 325	85,76%
12	782 035	782,157												910 090	85,94%
13	773 408	774,309												909 199	85,16%

14	750 981	752,248												925 726	81,26%
15	721 581	728,123												940 960	77,38%
16	635 904	639,019												956 789	66,79%
17	570 914	616,699												978 014	63,06%
Total	13,253,155	13,237,891												18 697 613	70,80%
18	22 558	26,339												1,004,548	2,62%
19	12 559	12,854												1,033,875	1,24%
20	8 514	8,868												1,062,975	0,83%
21	1 033	1,576												1,091,739	2,62%
Total	13,297,819	13,287,528												22,890,750	58,05%
>=22	4	4												1,114,356	0,00%
Grand Total	13,297,823	13,287,532												24,005,105	55,35%

Table 13: National: Number of Children Receiving Grants per Age against mid-year population estimates 2019 as at April 2020

Children's Ages	CDG	CSG	FCG	Total	Mid-year population estimates 2019	% of children receiving grants
0	363	534 252	139	534 754	1 099 243	48,65%
1	1 943	730 436	797	733 176	1 139 770	64,33%
2	3 167	716 349	1 598	721 114	1 162 356	62,04%
3	3 914	701 154	2 266	707 334	1 169 375	60,49%
4	5 152	716 719	3 515	725 386	1 163 202	62,36%
5	6 381	779 217	4 901	790 499	1 146 212	68,97%
6	7 242	777 133	6 372	790 747	1 120 778	70,55%
7	8 043	774 708	8 482	791 233	1 089 275	72,64%
8	8 765	775 709	10 568	795 042	1 054 077	75,43%
9	9 599	756 796	13 507	779 902	1 017 559	76,64%
10	10 337	745 978	16 842	773 157	978 661	79,00%
11	11 427	770 042	21 523	802 992	936 325	85,76%
12	12 434	743 791	25 932	782 157	910 090	85,94%
13	12 952	730 287	31 070	774 309	909 199	85,16%
14	13 274	703 468	35 506	752 248	925 726	81,26%
15	13 864	673 989	40 270	728 123	940 960	77,38%
16	12 747	585 885	40 387	639 019	956 789	66,79%
17	12 810	560 585	43 304	616 699	978 014	63,06%
Total	154 414	12 776 498	306 979	13 237 891	18 697 613	70,80%
18		1 447	24 854	26 339	1 004 548	2,62%
19		1	12 853	12 854	1 033 875	1,24%
20			8 868	8 868	1 062 975	0,83%
21		1	1 575	1 576	1 091 739	0,14%
22		1		1	1 114 356	0,00%
>=23	2	1		3	1 127 381	0,00%
Grand Total	154 454	12 777 949	355 129	13 287 532	25 132 486	52,87%

Source: BI SharePoint cube

Figure 13 illustrates the distribution in the number of children by age receiving social grants compared to Stats SA's population estimates for 2019. As at 30 April 2020. 52,87 % of country's children were in receipt of a social grant.

Table 14: Eastern Cape: Number of children receiving grants per age against Mid-year population estimates 2019 as at April 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2019	% of children receiving grants
0	33	77 395	7	77 435	127 120	60,91%
1	210	104 452	94	104 756	139 528	75,08%
2	407	102 079	237	102 723	148 277	69,28%
3	563	99 620	346	100 529	153 745	65,39%
4	713	103 761	555	105 029	156 310	67,19%
5	881	116 243	938	118 062	156 350	75,51%
6	987	117 105	1 243	119 335	154 244	77,37%
7	1 121	115 022	1 751	117 894	150 368	78,40%
8	1 244	118 497	2 308	122 049	145 103	84,11%
9	1 429	114 977	3 046	119 452	138 824	86,05%
10	1 580	113 439	3 811	118 830	131 614	90,29%
11	1 729	119 495	4 945	126 169	123 555	102,12%
12	1 884	117 774	6 084	125 742	116 507	107,93%
13	2 124	118 012	7 170	127 306	111 442	114,24%
14	2 148	113 809	8 421	124 378	107 849	115,33%
15	2 251	108 563	9 204	120 018	104 014	115,39%
16	2 177	94 083	9 030	105 290	100 004	105,29%
17	2 133	86 315	9 126	97 574	97 753	99,82%
Total	23 614	1 940 641	68 316	2 023 571	2 362 606	85,65%
18	9	253	5 971	6 233	97 960	6,36%
19			3 726	3 726	99 778	3,73%
20			2 636	2 636	101 575	2,60%
21			358	358	103 587	0,35%
>=23	1	1		2	105 130	0,00%
Total	23 624	1 940 895	81 007	2 045 526	2 976 304	68,73%

Source: BI SharePoint cube

Table 14 illustrates the distribution in the number of children by age receiving social grants in the Eastern Cape in comparison with Stats SA's population estimates for 2019. As at 30 April 2020 there were 68.73% of children in receipt of a social grant in the Eastern Cape.

Table 15: Free State: Number of children receiving grants per age against Mid-year population estimates 2019 as at April 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2019	% of children receiving grants
0	21	28 510	15	28 546	47 692	59,85%
1	101	38 488	78	38 667	51 952	74,43%
2	175	37 722	117	38 014	54 995	69,12%
3	206	37 119	186	37 511	56 956	65,86%
4	291	37 646	257	38 194	57 970	65,89%
5	349	41 852	349	42 550	58 172	73,15%
6	382	41 458	438	42 278	57 696	73,28%
7	447	42 512	551	43 510	56 676	76,77%
8	491	42 491	655	43 637	55 248	78,98%
9	585	42 662	833	44 080	53 546	82,32%
10	577	42 505	1 022	44 104	51 554	85,55%
11	668	43 467	1 335	45 470	49 258	92,31%
12	709	42 731	1 693	45 133	47 542	94,93%
13	747	40 886	2 171	43 804	46 840	93,52%
14	761	40 238	2 396	43 395	46 836	92,65%
15	847	38 964	2 847	42 658	46 723	91,30%
16	776	33 843	2 992	37 611	46 591	80,73%
17	740	32 421	3 078	36 239	46 793	77,45%
Total	8 873	705 515	21 013	735 401	933 041	78,82%
18	1	63	2 323	2 387	47 404	5,04%
19			1 507	1 507	48 276	3,12%
20			1 074	1 074	49 136	2,19%
21			190	190	49 976	0,38%
22					50 747	0,00%
23					51 376	0,00%
Total	8 874	705 578	26 107	740 559	1 229 956	60,21%

Source: BI SharePoint cube

Table 15 illustrates the distribution in the number of children by age receiving social grants in the Free State in comparison with Stats SA's population estimates for 2019. As at 30 April 2020 there were 60.21% of Free State's children in receipt of a social grant.

Table 16: Gauteng: Number of children receiving grants per age against Mid-year population estimates 2019 as at April 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2019	% of children receiving grants
0	62	76 474	18	76 554	261 511	29,27%
1	312	109 741	106	110 159	260 777	42,24%
2	509	111 241	217	111 967	257 574	43,47%
3	577	110 193	320	111 090	252 415	44,01%
4	763	110 852	447	112 062	245 810	45,59%
5	951	119 148	601	120 700	238 273	50,66%
6	1 124	119 365	862	121 351	230 315	52,69%
7	1 181	120 495	1 106	122 782	222 447	55,20%
8	1 271	119 859	1 418	122 548	215 183	56,95%
9	1 427	117 357	1 769	120 553	209 033	57,67%
10	1 451	116 040	2 301	119 792	203 388	58,90%
11	1 534	118 306	2 758	122 598	197 637	62,03%
12	1 600	111 916	3 405	116 921	197 903	59,08%
13	1 635	109 020	3 974	114 629	206 943	55,39%
14	1 631	103 876	4 577	110 084	221 902	49,61%
15	1 696	99 032	5 050	105 778	236 660	44,70%
16	1 585	87 163	5 170	93 918	251 828	37,29%
17	1 586	82 699	5 590	89 875	267 414	33,61%
TOTAL	20 895	1 942 777	36 989	2 003 361	4 177 013	47,96%
18	5	217	2 438	2 660	282 606	0,94%
19			683	683	297 096	0,23%
20			386	386	311 342	0,12%
21		1	86	87	325 197	0,03%
22		1		1	335 738	0,00%
23					341 528	33,06%
Total	20 900	1 942 996	43 282	2 007 178	6 070 520	29,27%

Source: BI SharePoint cube

Table 16 illustrates the distribution in the number of children by age receiving social grants in the Gauteng in comparison with Stats SA's population estimates for 2019. As at 30 April 2020 there were 29.27% of Gauteng's children in receipt of a social grant.

Table 17: KwaZulu-Natal: Number of children receiving grants per age against Mid-year population estimates 2019 as at 31 April 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2019	% of children receiving grants
0	118	122 746	25	122 889	242 783	50,62%
1	522	164 977	111	165 610	247 114	67,02%
2	733	157 659	205	158 597	248 639	63,79%
3	900	155 044	298	156 242	247 746	63,07%
4	1 149	161 095	470	162 714	244 820	66,46%
5	1 526	176 186	636	178 348	240 249	74,23%
6	1 716	175 196	926	177 838	234 419	75,86%
7	1 965	173 201	1 220	176 386	227 718	77,46%
8	2 186	173 502	1 512	177 200	220 531	80,35%
9	2 467	172 126	2 051	176 644	213 246	82,84%
10	2 674	167 835	2 680	173 189	205 620	84,23%
11	2 976	175 738	3 832	182 546	197 410	92,47%
12	3 391	171 718	4 793	179 902	192 150	93,63%
13	3 501	170 116	6 252	179 869	191 483	93,93%
14	3 691	165 201	7 336	176 228	193 910	90,88%
15	3 820	159 668	8 768	172 256	196 065	87,86%
16	3 351	136 034	8 790	148 175	198 358	74,70%
17	3 349	132 532	9 825	145 706	201 061	72,47%
Total	40 035	2 910 574	59 730	3 010 339	3 943 321	76,34%
18	11	347	4 592	4 950	203 887	2,43%
19			1 347	1 347	206 660	0,65%
20			844	844	209 428	0,40%
21			132	132	212 098	0,06%
22					213 676	0,00%
23					213 642	0,00%
Total	40 046	2 910 921	66 645	3 017 612	5 202 713	58,00%

Source: BI SharePoint Cube

Table 17 illustrates the distribution in the number of children by age receiving social grants in the KwaZulu in comparison with Stats SA's population estimates for 2019. As at 30 April 2020 there were 58.00% of Limpopo's children in receipt of a social grant.

Table 18: Limpopo: Number of children receiving grants per age against Mid-year population estimates 2019 as at April 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2019	% of children receiving grants
0	19	95 086		95 105	127 145	74,80%
1	194	117 663	28	117 885	132 850	88,74%
2	356	114 655	79	115 090	136 256	84,47%
3	460	111 341	140	111 941	137 635	81,33%
4	576	111 411	251	112 238	137 258	81,77%
5	727	119 840	408	120 975	135 398	89,35%
6	819	118 584	570	119 973	132 325	90,67%
7	925	116 747	864	118 536	128 312	92,38%
8	980	116 245	1 173	118 398	123 629	95,77%
9	1 044	109 605	1 554	112 203	118 550	94,65%
10	1 131	105 949	1 929	109 009	113 008	96,46%
11	1 254	108 115	2 502	111 871	106 939	104,61%
12	1 360	104 011	2 957	108 328	102 298	105,89%
13	1 346	101 739	3 491	106 576	100 030	106,54%
14	1 393	97 767	3 931	103 091	99 396	103,72%
15	1 442	91 079	4 460	96 981	98 597	98,36%
16	1 246	78 073	4 355	83 674	97 854	85,51%
17	1 294	77 682	4 908	83 884	97 693	85,86%
Total	16 566	1 895 592	33 600	1 945 758	2 125 174	91,56%
18	3	189	3 540	3 732	98 151	3,80%
19			2 589	2 589	99 009	2,61%
20			2 064	2 064	99 948	2,07%
21			461	461	100 950	0,46%
Total	16 569	1 895 781	42 254	1 954 604	2 523 232	74,80%

Source: BI SharePoint Cube

Table 18 illustrates the distribution in the number of children by age receiving social grants in the Limpopo in comparison with Stats SA's population estimates for 2019. As at 30 April 2020 there were 74.80% of Limpopo's children in receipt of a social grant.

Table 19: Mpumalanga: Number of children receiving grants per age against Mid-year population estimates 2019 as at April 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2019	% of children receiving grants
0	23	48 985	8	49 016	88 526	55,37%
1	142	68 187	32	68 361	92 327	74,04%
2	222	66 253	63	66 538	94 634	70,31%
3	332	64 325	101	64 758	95 634	67,71%
4	442	64 668	174	65 284	95 515	68,35%
5	507	68 683	295	69 485	94 463	73,56%
6	575	68 410	347	69 332	92 668	74,82%
7	647	68 374	529	69 550	90 316	77,01%
8	716	68 114	691	69 521	87 594	79,37%
9	703	64 789	848	66 340	84 689	78,33%
10	808	64 463	1 131	66 402	81 536	81,44%
11	899	66 942	1 449	69 290	78 066	88,76%
12	915	63 811	1 714	66 440	75 741	87,72%
13	976	62 791	2 135	65 902	75 256	87,57%
14	1 010	61 330	2 482	64 822	76 036	85,25%
15	1 051	60 262	2 882	64 195	76 713	83,68%
16	889	51 790	2 966	55 645	77 446	71,85%
17	974	50 172	3 313	54 459	78 560	69,32%
Total	11 831	1 132 349	21 160	1 165 340	1 535 719	75,88%
18	1	113	1 839	1 953	80 042	2,44%
19		1	826	827	81 743	1,01%
20			526	526	83 440	0,63%
21			119	119	85 077	0,14%
Total	11 832	1 132 463	24 470	1 168 765	1 866 022	62,63%

Source: BI SharePoint Cube

Table 19 illustrates the distribution in the number of children by age receiving social grants in the Mpumalanga in comparison with Stats SA's population estimates for 2019. As at 30 April 2020 there were 62.63% of Mpumalanga's children in receipt of a social grant.

Table 20: Northern Cape: Number of children receiving grants per age against Mid-year population estimates 2019 as at 30 April 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2019	% of children receiving grants
0	5	13 312	7	13 324	23 974	55,58%
1	65	19 163	34	19 262	24 781	77,73%
2	98	18 765	61	18 924	25 264	74,91%
3	134	18 390	96	18 620	25 461	73,13%
4	194	18 974	154	19 322	25 410	76,04%
5	243	20 163	177	20 583	25 147	81,85%
6	250	19 573	209	20 032	24 710	81,07%
7	301	19 856	318	20 475	24 137	84,83%
8	330	18 902	343	19 575	23 466	83,42%
9	316	18 746	451	19 513	22 733	85,84%
10	377	18 567	574	19 518	21 948	88,93%
11	451	18 810	663	19 924	21 118	94,35%
12	525	17 570	787	18 882	20 427	92,44%
13	505	17 446	966	18 917	19 972	94,72%
14	524	16 894	1 013	18 431	19 702	93,55%
15	605	16 457	1 205	18 267	19 438	93,98%
16	572	15 006	1 188	16 766	19 176	87,43%
17	535	14 641	1 318	16 494	19 160	86,09%
Total	6 030	321 235	9 564	336 829	406 024	82,96%
18	3	40	810	853	19 481	4,38%
19			484	484	20 023	2,42%
20			278	278	20 550	1,35%
21			52	52	21 075	0,25%
Total	6033	321 275	11 188	338 496	487 153	69,48%

Source: BI SharePoint Cube

Table 20 illustrates the distribution in the number of children by age receiving social grants in the Northern Cape in comparison with Stats SA's population estimates for 2019. As at 30 April 2020 there were 69.48% of Northern Cape's children in receipt of a social grant.

Table 21: North West: Number of children receiving grants per age against Mid-year population estimates 2019 as at April 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2019	% of children receiving grants
0	11	38 460	2	38 473	73 928	52,04%
1	113	51 975	31	52 119	78 608	66,30%
2	190	50 287	76	50 553	81 605	61,95%
3	233	48 900	111	49 244	83 119	59,25%
4	276	48 963	186	49 425	83 350	59,30%
5	359	52 647	283	53 289	82 497	64,60%
6	436	53 291	399	54 126	80 760	67,02%
7	469	54 768	592	55 829	78 338	71,27%
8	535	53 798	779	55 112	75 431	73,06%
9	601	51 963	1 070	53 634	72 237	74,25%
10	628	51 676	1 385	53 689	68 740	78,10%
11	747	52 734	1 677	55 158	64 920	84,96%
12	767	50 944	2 055	53 766	62 065	86,63%
13	863	48 458	2 329	51 650	60 808	84,94%
14	911	46 747	2 677	50 335	60 696	82,93%
15	940	45 841	3 143	49 924	60 515	82,50%
16	962	40 019	3 363	44 344	60 354	73,47%
17	984	38 390	3 696	43 070	60 964	70,65%
Total	10 025	879 861	23 854	913 740	1 288 934	70,89%
18	1	117	2 260	2 378	62 550	3,80%
19			1 331	1 331	64 762	2,06%
20			867	867	66 977	1,29%
21			155	155	69 237	0,22%
Total	10 026	879 978	28 467	918 471	1 552 461	59,16%

Source: BI SharePoint Cube

Table 21 illustrates the distribution in the number of children by age receiving social grants in the North West in comparison with Stats SA's population estimates for 2019. As at 30 April 2020 there were 59.16% of North West's children were in receipt of a social grant.

Table 22: Western Cape: Number of children receiving grants per age against Mid-year population estimates 2019 as at April 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2019	% of children receiving grants
0	71	33 284	57	33 412	106 564	31,35%
1	284	55 790	283	56 357	111 834	50,39%
2	477	57 688	543	58 708	115 112	51,00%
3	509	56 222	668	57 399	116 665	49,20%
4	748	59 349	1 021	61 118	116 760	52,34%
5	838	64 455	1 214	66 507	115 663	57,50%
6	953	64 151	1 378	66 482	113 642	58,50%
7	987	63 733	1 551	66 271	110 963	59,72%
8	1 012	64 301	1 689	67 002	107 894	62,10%
9	1 027	64 571	1 885	67 483	104 701	64,45%
10	1 111	65 504	2 009	68 624	101 253	67,77%
11	1 169	66 435	2 362	69 966	97 421	71,82%
12	1 283	63 316	2 444	67 043	95 458	70,23%
13	1 255	61 819	2 582	65 656	96 426	68,09%
14	1 205	57 606	2 673	61 484	99 399	61,86%
15	1 212	54 123	2 711	58 046	102 236	56,78%
16	1 189	49 874	2 533	53 596	105 177	50,96%
17	1 215	45 733	2 450	49 398	108 615	45,48%
Total	16 545	1 047 954	30 053	1 094 552	1 925 780	56,84%
18	4	108	1 081	1 193	112 467	1,06%
19			360	360	116 529	0,31%
20			193	193	120 578	0,16%
21			22	22	124 540	0,02%
>=23	1			1	130 698	0,00%
Total	16 550	1 048 062	31 709	1 096 321	2 658 596	43,32%

Source: BI SharePoint Cube

Table 22 illustrates the distribution in the number of children by age receiving social grants in the Western Cape in comparison with Stats SA's population estimates for 2019. As at 30 April 2020 there were 43.32% of Western Cape's children in receipt of a social grant

KPA 2: SERVICE DELIVERY QUALITY

Indicator 4: Number of new applications by Grant Type Status and Region

Table 23: NATIONAL: Total number of applications by application type and grant type April 2020

	GRANT SERVICE	CDG	CSG	DG	FCG	GIA	OAG	TOTAL	PERCENTAGE
April 2020	Continuation				41			41	10.73%
	Exception								
	New Application	14	48	158	1	43	18	282	73.82%
	Re-instatement	1	2	37	7		1	48	12.57%
	Transfer		11					11	2.88%
	U4								
	Total	15	61	195	49	43	19	382	100.00%

Source: SASSA BI data warehouse

Table 23 illustrates there were 382 applications by grant type as at the April 2020.

Table 24: Number of new applications by Service Outcome Average Waiting Period and Grant Type for end of April 2020

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	12	44	96	1	20	15	188	66,67%
	10 Days	2	3	39		16	3	63	22,34%
	15 Days					4		4	1,42%
	Approved Total	14	47	135	1	40	18	255	90,43%
Refused	1 Day			15		2		17	6,03%
	10 Days		1	8		1		10	3,55%
	Refused Total		1	23		3		27	9,57%
Grand Total		14	48	158	1	43	18	282	100,00%

Source: SASSA BI data warehouse

Table 24 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of April 2020 there were **282** new applications received. Most of the applications were for Disability Grant. 52.02% of the applications received during end of April 2020 were processed within 10 days while 98.59 % of the applications were processed within 1 day.

EASTERN CAPE

Table 25: Total number of new applications by service outcome average waiting period and grant type for the April 2020

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	12	31	75	1	19	9	147	63,36%
	10 Days	2	3	33		16	3	57	24,57%
	15 Days					4		4	1,72%
	Approved Total	14	34	108	1	39	12	208	89,66%
Refused	1 Day			12		2		14	6,03%
	10 Days		1	8		1		10	4,31%
	Refused Total		1	20		3		24	10,34%
Total		14	35	128	1	42	12	232	100,00%

Source: SASSA BI data warehouse

Table 25 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of quarter 4 there were 79 399 new applications received. Most of the applications were for Child Support Grant. 80.25% of the applications received during quarter 3 were processed within a day while 97.89% were processed within 10 days.

FREE STATE

Table 26: Total number of applications by service outcome average waiting period and grant type for the quarter April 2020

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day								
	10 Days								
	15 Days								
	30 Days								
	Approved Total								
Outstanding	1 Day								
	10 Days								
	Outstanding Total								
Refused	1 Day								

	10 Days								
	15 Days								
	30 Days								
	Refused Total								
Total									

Source: SASSA BI data warehouse

GAUTENG

Table 27: Total number of applications by service outcome average waiting period and grant type for the quarter April 2020

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day		6	20		1	5	32	88,89%
	10 Days			1				1	2,78%
	Approved Total		6	21		1	5	33	91,67%
Refused	1 Day			3				3	8,33%
	Refused Total			3				3	8,33%
Total			6	24		1	5	36	100,00%

Source: SASSA BI data warehouse

Table 27 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of April 2020 there were 5 New Applications received. Most of the applications were for Child Support Grant. 85.61% of applications received during quarter 3 were processed within a day while 98.88% of the applications were processed within 10 days.

KWAZULU-NATAL

Table 28: Total number of applications by service outcome average waiting period and grant type for the quarter April 2020

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day								
	10 Days								
	15 Days								
	30 Days								

	Approved Total								
Outstanding	1 Day								
	10 Days								
	15 Days								
	30 Days								
	Outstanding Total								
Refused	1 Day								
	10 Days								
	15 Days								
	30 Days								
	Refused Total								
Total									

Source: SASSA BI data warehouse

Table 28 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of quarter 3 there were **122 860** New Applications received. Most of the applications were for Child Support Grant. 92.13% of applications received during quarter 3 were processed within a day while 99.57% of the applications were processed within 10 days.

LIMPOPO

Table 29: Total number of applications by service outcome average waiting period and grant type for the quarter April 2020

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day		1				1	2	100.00%
	Approved Total		1				1	2	100.00%
Total			1				1	2	100.00%

Source: SASSA BI data warehouse

Table 29 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of quarter 3 there were **76 210** New Applications received. Most of the applications were for Child Support Grant. 89.10% of applications received during quarter 3 were processed within a day while 99.88% of the applications were processed within 10 days.

MPUMALANGA

Table 30: Total number of applications by service outcome average waiting period and grant type for the quarter April 2020

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day		1					1	
	Approved Total		1					1	
Total			1					1	

Source: SASSA BI data warehouse

Table 30 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of March 2020 there were **42 878** New Applications received. Most of the applications were for Child Support Grant. 77.49% of applications received during quarter 3 were processed within a day and 99.54 % of the applications were processed within 10 days.

NORTHERN CAPE

Table 31: Total number of applications by service outcome average waiting period and grant type for the quarter April 2020

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day		5					5	
	Approved Total		5					5	
Total			5					5	

Source: SASSA BI data warehouse

Table 31 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of quarter 3 there were **17 929** New Applications received. Most of the applications were for Child Support Grant. 82.96% of applications received during quarter 3 were processed within a day and 99.61% of applications were processed within 10 days.

NORTH WEST

Table 32: Total number of applications by service outcome average waiting period and grant type for the quarter April 2020

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day								
	10 Days								
	15 Days								

	30 Days								
	Approved Total								
Outstanding	1 Day								
	10 Days								
	15 Days								
	30 Days								
	Outstanding Total								
Refused	1 Day								
	10 Days								
	15 Days								
	30 Days								
	Refused Total								
Total									

Source: SASSA BI data warehouse

WESTERN CAPE

Table 33: Total number of applications by service outcome average waiting period and grant type for the quarter April 2020

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day			1				1	
	10 Days			5				5	
	Approved Total			6				6	

Source: SASSA BI data warehouse

Table 33 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of quarter 3 there were **52 057** New Applications received. Most of the applications were for Child Support Grant. 85.96% of applications received during the quarter were processed within a day and 98.92% of applications were processed within 10 days.





Table 35: Number of Social Relief of Distress disbursed in quarter as at end of April 2020

Region	Cash	Food Parcel	School Uniform	Voucher	Total
EC	5	7 857			7 862
FS		2 478			2 478
GP	1	3 804			3 805
KZN		2 098			2 098
LP	1	4 459		1	4 461
MP		375			375
NW	1	4 746		3	4 750
NC		75			75
WC	1	714			715
Total	9	26 606		4	26 619

Source: BI Solution SharePoint

Table 35 shows that there were 26 606 food parcels distributed in response to Covis19.

Table 14: Number of Beneficiaries Receiving Social Relief of Distress Per Category April – March 2020

SRD Type	March 19	April 20	May 20	June 20	July 20	August 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	March 21	Total	% processed
Cash	119	9													
Food Parcel	5,378	26,606													
School Uniform	302														
Voucher	4,963	4													
Total	10,762	26,619													

Table 15: Expenditure of Social Relief of Distress Disbursed April 2019 – March 2020

Regions	Budget Allocation-	End Mar19	April 19 R000	May 2019 R000	June 19 R000	July 2019 R000	Aug. 2019 R000	Sept. 19 R000	Oct. 2019 R000	Nov. 2019 R000	Dec. 2019 R000	Jan.20 R000	Feb.20 R000	Mar.20 R000	Total R000
EC	65 600000	20,753	945	4 566	5684	7 241	10 690	6747	8 674	5 934	3 947	1 282	2 406	4 717	62 833
FS	24 600 000	7,785	-	2 323	3391	3 316	3 198	3488	2 600	2 393	1 365	207	984	2 942	26 203
GP	61 500 000	18,455	1 350	2 058	4466	5 864	5 926	2981	7 240	6 835	5 623	6 527	1 900	10 288	61 058
KZN	90 200 000	21,467	2 180	16 689	16093	11 432	7 841	6802	8 568	3 744	5 691	5 512	3 337	7 929	95 819
LP	57 400 000	3,829	3 773	3 598	3177	2 943	6 732	7267	9 446	4 209	4 209	774	905	1 284	50 282
MP	32 800 000	8,671	513	2 690	3739	3 026	2 503	2333	2 124	3 100	2 669	582	3 010	5 080	31 369
NC	12 300 000	9,600	2 532	146	1317	1 977	630	1235	610	757	1 318	186	140	1 523	12 372
NW	28 700 000	6,449	613	997	2793	4 696	3 512	3704	3 841	1 671	2 033	1 318	1 944	2 635	29 758
WC	36 900 000	4,495	820	1 068	3899	3 458	4 350	5171	2 728		2 881	1 462	833	3 640	32 833
Total.	410 000 000	101,505	12 727	34 135	44559	43 953	45 382	39727	45 832	33 128	29 736	17 849	15 460	40 038	402 527

Table 34: Expenditure on Social Relief of Distress disbursed

Regions	End Mar19 R000	Budget Allocation 20/21	April 20 R000	May 20 R000	June 20 R000	July 20 R000	Aug. 20 R000	Sept. 20 R000	Oct. 20 R000	Nov. 20 R000	Dec. 20 R000	Jan.21 R000	Feb.21 R000	Mar.21 R000	Total R000
EC	4 717	65 120	9 754												
FS	2 942	24 420	3 310												
GP	10 288	61 050													
KZN	7 929	89 540	7 230												
LP	1 284	56 980	11 825												
MP	5 080	32 560													
NC	1 523	12 210	41												
NW	2 635	28 490	1 673												
WC	3 640	36 630													
Nat.	40 038	407 000 000	33 833												

Data source: Finance branch SASSA head office

KPA 3: GRANT DATA INTEGRITY

Indicator 6: Number of Social Grants with Power of Attorney

Table 35: Number of Social Grants with Power of Attorney by Region and grant type for end of April 2020

Region	POA Type	CDG	COMB	CSG	DG	FCG	GIA	OAG	WVG	Grand Total
Eastern Cape		4	2	400	2 596	26	2 129	4 845		10 002
	Administrator	1		47	385	2	380	654		1 469
	Procurator	3	2	353	2 211	24	1 749	4 191		8 533
Free State		27		3 297	2 869	43	1 086	5 391		12 713
	Administrator	2		777	632	16	328	1 694		3 449
	Procurator	25		2 520	2 237	27	758	3 697		9 264
Gauteng		5		412	5 417	18	1 090	5 837	1	12 780
	Administrator	1		83	1 111	3	138	1 217		2 553
	Procurator	4		329	4 306	15	952	4 620	1	10 227
KwaZulu Natal		28	2	1 643	8 259	104	14 031	19 412	2	43 481
	Administrator	3		240	558	15	1 441	1 895		4 152
	Procurator	25	2	1 403	7 701	89	12 590	17 517	2	39 329
Limpopo		26	3	1 435	4 031	233	18 346	25 576		49 650
	Administrator			71	315	13	1 015	1 429		2 843
	Procurator	26	3	1 364	3 716	220	17 331	24 147		46 807
Mpumalanga		8		227	1 832	19	1 933	3 192		7 211
	Administrator			18	75	2	71	129		295
	Procurator	8		209	1 757	17	1 862	3 063		6 916
North West		4		310	1 757	21	2 117	4 460		8 669
	Administrator			49	273	2	231	699		1 254
	Procurator	4		261	1 484	19	1 886	3 761		7 415
Northern Cape		20	1	501	2 019	30	3 377	4 473		10 421
	Administrator	3	1	163	776	13	1 412	1 875		4 243
	Government Care				2					2
	Procurator	17		338	1 241	17	1 965	2 598		6 176
Western Cape		25	1	610	7 731	24	5 564	7 592	3	21 550
	Administrator	6		147	1 957	10	1 369	1 919		5 408
	Procurator	19	1	463	5 774	14	4 195	5 673	3	16 142
Grand Total		147	9	8 835	36 511	518	49 673	80 778	6	176 477

Source: BI SharePoint cube

Table 35 illustrates that **176 477** social grants using the power of attorneys across South Africa's nine regions.

Indicator 7: Number of beneficiaries by Citizenship Status
Table 36: Number of beneficiaries by Region citizenship and grant type end April 2020

Region	Grant Type	Permanent Resident	Refugee	South African Citizen	Unspecified	Total
Eastern Cape		930	699	1 942 545		1 944 174
	Care Dependency Grant	6	20	23 158		23 184
	Child Support Grant	171	633	1 058 604		1 059 408
	Disability Grant	24	32	177 358		177 414
	Foster Care Grant	7		58 861		58 868
	Grant-In-Aid	9		31 962		31 971
	Old Age Grant	713	14	592 591		593 318
	War Veteran's Grant			11		11
Free State		1 215	65	734 595		735 875
	Care Dependency Grant	9	1	8 654		8 664
	Child Support Grant	303	63	410 350		410 716
	Disability Grant	28		74 196		74 224
	Foster Care Grant	6	1	20 201		20 208
	Grant-In-Aid	9		9 785		9 794
	Old Age Grant	860		211 409		212 269
Gauteng		15 390	4 184	1 952 200	1	1 971 775
	Care Dependency Grant	94	71	20 308		20 473
	Child Support Grant	3 160	3 875	1 126 908		1 133 943
	Disability Grant	250	61	118 532		118 843
	Foster Care Grant	41	3	32 454		32 498
	Grant-In-Aid	42	4	9 005		9 051
	Old Age Grant	11 803	170	644 972	1	656 946
	War Veteran's Grant			21		21
Kwazulu Natal		2 109	706	2 717 169	1	2 719 985
	Care Dependency Grant	11	23	39 041		39 075
	Child Support Grant	235	604	1 596 652		1 597 491
	Disability Grant	40	30	224 536		224 606
	Foster Care Grant	8	3	51 130		51 141
	Grant-In-Aid	42	5	82 051		82 098
	Old Age Grant	1 773	41	723 753	1	725 568
	War Veteran's Grant			6		6
Limpopo		7 829	103	1 696 270	2	1 704 204
	Care Dependency Grant	48	2	16 161		16 211
	Child Support Grant	4 599	96	1 017 010		1 021 705
	Disability Grant	242	3	96 343		96 588
	Foster Care Grant	146		30 992		31 138
	Grant-In-Aid	126		56 072		56 198
	Old Age Grant	2 668	2	479 690	2	482 362

	War Veteran's Grant			2		2
Mpumalanga		8 069	264	1 013 761	1	1 022 095
	Care Dependency Grant	53	3	11 536		11 592
	Child Support Grant	2 774	252	624 160		627 186
	Disability Grant	374	5	77 225		77 604
	Foster Care Grant	106		18 807		18 913
	Grant-In-Aid	182	1	23 600		23 783
	Old Age Grant	4 579	3	258 433	1	263 016
	War Veteran's Grant	1				1
North West		966	57	864 978	1	866 002
	Care Dependency Grant	6	1	9 794		9 801
	Child Support Grant	240	55	480 712		481 007
	Disability Grant	34		64 797		64 831
	Foster Care Grant	10		20 874		20 884
	Grant-In-Aid	5		16 595		16 600
	Old Age Grant	671	1	272 205	1	272 878
	War Veteran's Grant			1		1
Northern Cape		231	39	344 222		344 492
	Care Dependency Grant	2	2	5 834		5 838
	Child Support Grant	39	32	175 392		175 463
	Disability Grant	26	4	46 223		46 253
	Foster Care Grant	1		8 155		8 156
	Grant-In-Aid	11		17 121		17 132
	Old Age Grant	152	1	91 496		91 649
	War Veteran's Grant			1		1
Western Cape		2 342	3 294	1 204 411		1 210 047
	Care Dependency Grant	41	109	16 006		16 156
	Child Support Grant	538	2 820	622 909		626 267
	Disability Grant	82	194	152 604		152 880
	Foster Care Grant	7	5	21 272		21 284
	Grant-In-Aid	34	17	24 839		24 890
	Old Age Grant	1 640	149	366 763		368 552
	War Veteran's Grant			18		18
Total		39 081	9 411	12 470 151	6	12 518 649

Indicator 8: Number of Reviews Completed

Table 37: Total Number of Reviews completed April 2020

Month	Medical Review Completed	Life Certificate Completed	Admin Review Completed	Lapsed Due to Means Test	Suspended failed to review	Suspended failed to life certify	Total
April	1	8	4	1	0	0	14
May							
June							
July							
August							
Sept.							
Oct.							
Nov.							
Dec.							
January 2020							
February 2020							
March 2020							
Total							

Source: OZDOW/SOCBMU/P/REVIEWS/P/REPORT/

Table 34 illustrates that a total of 14 reviews and 8 life certificates were completed during April 2020.

Table 38: Total Number of Medical Review completed from April 2020

Region	April 2020	May 2020	June 2020	Total
EC	1			
FS				
GP				
KZN				
LP				
MP				
NC				
NW				
WC				
Total	1			

Source: OZDOW/SOCBMU/P/REVIEWS/P/REPORT/

Table 39: Total Number of Life Certifications completed from April 2020

Region	April 2020	May 2020	June 2020	Total
EC				
FS	2			
GP				
KZN				
LP	2			
MP				
NC				
NW	2			
WC	2			
Total	8			

Source: OZDOW/SOCBMU/P/REVIEWS/P/REPORT/

Table 36 illustrates that during 8 beneficiaries were life certified from April 2020.

Table 40: Foster Child Grants Life Certified and Admin Reviews from April 2020

Grant Type	Life certificate completed	Admin review completed	Suspended failed to review	Suspended failed to life certify	Total
EC					
FS	2				2
GP					
KZN					
LP	2				2
MP					
NC					
NW	2	2			4
WC	2	2			4
Total	8	4			12

Source: OZDOW/SOCBMU/P/REVIEWS/P/REPORT2

Table 37: illustrates that 5 543 Foster Child Grants were reviewed for April 2020.

Indicator 9: Number of active beneficiaries and children on SOCPEN with invalid Identity Numbers

Table 41: Number of Beneficiaries with Invalid ID Numbers (Including system generated) as at April 2020

Region	Beneficiary Identity Number Validity	Care Dependency Grant	Child Support Grant	Combination	Disability Grant	Foster Care Grant	Grant-In-Aid	Old Age Grant	Grand Total
Eastern Cape	Identity Number Invalid							1	1
	Quad 7 - No Current Valid Identity Number	19	585		34	1	1	97	737
Free State	Quad 7 - No Current Valid Identity Number		28		2			16	46
Gauteng	Identity Number Invalid					1			1
	Quad 7 - No Current Valid Identity Number	38	2 525	1	48	4	7	711	3 334
Kwazulu Natal	Identity Number Invalid					7			7
	Quad 7 - No Current Valid Identity Number	4	166		20		5	62	257
Limpopo	Quad 7 - No Current Valid Identity Number	2	93		3		3	47	148
Mpumalanga	Quad 7 - No Current Valid Identity Number	3	172		10		3	83	271
North West	Quad 7 - No Current Valid Identity Number		79		6	1		36	122
Northern Cape	Quad 7 - No Current Valid Identity Number		8		6		1	11	26
Western Cape	Identity Number Invalid					11			11
	Quad 7 - No Current Valid Identity Number	70	1 943		138	3	20	165	2 339
Total		136	5 599	1	267	28	40	1 229	7 300

Table 38 illustrates that a total of **7 300** beneficiaries with Invalid ID Numbers (Including system generated) and most captured were in Gauteng at **3 334** followed by Western Cape at **2 339**. With CSG and OAG leading other grant types in terms of numbers, with **5 599** and **1 229** respectively.

Table 42: Number of Children with Invalid ID Numbers (Including system generated) as at April 2020

Region	Child Identity Number Validity	Care Dependency Grant	Child Support Grant	Foster Care Grant	Grand Total
Eastern Cape		44	2 454	64	2 562
	Identity Number Invalid	11	596	64	671
	Quad 7 - No Current Valid Identity Number	29	1 857		1 886
	Quad 8 - Duplicated Identity Numbers	3			3
	Quad 9 - Legacy Identity Numbers	1	1		2
Free State		7	412	174	593
	Identity Number Invalid	7	281	156	444
	Quad 7 - No Current Valid Identity Number		128		128
	Quad 9 - Legacy Identity Numbers		3	18	21
Gauteng		107	11 852	419	12 378
	Identity Number Invalid	9	566	418	993
	Quad 7 - No Current Valid Identity Number	98	11 284		11 382
	Quad 8 - Duplicated Identity Numbers		2		2
	Quad 9 - Legacy Identity Numbers			1	1
Kwazulu Natal		36	2 061	194	2 291
	Identity Number Invalid	14	596	194	804
	Quad 7 - No Current Valid Identity Number	22	1 462		1 484
	Quad 8 - Duplicated Identity Numbers		3		3
Limpopo		7	846	53	906
	Identity Number Invalid	5	616	53	674
	Quad 7 - No Current Valid Identity Number	2	230		232
Mpumalanga		6	740	13	759
	Identity Number Invalid	3	206	13	222
	Quad 7 - No Current Valid Identity Number	3	534		537
North West		2	462	39	503
	Identity Number Invalid		220	39	259
	Quad 7 - No Current Valid Identity Number	2	242		244
Northern Cape		4	134	12	150
	Identity Number Invalid	2	54	11	67
	Quad 7 - No Current Valid Identity Number	2	80		82
	Quad 9 - Legacy Identity Numbers			1	1
Western Cape		155	8 646	739	9 540
	Identity Number Invalid	66	3 192	683	3 941
	Quad 7 - No Current Valid Identity Number	79	4 640		4 719
	Quad 8 - Duplicated Identity Numbers	2	261	31	294
	Quad 9 - Legacy Identity Numbers	8	553	25	586
Grand Total		368	27 607	1 707	29 682

Indicator 10: Number of active beneficiaries and social grants lapsed

Table 43: Total Number of Lapsed Social Grants by Region from 01 April 2020

Region	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.20	Febr.20	Mar.20	Total
EC	17 642												
FS	7 764												
GP	20 959												
KZN	25 753												
LP	13 786												
MP	10 745												
NC	4 568												
NW	8 115												
WC	15 458												
Total	124 790												

Table 44: Total Number of Social Grants Lapsed per grant type from 01 April 2020

Grant type	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.20	Febr.20	Mar.20	Total
OAG	21 817												
DG	32 952												
WV	9												
CSG	64 276												
CDG	1 425												
FCG	1 582												
Total	122 061												

Table 45: Total Number of Social Grant Beneficiaries Lapsed from 01 April 2020 by Region

Grant type	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.2021	Febr.2021	Mar.2021	Total
EC	17 512												
FS	7 725												
GP	20 827												
KZN	25 510												
LP	13 692												
MP	10 681												
NC	4 554												
NW	8 073												
WP	15 396												
Total	123 970												

Table 46: Total Number of Social Grant Beneficiaries Lapsed per grant type from 01 April 2020

Grant type	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.2021	Feb.2021	Mar.2021	Total
OAG	21 817												
DG	32 952												
WV	9												
CSG	63 481												
CDG	1 422												
FCG	1 560												
Total	121 241												

KPA 2: SERVICE DELIVERY PERFORMANCE: ALL APPLICATIONS AND NEW APPLICATIONS RECEIVED

Table 10: Total Number of All Applications processed By Grant Type April 2020

Grant Type	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec. 20	Jan 21	Feb 21	Mar 21	Total	% increase
CDG	15													
CSG	61													
DG	195													
FCG	49													
GIA	43													
OAG	19													
WVG														
Total	382													

Source: SASSA BI data warehouse

Table 49: Total Number of All Applications Of Social Grants Processed By Average Waiting Periods April 2020

Aver. Waiting Period	Apr 20	May 20	Jun 20	July 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Febr 21	March 21	Total	% Process
1 Day	275													
10 Days	103													
15 Days	4													
30 Days														
Total	382													

Source: SASSA BI data warehouse

Table 50: Number of New Applications Processed by Social Grant Type April 2020

Grant Type	End April 19	May 19	June 19	July 19	Aug.19	Sept. 19	Oct. 19	Nov.19	Dec.19	Jan 20	Feb. 20	March 20	Total
CDG	14												
CSG	48												
DG	158												
FCG	1												
GIA	43												
OAG	18												
WVG													
Total	282												

Source: SASSA BI data warehouse

Table 16: Number Of Social Grants With Power Of Attorney By Grant Type April 2020

Period	PROCURATOR TYPES	CDG	COMB	CSG	DG	FCG	GIA	OAG	WVG	Grant Total
April 2020	ADMINISTRATOR	16	1	1 595	6 082	76	6 385	11 511		25 666
	GORVENMENT CARE				2					2
	PROCURATOR	131	8	7 240	30 427	442	43 288	69 267	6	150 809
	Grand Total	147	9	8 835	36 511	518	49 673	80 778	6	176 477
May 2020	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
June 2020	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
July 2020	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
August 2020	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
September 2020	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
October 2020	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
November 2020	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
December 2020	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
January 2021	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									

February 2021	ADMINISTRATOR									
	GORVERNMENT CARE									
	PROCURATOR									
	Grand Total									
March 2021	ADMINISTRATOR									
	GORVERNMENT CARE									
	PROCURATOR									
	Grand Total									

KRA 3: BENEFICIARY PAYMENT FILES

Table 17 Number of Beneficiaries Paid Per Month

Bank	202004	202005
ABSA BANK	292902	292797
AFRICAN BANK	15463	15452
ALBARAKA BANK	194	195
BIDVEST BANK	15076	15087
CAPITEC BANK	802779	804747
DISCOVERY BANK	1	1
FINBOND MUTUAL	46967	47155
FINBOND NET1	7036	7109
FIRSTRAND BANK	384421	384342
GRINDROD BANK	959582	958677
GROBANK LTD	16287	16353
HABIB OVERSEAS	3	3
HBZ BANK	12	10
INVESTEC BANK LTD	71	71
ITHALA	13789	13799
MERCANTILE BANK	289	290
NEDBANK INCORP BOE	12	13
NEDBANK LIMITED	335926	336041
NEDBANK NAMIBIA		1

POSTBANK	8194058	8203106
SASFIN	1	1
STANDARD CHARTERED	1	1
STANDARD SA	244114	244173
STATE BANK OF INDIA	1	1
TYMEBANK	66	77
Grand Total	11329051	11339502

Table 18: Summary of Beneficiaries Paid in Namibia

Sum of NumberOfBeneficiaries		
Row Labels	202004	202005
BANK WINDHOEK : OMUTHIYA	2	2
BANK WINDHOEK : SWAKOPMUND	4	2
BANK WINDHOEK : WALVIS BAAI	48	43
BANK WINDHOEK : WINDHOEK	1	1
FIRSTRAND BANK : H/O ADMIN WIN	140	140
FIRSTRAND BANK : KUISEBMOND		
FIRSTRAND BANK : OMARURU		
FIRSTRAND BANK : WALVIS BAY NA		
FIRSTRAND BANK : WINDHOEK NAMI		
NEDBANK NAMIBIA : KATATURA	1	1
NEDBANK NAMIBIA : KUISEBMOND	5	5
NEDBANK NAMIBIA : ONDANGWA	1	1
NEDBANK NAMIBIA : SWAKOPMUND	1	1
NEDBANK NAMIBIA : WALVISBAY	46	48
STANDARD NAMIBIA : STANDARD BA	1	1
Grand Total	250	245

Figure 6

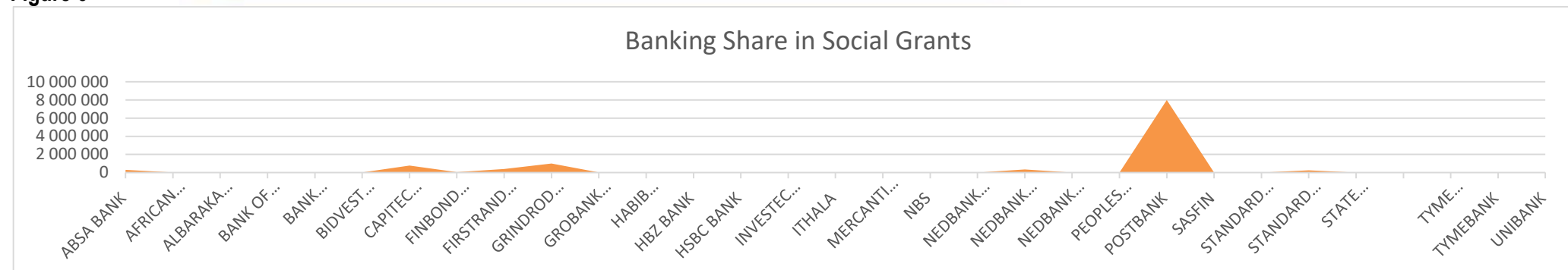


Table 18: Summary of Beneficiaries Paid Per Payment Method from April-April 2020 (March 2019– March 2020 Payment Files)

Payment Method	Months 2019/20												
	April 19	May 19	June 19	July 19	Aug. 19	Sep. 19	Oct.19	Nov.19	Dec.19	Jan.20	Feb.20	March 20	April 20
GRINROD BANK	1 042 824	1 032 779	1 020 537	1 013 774	1 007 033	992 578	993487	985675	980014	976030	970453	965412	959 582
SAPO/POSTBANK	7 822 611	7 861 755	7 899 509	7 930 103	7 959 056	8 027 043	8027045	8073275	8093607	8108725	8125471	8161360	8 194 058
ACB/BANKS	2 157 274	2 159 594	2164268	2,170,525	2 174 759	2 164 862	2165460	18320861	2177840	2175711	2148707	2171606	2 175411
SAPO:CASH	-	-	-	-	-	-							
TOTAL	11 022 709	11 054 128	11 084 314	11 114 402	11140 848	11 184 483	11185992	11233261	11251461	11260466	11244631	11298378	11 329 051

Data source: Finance branch SASSA head offices

Table 19: Summary of Beneficiaries Paid Per Payment Method from April-April 2020 (March 2019– March 2020 Payment Files)

Payment Maethod	April 20	May 20	June 20	July 20	Aug. 20	Sep. 20	Oct.20	Nov.20	Dec.20	Jan.21	Feb.21	March 21
GRINROD BANK												
SAPO/POSTBANK												
ACB/BANKS												
SAPO:CASH												
TOTAL												

KPA 4: EXPENDITURE ON SOCIAL ASSISTANCE FROM APRIL 2020 – MARCH 2021

Table 19: National Social Grants Expenditure (Rands)

GRANT TYPE	BUDGET 000	APR.	MAY.	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	TOTAL.
		2019									2020			FY2019 /20
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
OAG	83 105 596	1 809												
WV	1 797	0												
DG	24 390 083	432												
GIA	1 632 230	6												
FCG	4 965 276	379												
CDG	3 568 568	102												
CSG	69 765 229	369												
Sub Total	187 428 779	3 096												
Other(SRD	407 000	33 833												
Total	187 835 779	36 929												
% Inc.														

Table 20: Eastern Cape Social Grants Expenditure (Rands)

GRANT TYPE	BUDGET	APR.	MAY.	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	TOTAL.	
		2019										2020			FY2019/20
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	
OAI	13 760 960 543	400													
WV	264 004	-													
DG	4 072 741 581	82													
GIA	194 595 016	0													
FCG	1 113 445 459	13													
CDG	548 158 996	15													
CSG	10 794 253 006	108													
Sub Total	30 484 418 604	619													
Other (SRD)	65 120 000	9 754													
Total	30 549 538 604	10 372													

Table 21: Free State Social Grants Expenditure (Rands)

Table 21: 100 State Social Grants Expenditure (Rands)															
GRANT TYPE	BUDGET	APR.	MAY	JUN.	JUL.	AUG.	SEPT.	OCT.	Nov.	DEC.	JAN.	FEB.	MAR.	TOTAL.	
		2019										2020			FY2019/20
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	
OAG	4 853 769 875	102													
WV	11 031	-													
DG	1 714 707 416	43													
GIA	47 207 589	0													
FCG	380 467 136	33													

CDG	195 707 838	5												
CSG	3 899 621 872	24												
Sub Total	11 091 492 756	207												
(SRD)	24 420 000	3 310												
Total	11 115 912 756	3 517												

Table 22: Gauteng Social Grants Expenditure (Rands)

GRANT TYPE	BUDGET	APR.	MAY.	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	TOTAL.
		2019										2020		FY2019/20
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
OAG	13 973 017 369	361												
WV	564 032	0												
DG	2 707 339 230	36												
GIA	55 305 321	-												
FCG	594 293 846	33												
CDG	462 455 689	3												
CSG	10 329 817 942	26												
Sub Total	28 122 793 430	460												
(SRD)	61 050 000	-												
Total	28 183 843 430	460												

Data source: Finance branch SASSA head offices

Table 23: KwaZulu-Natal Social Grants Expenditure (Rands)

GRANT TYPE	BUDGET	APR.	MAY.	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	TOTAL
		2019									2020			FY2019/20
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
OA	16 642 419 337	507												
WV	238 284	-												
DG	5 384 665 660	153												
GIA	494 393 260	1												
FCG	1 087 557 002	85												
CDG	967 268 857	6												
CSG	16 059 773 018	60												
Sub Total	40 636 315 418	812												
(SRD)	89 540 000	7 230												
Total	40 725 855 418	8 043												

Table 24: Limpopo Social Grants Expenditure (Rands)

GRANT TYPE	BUDGET	APR.	MAY.	JUNE	JUL.	Aug.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	TOTAL.
		2019									2020			FY2019/20
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
OAG	11 347 664 828	173												
WV	79 464	-												
DG	2 173 084 086	13												
GIA	374 309 136	0												
FCG	540 635 489	63												
CDG	369 838 295	33												
CSG	10 276 182 382	59												
Sub Total	25 081 793 680	341												
Other(SRD)	56 980 000	11 825												
Total	25 138 773 680	12 166												

Table 25: Mpumalanga Social Grants Expenditure (Rands)

GRANT TYPE	BUDGET	APR.	MAY.	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	TOTAL.
		2019									2020			FY2019/20
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
OAG	6 090 800 360	95												
WV	47 124	-												
DG	1 776 782 741	17												
GIA	120 565 369	0												
FCG	362 720 880	39												
CDG	272 478 243	23												
CSG	6 156 677 360	37												
Sub Total	14 780 072 077	211												
Other(SRD)	32 560 000	-												
Total	14 812 632 077	211												

Table 26: Northern Cape Social Grants Expenditure (Rands)

GRANT TYPE	BUDGET	APR.	MAY.	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	TOTAL.
		2019										2020		FY2019/20
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
OAG	2 096 481 274	10												
WV	42 418	-												
DG	1 179 517 908	15												
GIA	90 514 004	2												
FCG	147 649 817	38												
CDG	146 448 860	1												
CSG	1 753 228 758	2												
Sub Total	5 413 883 040	67												
Other(SRD)	12 210 000	41												
Total	5 426 093 040	108												

Data source: Finance branch SASSA head office

Table 27: North West Social Grants Expenditure (Rands)

GRANT TYPE	BUDGET	APR.	MAY.	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	TOTAL.
		2019										2020		FY 2019/20
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
OAG	6 238 293 623	117												
WV	24 948	-												
DG	1 738 290 561	22												
GIA	94 363 314	0												

FCG	385 054 090	33												
CDG	245 475 399	10												
CSG	4 794 815 341	30												
Sub Total	13 496 317 275	212												
Other(SRD)	28 490 000	1 673												
Total	13 524 807 275	1 885												

Data source: Finance branch SASSA head office

Table 28: Western Cape Social Grants Expenditure (Rands)

GRANT TYPE	BUDGET	APR.	MAY.	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	TOTAL
		2019										2020		FY 2019/20
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
OAG	8 102 188 792	44												
WV	525 694	-												
DG	3 642 953 818	51												
GIA	160 976 990	1												
FCG	353 452 282	42												
CDG	360 735 823	6												
CSG	5 700 859 320	24												
Sub Total	18 321 692 719	167												
(SRD)	36 630 000	-												
Total	18 358 322 719	167												

Data source: Finance branch SASSA head office

KRA 5: CALL CENTRE AND ENQUIRIES MANAGEMENT

Table 29: Record of Calls Entering System

	20-Apr	20-May	20-Jun	20-July	20-Aug	20-Sept.	20-Oct.	20-Nov.	20-Dec.	Jan.21	Feb.21	Mar.21	Total
Calls Entered	677,571												
Missing calls	547,100												
Calls Distributed to Agents	130,471												
Answered	10,429												
Abandon	120,042												
Agents	14												
Interns	6												

Source: Report from Call Centre System Genysis (22 lines)

The Call Centre has 35 positions for call agents. The Centre is managed by an Assistant Manager and Manager reporting to a Senior Manager and General Manager respectively. The Centre has 22 hunting lines and operates from 8am to 4:00pm, five days a week.

Table 30: Call Distributed to Call Centre Agents

Row Labels	April 20	May 20	June 20	July 20	Aug. 20	Sept 20	Oct.20	Nov.20	Dec.20	Jan.21	Feb.21	March 21
Afrikaans	3955											
Abandon	3295											
Answered	660											
English	18638											
Abandon	14309											
Answered	4329											
General	87728											
Abandon	86381											
Answered	1347											
Sesotho	5829											
Abandon	4289											
Answered	1540											
Tshivenda	421											
Abandon	339											

Answered	82											
Tsonga	508											
Abandon	410											
Answered	98											
Xhosa	3186											
Abandon	2788											
Answered	398											
Zulu	10206											
Abandon	8231											
Answered	1975											
Grand Total	130471											

Figure 8



Table 31: Nature of Calls Received

Nature of Inquiries	April 2020			
	Closed	Open	Referred	Grand Total
Appeals	1		2	3
Application outcome/progress/status	262		6	268
Back Payment	2			2
Bank Form	18			18
Blocked card	28		1	29
Card challenges	74		6	80
Card Swap	3			3
change of address	3		1	4
Checking balance	154	3	3	160
Covid19 Enquiries	8728	647	4810	14185
Deceased	42	1	3	46
DG Grants refused	9	1		10
Dispute withdrawals from SASSA/SAPO Account	7			7
Failed Bank Verification	21	4	8	33
Foster Care Placement issues	2		1	3
Fraud	7	1	8	16
Funeral Policy Dispute	2			2
Grant lapsed/cancelled/stopped	87	1	4	92
Grant not Captured	325	7	62	394
Grant not verified/approved	3			3
Grant transfer	11			11
Increase of payment	6			6
Internal Reconsideration(IRM)	2		1	3
Large Amounts	1		1	2
Loan enquiries	3			3
Lost Card	199	1	2	202
Means test	14	1	1	16

Non-payment	257	9	45	311
Payment Date(Pay Point)	83			83
Poor Services	3		1	4
Qualifying criteria	548	1	42	591
Regulation 26A	1			1
Request for confirmation letter		1		1
Request for contacts	227			227
Request for grant cancellation	15		2	17
Request for home visit	3			3
Request for Statement	4			4
Review	38	2		40
Select	12		1	13
Short Payment	18		2	20
Temporary DG lapsed	108	1	9	118
Transfer of Funds	13		1	14
Unclaimed benefit	2			2
Under investigations	25		7	32
Unemployment Grant	2160	8	9	2177
waiting for documents	11		3	14
Grand Total	13542	689	5042	19273

KRA 6: RESTORATIVE JUSTICE MECHANISMS: INTERNAL REVIEW AND APPEALS

Table 32: Number of IRM received and processed from April – November 2019

Region	19-Apr		19-May		19-Jun		19-Jul		19-Aug		19-Sept.		Oct.2019		Nov.2019		Dec.2019		Jan.20		Feb.20		Mar.20	
	App	Fin	App	Fin	App	Fin	App	Fin	App	Fin	App	Fin	App	Fin	App	Fin	App	Fin	App	Fin	App	Fin	App	Fin
EC																								
FS																								
GP																								
KZN																								
LP																								
MP																								
NW																								
NC																								
WC																								
Total																								
% Fin																								

Source: CLM Live Link, IRM Module. App.- applications. Fin. - finalised.

Table 33: Appeal Applications Processed From April 2020

Month	Number of Applications	SASSA Decisions Upheld	SASSA Decisions Overruled
April			
May			
June			
July			
Aug.			
Sept.			
Oct			
Nov.			
Dec.			
Jan.2020			
Feb.2020			
Mar.2020			

Source: DSD Appeals Tribunal

KRA 7: PAYMENT INFORMATION BY SAPO

Table 34: April 2020 Payment File Channel Data

May	ATM Txns	ATM Value	Branch (OTC) Txns	Branch Value	BRANCH + CPP Txns	BRANCH + CPP Value	POS Txns	POS Value	Grand Total Txns	Grand Total Value
04-May	2 555 515	R2 219 919 160.00	172 704	R268 706 890.	112 469	R 274 438 430.00	1 487 465	1 257 307 414.67	4 328 153	R 4 020 371 894.67
05-May	1 014 617	R 756 423 583.00	70 110	R112 318 270.	77 557	R 186 358 610.00	598 740	R 479 421 257.72	1 761 024	R 1 534 521 720.72
06-May	4 199 337	R2 982 780 250.00	128 480	R149 328 530.	85 471	R 162 831 380.00	2 069 170	R 1 249 750 181.21	6 482 458	R 4 544 690 341.21
07-May	1 482 307	R 951 868 880.00	45 488	R55 030 890.	87 673	R 173 708 470.00	881 470	R 450 942 990.11	2 496 938	R 1 631 551 230.11
08-May	740 931	R 436 998 780.00	18 833	R22 926 330.	60 588	R 122 655 060.00	450 685	R 182 818 492.37	1 271 037	R 765 398 662.37
09-May	453 073	R250 704 090.00	4 648	R 5 500 640.	1203	R 2 333 130.00	279 991	R 98 139 295.91	738 915	R 356 677 155.91
10-May	174 534	R71 810 620.00	-	R -	-	-	136 479	R 36 367 679.30	311 013	R 108 178 299.30
11-May	298 704	R 145 272 710.00	8 052	R 9 130 630.	36 715	R 75 629 200.00	210 307	R 59 627 028.11	553 778	R 289 659 568.11
12-May	206 376	R 87 719 280.00	4 260	R 4 737 1000	29 239	R 61 357 390.00	161 586	R 38 419 709.82	401 461	R192 233 479.82
13-May	160 707	R 60 720 000.00	2 906	R 2 994 200.	21 027	R44 022 770.00	132 167	R 27 285 600.37	316 807	R 135 022 570.37
14-May	131 351	R 43 968 650.00	2 295	R 2 219 540.	13 566	R 28 516 290.00	113 216	R 21 363 095.35	260 428	R 96 067 575.35
15-May	108 019	R 32 005 070.00	1 873	R 1 833 290.	12 041	R 25 602 830.00	96 386	R 17 349 355.32	218 319	R 76 790 545.32
16-May	82	R 20 669 570.00	459	R 401 070.	243	R 90 540.00	75 026	R12 522 157.05	158 097	R 33 683 337.05
17-May	48	R 9 861 370.00	-	R -	-	-	46 309	R 6 416 562.48	94 494	R 16 277 932.48
18-May	79	R 17 973 000.00	1 450	R1 241 750.	8 398	R 18 120 420.00	76 655	R 11 359 694.13	166 007	R 48 694 864.13
19-May	71 132	R16 846 780.00	1 270	R1 135 500.	3 904	R 8 618 800.00	67 923	R 9 993 314.62	144 229	R 36 594 394.62
20-May	64 590	R15 126 300.00	993	R 825 760.	2 154	R 4 550 150.00	62 840	R 9 031 002.04	130 577	R 29 533 212.04
21-May	57 948	R 13 289 874.00	790	R 665 200.	356	R 750 230.00	55 819	R 7 714 157.77	114 913	R 22 419 461.77
22-May	53 771	R 12 243 287.00	749	R 682 890.	210	R 435 030.00	51 298	R 7 194 690.00	106 028	R 20 555 897.00

23-May	41 471	R 8 806 899.00	176	R119 520.	162	R 330 950.00	38 733	R 5 317 719.81	80 542	R 14 575 088.81
24-May	26 418	R 5 203 414.00	-	R -	-	-	25 338	R 3 047 526.90	51 756	R 8 250 940.90
25-May	37 913	R 8 232 480.00	647	R513 990.	381	R 834 940.00	35 159	R 4 545 707.38	74 100	R 14 127 117.38
26-May	34 355	R 7 446 878.00	503	R 414 790.	296	R 629 310.00	32 197	R 4 179 091.69	67 351	R 12 670 069.69
27-May	31 054	R 6 497 560.00	564	R 493 740.	118	R 265 850.00	29 709	R 3 812 526.45	61 445	R 11 069 676.45
28-May	29 829	R 6 225 555.00	397	R 262 550.	128	R 283 860.00	27 075	R 3 473 513.72	57 429	R 10 245 478.72
29-May	34 194	R6 386 085.00	438	220. 344	112	R 246 720.00	344 220	R 3 410 951.62	378 964	R 10 387 976.62
30-May	29 362	R 5 002 830.00	148	R82 700.	18	R 40 140.00	82 700	R 2 716 671.89	112 228	R 7 842 341.89
31-May	28 402	R 3 571 180.00	-	R -	-	R -	14 656	R 1 711 090.38	43 058	R 5 282 270.38
	12 275 968	R 8 203 574 135	468 233	R641 909 990	554 029.0	R1 192 650 500	7 683 319	R4 015 238 478	20 981 549	14 053 373 103

Total received R 14 190 580
803.70
% Withdrawn 99%
Inactive Account

KRA 8: CASH PAYMENTS AND PAYPOINT INFORMATION

Table 35: Number of over the Counter Payments from January 2019 to April 2020

Region	201901	201902	201903	201904	201905	201906	201907	201908	201909	201910	201911	201912	202001	202002	202003	202004
EC			11 968	93 484	93 893	94 325	94 759	95 187	95 653	96 258	96 576	96 576	96 589	96 597	96 610	96 610
FS	44 245	44 434	44 604	44 778	44 971	45 133	45 359	45 574	45 749	46 006	46 163	46 161	46 156	46 157	46 158	46 158
GP	79 721	80 253	80 788	81 374	82 019	82 566	83 255	83 822	84 471	85 241	85 699	85 676	85 667	85 633	85 623	85 623
KZN	131 128	131 520	131 889	132 231	132 633	132 952	133 468	133 885	134 346	134 951	135 307	135 304	135 299	135 312	135 307	135 307
LP			36 502	88 590	88 892	89 210	89 505	89 761	90 044	90 403	90 625	90 629	90 632	90 646	90 649	90 649
MP		17 202	75 926	76 253	76 569	76 790	77 134	77 446	77 735	78 115	78 355	78 361	78 366	78 363	78 358	78 358
NW	39 870	40 021	40 155	40 322	40 475	40 653	40 803	40 976	41 183	41 404	41 565	41 560	41 553	10 255	41 545	41 545
NC		6 274	9 772	9 814	9 854	9 902	9 969	10 021	10 088	10 173	10 227	10 238	10 246	41 545	10 251	10 251
WC	32 718	32 931	33 150	33 363	33 587	33 790	34 050	34 256	34 496	34 718	34 817	34 818	34 806	34 793	34 785	34 785
Total	327 682	352 635	464754	600209	602893	605321	608302	610928	613765	617269	619334	619323	619314	619301	619286	619286

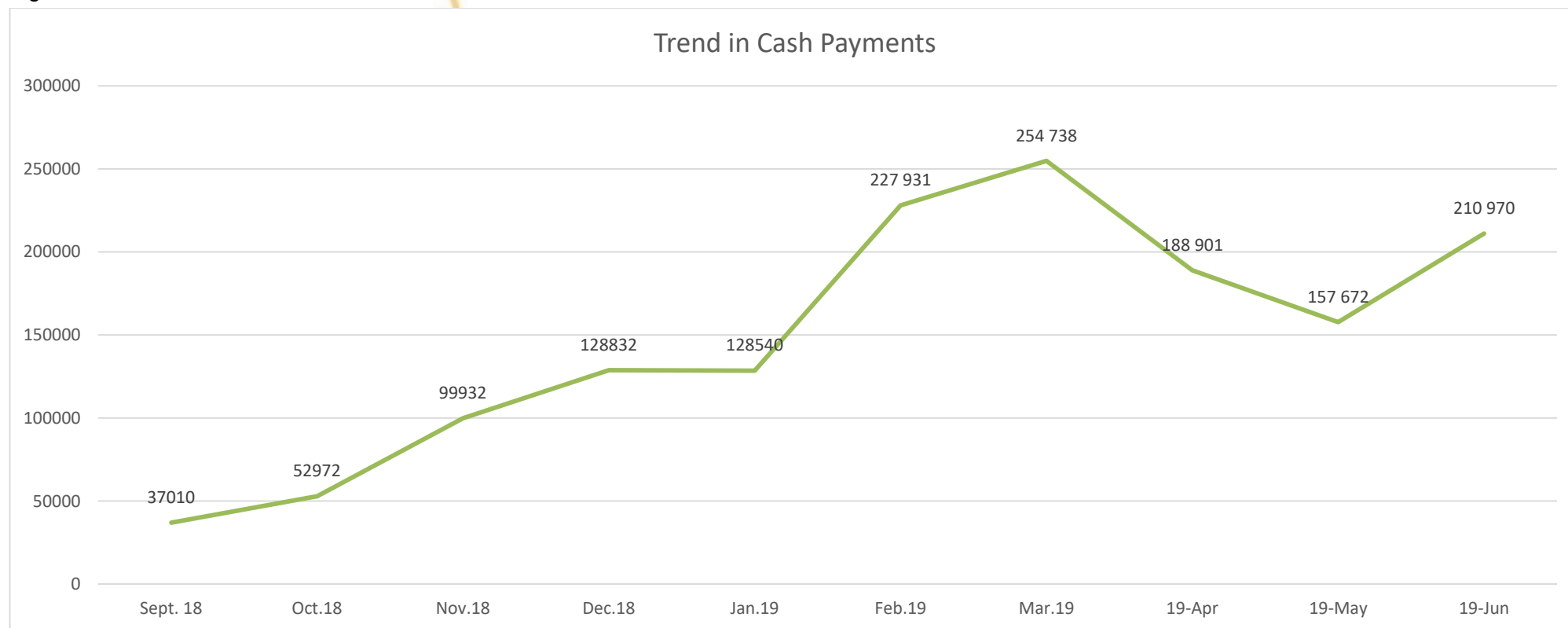
Table 36: Number of Paypoints and Beneficiaries Paid in Cash per Month

Baseline					Number of Beneficiaries Actually Paid												
Regions	No. of Payments	No. of Beneficiaries	Revised Projected No. of Beneficiaries	No. of Paypoints as at March 2019	Sept. 18	Oct. 18	Nov. 18	Dec. 18	Jan. 19	Feb. 19	Mar. 19	April 19	May 19	June 19	July 19	Aug. 19	Sept. 19
EC	376	45585	281363	668	3983	12139	23656	25591	24291								
FS	76	25	24577	69	2863	1289	1881	2818	3407								
GP	7	45	14835	10	619	1254	1206	1633	1406								
KZN	189	64900	81076	358	2843	9633	24202	32010	31676								

LP	329	57140	99171	579	15155	14698	26284	34948	37631							
MP	38	31005	34749	50	1317	5875	9738	14508	14417							
NW	167	22656	24122	186	6930	5082	8625	12379	11082							
NC	53	221	4440	28	2985	2812	3990	4515	4320							
WC	12	22	1562	20	315	190	350	430	310							
Total	1247	221599	565895	1968	37010	52972	99932	128832	128540	227 931	254 738	188 901	157 672	210 970		

Regions	201910	201911	201912	202001	202002	202003
Eastern Cape	25 741	25 782	25 783	25 784	51 564	25 786
Free State	592	594	594	594	1 188	594
Gauteng	3 545	3 552	3 550	3 547	7 088	3 542
KwaZulu Natal	31 087	31 154	31 156	31 157	62 312	31 155
Limpopo	33 322	33 364	33 361	33 361	66 726	33 365
Mpumalanga	10 554	10 577	10 580	10 580	21 162	10 580
North West	4 013	4 023	4 023	4 022	8 046	4 023
Northern Cape	1 946	1 948	1 948	1 949	3 898	1 949
Western Cape	461	462	461	461	922	459
Grand Total	111 261	111 456	111 456	111 455	222 906	111 453

Figure 9



NB: No data from SAPO on cash beneficiaries for July 2019 to February 2020.

KRA 9: DEDUCTIONS AND REGULATIONS 26A

Table 37: Trends in Funeral Policy Deductions National

FUNERAL COMPANY	NUMBER OF BENEFICIARIES
	April 2020
AffinityFuneral	4 106
AssuplProsperity	41 300
AssupolLtd	240 518
AVBOB	3 823
BrightrockLife	12
CentTransAfrica	21 996
ChannellLifeLtd	96 641
GREmeraldLife	277
HollardTBFS	131
HollLifeWise	189
KGALewens	7 948
LionLifeEmerald	36 159
SafricanImbalen	14 112
SafricanRestAss	149
SafricanZuntal	6 772
SanlamDevMarket	7 398
SmartLifeIns	221
1LifeIns	127 871
TOTALS	609 623

Eastern Cape

Name of Company	Number of Beneficiaries
	April 2020
AffinityFuneral	1 097

AssuplProsperity	4 074
AssupolLtd	32 434
AVBOB	212
BrightrockLife	12
CentTransAfrica	3 231
ChannellLifeLtd	8 153
GREmeraldLife	56
HollardTBFS	13
HollLifeWise	22
KGALewens	5 300
LionLifeEmerald	14 374
SafricanImbalen	5 168
SafricanRestAss	27
SafricanZuntal	3
SanlamDevMarket	1 734
SmartLifeIns	16
1LifeIns	47 194
REGION TOTAL	123 120

Free State

Name of Company	Number of Beneficiaries
	April 2020
AffinityFuneral	174
AssuplProsperity	328
AssupolLtd	2 432
AVBOB	13
CentTransAfrica	4 911
ChannellLifeLtd	162
GREmeraldLife	19
HollardTBFS	12
HollLifeWise	60
KGALewens	97

LionLifeEmerald	2 770
SafricanImbalen	2 000
SafricanZuntal	3
SanlamDevMarket	4
SmartLifeIns	19
1LifeIns	13 280
REGION TOTAL	26 284

Gauteng

Name of the Company	Number of Beneficiaries
	April 2020
AffinityFuneral	1 557
AssuplProsperity	202
AssupolLtd	23 841
AVBOB	828
CentTransAfrica	5 488
ChannellifeLtd	396
GREmeraldLife	8
HollardTBFS	68
HollLifeWise	28
KGALewens	463
LionLifeEmerald	1 749
SafricanImbalen	2 003
SafricanZuntal	20
SanlamDevMarket	48
SmartLifeIns	60
1LifeIns	9 979
REGION TOTAL	46 738

Kwa Zulu Natal

Name of Company	Number of Beneficiaries
	April 2020
AffinityFuneral	238
AssuplProsperity	14 617
AssupolLtd	105 880
AVBOB	9
CentTransAfrica	559
ChannellifeLtd	66 342
GREmeraldLife	14
HollardTBFS	1
KGALewens	274
LionLifeEmerald	867
SafricanImbalen	2 824
SafricanZuntal	6 728
SanlamDevMarket	5 577
SmartLifeIns	60
1LifeIns	2 506
REGION TOTAL	206 496

North West

Name of Company	Number of Beneficiaries
	April 2020

AffinityFuneral	260
AssuplProsperity	18 195
AssupolLtd	35 861
AVBOB	679
CentTransAfrica	4 387
ChannellLifeLtd	1 570
GREmeraldLife	6
HollardTBFS	27
HollLifeWise	58
KGALewens	370
LionLifeEmerald	2 492
SafricanImbalen	484
SafricanZuntal	1
SanlamDevMarket	1
SmartLifeIns	28
1LifeIns	12 527
REGION TOTAL	76 946

Limpopo

Name of the Company	Number of Beneficiaries
	April 2020
AffinityFuneral	342
AssuplProsperity	32
AssupolLtd	15 453
AVBOB	382
CentTransAfrica	542
ChannellLifeLtd	7 205
HollLifeWise	2
KGALewens	41
LionLifeEmerald	120
SafricanImbalen	102
SafricanZuntal	1
SanlamDevMarket	3
SmartLifeIns	9
1LifeIns	1 800
REGION TOTAL	26 034

Mpumalanga

Name of the Company	Number of Beneficiaries
	April 2020
AffinityFuneral	383
AssuplProsperity	46
AssupolLtd	13 629
AVBOB	60
CentTransAfrica	1 450
ChannellifeLtd	6 126
HollardTBFS	10
KGALewens	183
LionLifeEmerald	103
SafricanImbalen	938
SafricanZuntal	15
SanlamDevMarket	12
SmartLifeIns	18
1LifeIns	1 323
REGION TOTAL	24 296

Northern Cape

Name of Company	Number of Beneficiaries
	April 2020

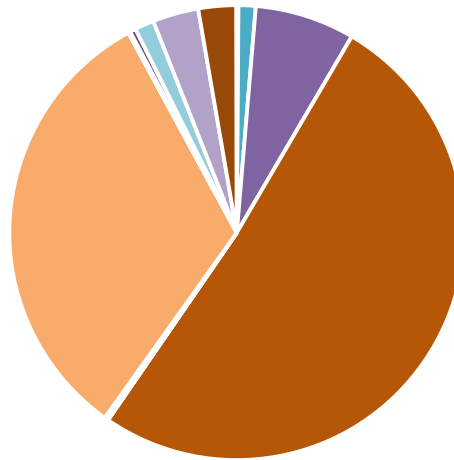
AffinityFuneral	5
AssuplProsperity	3 770
AssupolLtd	10 132
AVBOB	1 636
CentTransAfrica	1 081
ChannellLifeLtd	6 534
GREmeraldLife	72
HollLifeWise	18
KGALewens	62
LionLifeEmerald	3 721
SafricanImbalen	375
SafricanRestAss	112
SafricanZuntal	1
SmartLifeIns	11
1LifeIns	8 207
REGION TOTAL	35 737

Western Cape

FUNERAL COMPANY	NUMBER OF BENEFICIARIES
	April 2020
AffinityFuneral	50
AssuplProsperity	36
AssupolLtd	856
AVBOB	4
CentTransAfrica	347
ChannelLifeLtd	153
GREmeraldLife	102
HollLifeWise	1
KGALewens	1 158
LionLifeEmerald	9 963
SafricanImbalen	218
SafricanRestAss	10
SanlamDevMarket	19
SmartLifeIns	0
1LifeIns	31 055
REGION TOTAL	43 972

Figure 10

Market Share fro Funerla Insurances



- | | | | | | |
|------------------|-----------------|------------------|-----------------|----------------|-----------------|
| OAffinityFuneral | 1LifeIns | AssuplProsperity | AssupolLtd | AVBOB | CentTransAfrica |
| ChannelLifeLtd | GuardriskC4Life | GREmeraldLife | HollardTBFS | KGALewens | LionLifeEmerald |
| RegentLife | SafricanImbalen | SafricanZuntal | SanlamDevMarket | BrightrockLife | SmartLifeIns |

