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**BRANCH: STRATEGY AND BUSINESS DEVELOPMENT**

**DEPARTMENT: MONITORING AND EVALUATION**

**ELEVENTH STATISTICAL REPORT: PAYMENT SYSTEM**

**PERIOD: February 2022**

**DEFINITION OF TERMS**

**Aged Person** 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.

**Beneficiary** 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).

**Care Dependency Grant** 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.

**Care Dependent Child** 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.

**Child** Refers to any person under the age of 18 years.

**Child Grant** Refers to Child Support Grant, Care Dependency Grant, and Foster Child Grant.

**Child Support Grant** 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).

**Disability Grant** 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).

**Foster Child Grant** 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).

**Foster Child** 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).

**Foster Parent** 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.

**Grant in Aid** 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).

**Grant recipient** 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.

**New Applications** New applications are a new social grants added by an existing beneficiary and a new application by a person not previously on Socpen.

**Older Person** 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).

**Old Age Grant** 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).

**Parent** 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.

**Social Grant** 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.

**War Veteran Grant** 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. **INTRODUCTION**

This report presents the status on social grant payments until February 2022.

* 1. **PURPOSE**

To report on the status of social grants payments as at the end of February 2022.

* 1. **OBJECTIVES**

This report serves to:

1.3.1 Inform management about the status of social grant payment as at February 2022.

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

**1**.**4 FINDINGS**

1.4.1 At the end of February 2022, there were 18,610,168 social grants paid to 11,569,704 beneficiaries.

The take up of social grants in February 2022 increased by 0, 20%.

1.4.2 In February 2022, the number of children 0-1 accessing social grants increased by 7182 or 0.01%.

1.4.3 The number of new applications at the end of February 2022 was 165,079, an increase of 20% from

January 2022.

1.4.4 During this period 77.5% of the new applications were processed within one day, a decrease of

4.45% from January 2022 and 98.7%% within 10 days, a decrease of 0.3% from January 2022. The

minimum norm for processing applications is, 99% of all new applications must be processed within

10 days.

1.4.5 The trend in the payment methods in February 2022 pay run, showed an increase in the number of

beneficiaries paid by Grindrod of 5080, a decrease by SAPO of 54 905 beneficiaries, and an increase

by banks of 83 021 beneficiaries.

1.4.6 As at the 7 March 2022 there were 63,368 online applications for social grants since its inception,

an increase of 5648 applications from the previous month, with 41,242 or 65% of the applications still

pending finalisation.

1.4.7At the end of February 2022 there were 15,537,178 applications for the Covid SRD grant, 10,466,778 applications were approved and 4,415,175 applications were declined. The number of applicants paid for this month was 9,889,022 or 94.48% of the approved applications.

1.4.8 There was no report submitted for the inhouse call centre but an analysis of the iSon report showed that 320 064 calls were received but the reports shows response to 240,856 calls (75%) response rate despite them reporting a 94% response rate. They reported responding to 25 292 emails. An important challenge reported by the iSON is their inability to provide applicants and beneficiaries with information relating to their specific inquiry because of their lack of access to information systems.

**1.5 RECOMMENDATIONS**

It is recommended that the CEO note the findings and contents of the report in the attached memo.

|  |
| --- |
| **INDICATOR 1 : NUMBER OF SOCIAL GRANTS IN PAYMENT** |

**KRA 1: TAKE-UP RATES OF SOCIAL GRANTS**

**Table 1: Summary of the Take up Rate of Social Grants Net Monthly Increase until February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Begin. of April 21** | **End April 21** | **End May 21** | **End June 21** | **End July 21** | **End Aug 21** | **End Sept 21** | **End Oct.21** | **End Nov.21** | **End Dec.21** | **End Jan.22** | **End Feb. 22** | **End Mar 22** |
| **No. of Social Grants** | **18,440,572** | **18,478,587** | **18,549,742** | **18,580,969** | **18,597,485** | **18,559,537** | **18,439,185** | **18,616,330** | **18,576,023** | **18,572,195** | **18,573,803** | **18,610,168** |  |
| **increase** | - | 38,015 | 71,155 | 31,227 | 16,516 | -37,948 | **-120 352** | **177,145** | **-40 307** | **-3 828** | **1 611** | **36 365** |  |
| **% increase** |  | **0.21%** | **0.39%** | **0,17%** | **0,09%** | **-0,20%** | **-0,65%** | **0.96%** | **-0,22%** | **-0.02%** | **0.01%** | **0.20%** |  |

*Source: BI SharePoint*

**Figure 1**

**Table 2: Total Number and Percentage Growth of Social Grants by Grant Type Net Monthly until February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Grant type** | **Begin. of Apr 21** | **End Apr 21** | **End May 21** | **End Jun 21** | **End Jul 21** | **End Aug 21** | **End Sept 21** | **End Oct 21** | **End Nov 21** | **End Dec 21** | **End Jan.22** | **End Feb. 22** | **End Mar. 22** | **Increase** | **% Increase** |
| CDG | 150,151 | 150 158 | 150 860 | 151 311 | 151 996 | 151 366 | 148 295 | 151 221 | 152 115 | 152 631 | 152 590 | 152 984 |  | 394 | 0,26% |
| CSG | 12,992,589 | 12,999,520 | 13,028,698 | 13,041,908 | 13,067,221 | 13 038 890 | 12 910 451 | 13 072 960 | 13 100 117 | 13 096 411 | 13 115 095 | 13 134 900 |  | 19 805 | 0,15% |
| FCG | 309,453 | 318 161 | 326 972 | 332 995 | 336 643 | 340 401 | 342 318 | 348 083 | 261 741 | 264 017 | 269 274 | 280 366 |  | 11 092 | 4,12% |
| DG | 997,752 | 1 014 245 | 1 033 058 | 1 045 339 | 1 043 802 | 1 043 691 | 1 054 288 | 1 049 420 | 1 049 517 | 1 042 856 | 1 014 589 | 1 005 835 |  | -8 754 | -0,86% |
| GIA | 267,912 | 269 309 | 272 063 | 273 315 | 273 020 | 271 960 | 272 637 | 274 228 | 277 528 | 278 973 | 278 293 | 281 126 |  | 2 833 | 1,02% |
| OAG | 3,722,675 | 3 727 158 | 3 738 055 | 3 736 065 | 3 724 769 | 3 713 198 | 3 711 169 | 3 720 391 | 3 734 978 | 3 737 280 | 3 743 939 | 3 754 932 |  | 10 993 | 0,29% |
| WVG | 40 | 36 | 36 | 36 | 34 | 31 | 27 | 27 | 27 | 27 | 26 | 25 |  | -1 | -3,85% |
| Total | **18,440,572** | **18,478,587** | **18,549,742** | **18,580,969** | **18,597,485** | **18,559,537** | **18,439,185** | **18,616,330** | **18,576,023** | **18,572,195** | **18,573,806** | **18 610 168** |  | **36 362** | **0,20%** |

*Source: OZDOW.SOCNAT.P.DAILY\_GRANT\_CSG18\_STATS.P.TXT*

|  |
| --- |
| Social grants increased by 36 362 in February 2022. |

**Figure 2**

**Table 3: Number and Percentage Growth of Social Grants per Region for 2020/2021 Net Monthly until February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **Begin. of Apr 21** | **End April 21** | **End May 21** | **End June 21** | **End July 21** | **End Aug. 21** | **End Sept. 21** | **End Oct. 21** | **End Nov. 21** | **End Dec 21** | **End Jan.22** | **End Feb. 22** | **End Mar. 22** |
| **EC** | 2,849,184 | 2, 856, 037 | 2,863,920 | 2,868,276 | 2,877,487 | 2 866 960 | 2 848 158 | 2 864 775 | 2 854 038 | 2 852 283 | 2 855 546 | 2 862 090 |  |
| **FS** | 1,040,837 | 1, 042, 633 | 1,045,078 | 1,046,073 | 1,046,207 | 1 045 214 | 1 042 416 | 1 049 059 | 1 043 483 | 1 042 017 | 1 040 556 | 1 043 376 |  |
| **GP** | 2,847,820 | 2, 856,403 | 2,869,604 | 2,872,264 | 2,872,901 | 2 867 019 | 2 848 069 | 2 880 180 | 2 886 031 | 2 885 988 | 2 886 001 | 2 890 919 |  |
| **KZN** | 4,065,512 | 4, 076, 577 | 4,093,277 | 4,100,702 | 4,107,860 | 4 094 391 | 4 074 180 | 4 109 554 | 4 091 718 | 4 089 490 | 4 091 760 | 4 101 156 |  |
| **LP** | 2,647,292 | 2, 646, 046 | 2,658,226 | 2,664,192 | 2,664,688 | 2 663 712 | 2 649 452 | 2 673 933 | 2 667 444 | 2 666 534 | 2 670 170 | 2 678 014 |  |
| **MP** | 1,555,838 | 1, 558, 145 | 1,562,586 | 1,565,479 | 1,566,503 | 1 567 122 | 1 557 505 | 1 577 451 | 1 576 840 | 1 578 387 | 1 578 889 | 1 583 474 |  |
| **NW** | 1,291,307 | 1, 294, 881 | 1,299,414 | 1,300,244 | 1,299,637 | 1 298 677 | 1 270 537 | 1 301 217 | 1 296 273 | 1 295 348 | 1 296 807 | 1 299 633 |  |
| **NC** | 502,725 | 504, 329 | 506,397 | 506,933 | 507,193 | 506 285 | 501 618 | 507 407 | 506 706 | 506 614 | 504 730 | 505 127 |  |
| **WC** | 1,640,057 | 1, 643, 536 | 1,651,240 | 1,656,806 | 1,655,009 | 1 650 157 | 1 647 250 | 1 652 754 | 1 653 490 | 1 655 534 | 1 649 347 | 1 646 379 |  |
| **Total** | **18,440,572** | **18, 478, 587** | **18,549,742** | **18,580,969** | **18,597,485** | **18,559,537** | **18,439,185** | **18,616,330** | **18,576,023** | **18,572,195** | **18,573,806** | **18 610 168** |  |

**Table 4: Number of Social Grants per Region by Social Grant Type as at the end of February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **CDG** | **CSG** | **DG** | **FCG** | **GIA** | **OAG** | **WVG** | **Total** | **Percentage** |
| EC | 23 285 | 1 972 223 | 173 957 | 64 036 | 35 683 | 592 900 | 6 | 2 862 090 | 15,38% |
| FS | 8 921 | 715 487 | 74 497 | 19 326 | 11 397 | 213 748 |  | 1 043 376 | 5,61% |
| GP | 21 294 | 2 014 332 | 112 903 | 34 883 | 11 194 | 696 306 | 7 | 2 890 919 | 15,53% |
| KZN | 39 078 | 2 973 788 | 220 425 | 49 194 | 81 263 | 737 404 | 4 | 4 101 156 | 22,04% |
| LP | 16 915 | 1 985 132 | 94 846 | 33 557 | 55 625 | 491 939 |  | 2 678 014 | 14,39% |
| MP | 11 586 | 1 184 890 | 75 624 | 18 224 | 23 884 | 269 266 |  | 1 583 474 | 8,51% |
| NW | 9 700 | 910 118 | 61 454 | 21 970 | 17 593 | 278 797 | 1 | 1 299 633 | 6,98% |
| NC | 5 748 | 330 442 | 46 498 | 8 915 | 20 513 | 93 010 | 1 | 505 127 | 2,71% |
| WC | 16 457 | 1 048 488 | 145 631 | 30 261 | 23 974 | 381 562 | 6 | 1 646 379 | 8,85% |
| **Total** | **152 984** | **13 134 900** | **1 005 835** | **280 366** | **281 126** | **3 754 932** | **25** | **18 610 168** | **100,00%** |
| **Percentage** | **0,82%** | **70,58%** | **5,40%** | **1,51%** | **1,51%** | **20,18%** | **0,00%** | **100,00%** | **-** |

**Figure 3**

**Table 5. Number of Social Grants per Month per Region April 21 - February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **Grant Type** | **Begin April** | **End April** | **May** | **June** | **July** | **Aug** | **Sept** | **Oct** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** |
| **EC** | OAI | 592 404 | 593 015 | 594 300 | 594 437 | 593 929 | 591 957 | 590 530 | 590 557 | 592 024 | 591 828 | 591 798 | 592 900 |  |
|  | DG | 177 074 | 177 510 | 178 188 | 178 495 | 178 386 | 178 055 | 175 857 | 174 405 | 175 205 | 175 532 | 174 046 | 173 957 |  |
|  | WV | 8 | 8 | 8 | 8 | 8 | 7 | 6 | 6 | 6 | 6 | 6 | 6 |  |
|  | CDG | 23 065 | 23 042 | 23 134 | 23 206 | 23 417 | 23 168 | 22 495 | 22 708 | 22 859 | 23 157 | 23 200 | 23 285 |  |
|  | CSG | 1 953 054 | 1 957 054 | 1 961 170 | 1 964 048 | 1 972 830 | 1 964 529 | 1 950 341 | 1 967 834 | 1 972 161 | 1 968 732 | 1 971 273 | 1 972 223 |  |
|  | FCG | 71 051 | 72 585 | 73 688 | 74 299 | 74 893 | 75 255 | 75 273 | 75 960 | 57 789 | 58 096 | 60 362 | 64 036 |  |
| **FS** | OAI | 213 663 | 213 604 | 213 628 | 212 828 | 212 589 | 211 933 | 211 859 | 212 166 | 212 793 | 213 009 | 213 150 | 213 748 |  |
|  | DG | 74 596 | 75 633 | 76 866 | 77 926 | 78 067 | 77 953 | 78 048 | 78 512 | 79 127 | 77 472 | 74 913 | 74 497 |  |
|  | WV |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | CDG | 8 740 | 8 753 | 8 811 | 8 773 | 8 787 | 8 771 | 8 657 | 8 824 | 8 876 | 8 894 | 8 877 | 8 921 |  |
|  | CSG | 711 730 | 711 420 | 711 648 | 711 849 | 711 619 | 711 136 | 708 109 | 713 293 | 714 111 | 713 804 | 714 358 | 715 487 |  |
|  | FCG | 21 946 | 22 956 | 23 719 | 24 174 | 24 569 | 24 832 | 25 025 | 25 351 | 17 489 | 17 584 | 18 006 | 19 326 |  |
| **GP** | OAI | 679 083 | 681 084 | 684 422 | 683 345 | 678 524 | 678 016 | 681 047 | 683 973 | 689 282 | 690 890 | 693 646 | 696 306 |  |
|  | DG | 112 823 | 116 726 | 120 360 | 121 865 | 120 845 | 120 384 | 121 003 | 121 619 | 123 459 | 121 944 | 116 637 | 112 903 |  |
|  | WV | 11 | 10 | 10 | 10 | 9 | 7 | 7 | 7 | 7 | 7 | 7 | 7 |  |
|  | CDG | 20 345 | 20 504 | 20 650 | 20 757 | 20 916 | 20 885 | 20 368 | 20 922 | 21 267 | 21 291 | 21 258 | 21 294 |  |
|  | CSG | 1 987 769 | 1 989 063 | 1 993 716 | 1 994 920 | 2 000 812 | 1 994 996 | 1 972 058 | 1 999 163 | 2 007 304 | 2 006 813 | 2 009 189 | 2 014 332 |  |
|  | FCG | 38 019 | 38 939 | 40 094 | 40 932 | 41 371 | 42 259 | 42 974 | 43 726 | 33 694 | 33 998 | 34 210 | 34 883 |  |
| KZN | OAI | 730 111 | 731 196 | 733 387 | 733 840 | 732 988 | 731 091 | 728 251 | 732 083 | 734 431 | 733 580 | 735 269 | 737 404 |  |
|  | DG | 214 302 | 217 560 | 222 567 | 224 971 | 223 704 | 225 146 | 235 067 | 228 413 | 221 961 | 224 180 | 218 935 | 220 425 |  |
|  | WV | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |  |
|  | CDG | 38 485 | 38 514 | 38 724 | 38 844 | 39 044 | 38 727 | 38 285 | 38 891 | 38 980 | 38 938 | 39 017 | 39 078 |  |
|  | CSG | 2 947 870 | 2 952 283 | 2 958 478 | 2 960 821 | 2 969 151 | 2 955 683 | 2 928 076 | 2 963 166 | 2 967 368 | 2 963 453 | 2 969 084 | 2 973 788 |  |
|  | FCG | 56 088 | 58 033 | 60 386 | 62 277 | 63 210 | 64 377 | 65 058 | 66 800 | 48 373 | 48 680 | 48 800 | 49 194 |  |
| **LP** | OAI | 489 248 | 489 863 | 491 062 | 491 476 | 489 613 | 487 875 | 487 710 | 487 964 | 488 718 | 488 994 | 490 106 | 491 939 |  |
|  | DG | 96 663 | 98 024 | 99 520 | 99 791 | 99 816 | 100 052 | 100 285 | 100 815 | 101 589 | 97 855 | 94 803 | 94 846 |  |
|  | WV | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 |  |  |
|  | CDG | 16 473 | 16 383 | 16 519 | 16 575 | 16 627 | 16 615 | 16 342 | 16 701 | 16 761 | 16 822 | 16 830 | 16 915 |  |
|  | CSG | 1 953 668 | 1 949 424 | 1 957 068 | 1 961 251 | 1 963 506 | 1 964 073 | 1 949 568 | 1 972 044 | 1 975 278 | 1 977 341 | 1 981 948 | 1 985 132 |  |
|  | FCG | 36 990 | 37 984 | 39 221 | 40 058 | 40 437 | 40 733 | 40 878 | 41 450 | 29 507 | 30 017 | 31 206 | 33 557 |  |
| **MP** | OAI | 267 169 | 267 300 | 267 978 | 267 632 | 267 023 | 266 090 | 265 889 | 266 659 | 267 691 | 267 853 | 268 436 | 269 266 |  |
|  | DG | 76 022 | 75 679 | 75 455 | 76 438 | 76 726 | 77 254 | 77 738 | 78 615 | 79 177 | 78 029 | 75 674 | 75 624 |  |
|  | WV |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | CDG | 11 398 | 11 334 | 11 282 | 11 321 | 11 335 | 11 348 | 11 154 | 11 449 | 11 520 | 11 566 | 11 547 | 11 586 |  |
|  | CSG | 1 157 540 | 1 159 496 | 1 162 858 | 1 164 442 | 1 165 489 | 1 166 210 | 1 156 223 | 1 173 608 | 1 177 538 | 1 179 869 | 1 182 077 | 1 184 890 |  |
|  | FCG | 20 300 | 21 061 | 21 800 | 22 358 | 22 693 | 23 013 | 23 215 | 23 654 | 17 110 | 17 268 | 17 462 | 18 224 |  |
| **NW** | OAI | 279 179 | 279 105 | 279 679 | 279 052 | 277 606 | 276 423 | 276 503 | 276 827 | 277 654 | 277 808 | 278 235 | 278 797 |  |
|  | DG | 62 454 | 63 829 | 64 806 | 64 978 | 64 815 | 64 584 | 63 990 | 64 416 | 64 648 | 63 118 | 61 865 | 61 454 |  |
|  | WV | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |  |
|  | CDG | 9 725 | 9 752 | 9 773 | 9 783 | 9 803 | 9 784 | 9 310 | 9 709 | 9 731 | 9 721 | 9 671 | 9 700 |  |
|  | CSG | 898 666 | 899 905 | 901 889 | 902 818 | 903 493 | 903 767 | 876 759 | 905 400 | 906 528 | 906 778 | 908 617 | 910 118 |  |
|  | FCG | 24 363 | 25 242 | 26 015 | 26 394 | 26 691 | 26 968 | 26 733 | 27 484 | 20 175 | 20 379 | 20 933 | 21 970 |  |
| **NC** | OAI | 93 726 | 93 480 | 93 486 | 93 025 | 92 971 | 92 628 | 92 331 | 92 495 | 92 802 | 92 834 | 92 839 | 93 010 |  |
|  | DG | 48 228 | 49 724 | 50 743 | 51 213 | 50 819 | 50 116 | 50 579 | 50 203 | 50 417 | 50 001 | 47 493 | 46 498 |  |
|  | WV | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |  |
|  | CDG | 5 782 | 5 755 | 5 741 | 5 771 | 5 787 | 5 789 | 5 622 | 5 741 | 5 766 | 5 795 | 5 766 | 5 748 |  |
|  | CSG | 326 810 | 326 678 | 327 296 | 327 569 | 328 070 | 328 070 | 323 218 | 328 725 | 329 548 | 329 492 | 330 039 | 330 442 |  |
|  | FCG | 9 882 | 10 175 | 10 378 | 10 480 | 10 570 | 10 633 | 10 588 | 10 746 | 8 261 | 8 359 | 8 453 | 8 915 |  |
| **WC** | OAI | 378 092 | 378 511 | 380 113 | 380 430 | 379 526 | 377 185 | 377 049 | 377 667 | 379 583 | 380 484 | 380 460 | 381 562 |  |
|  | DG | 135 590 | 139 560 | 144 553 | 149 662 | 150 624 | 150 147 | 151 721 | 152 422 | 153 934 | 154 725 | 150 223 | 145 631 |  |
|  | WV | 12 | 10 | 10 | 10 | 9 | 9 | 7 | 7 | 7 | 7 | 6 | 6 |  |
|  | CDG | 16 138 | 16 121 | 16 226 | 16 281 | 16 280 | 16 279 | 16 062 | 16 276 | 16 355 | 16 447 | 16 424 | 16 457 |  |
|  | CSG | 1 055 482 | 1 054 197 | 1 054 575 | 1 054 190 | 1 052 251 | 1 050 426 | 1 046 099 | 1 049 727 | 1 050 281 | 1 050 129 | 1 048 510 | 1 048 488 |  |
|  | FCG | 30 814 | 31 186 | 31 671 | 32 023 | 32 209 | 32 331 | 32 574 | 32 912 | 29 343 | 29 636 | 29 842 | 30 261 |  |

**Table 6: Number Disability Grants Paid Per Month per Region from January to December 2019**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **Disability Type** | **201901** | **201902** | **201903** | **201904** | **201905** | **201906** | **201907** | **201908** | **201909** | **201910** | **201911** | **201912** |
| **EC** | Not Recommended | 30 | 30 | 28 | 28 | 27 | 27 | 30 | 47 | 49 | 42 | 41 | 41 |
|  | Permanent Disability | 170 322 | 170 182 | 169 668 | 169 974 | 170 422 | 170 527 | 170 309 | 170 458 | 170 863 | 171 008 | 171 219 | 170 548 |
|  | Temporary Disability | 12 108 | 12 411 | 12 679 | 12 805 | 13 123 | 12 777 | 12 034 | 12 067 | 11 584 | 12 082 | 12 483 | 11 925 |
|  | Unspecified | 18 | 18 | 18 | 17 | 17 | 17 | 17 | 17 | 17 | 17 | 17 | 16 |
| **Total** |  | **182 478** | **182 641** | **182 393** | **182 824** | **183 589** | **183 348** | **182 390** | **182 589** | **182 513** | **183 149** | **183 760** | **182 530** |
| **FS** | Not Recommended | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 |
|  | Permanent Disability | 60 661 | 60 625 | 60 314 | 60 271 | 60 336 | 60 412 | 60 453 | 60 482 | 60 448 | 60 437 | 60 515 | 60 381 |
|  | Temporary Disability | 13 191 | 13 497 | 13 732 | 13 358 | 14 143 | 14 123 | 14 097 | 14 587 | 14 652 | 14 546 | 15 070 | 14 730 |
| **Total** |  | **73 853** | **74 123** | **74 047** | **73 630** | **74 480** | **74 536** | **74 551** | **75 070** | **75 101** | **74 985** | **75 587** | **75 113** |
| **GP** | Not Recommended | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 5 | 3 | 3 | 3 |
|  | Permanent Disability | 85 745 | 86 004 | 85 493 | 85 624 | 85 743 | 85 823 | 85 968 | 85 918 | 85 915 | 86 014 | 86 195 | 85 961 |
|  | Temporary Disability | 29 532 | 30 886 | 31 214 | 30 327 | 31 967 | 33 169 | 34 610 | 35 396 | 34 772 | 34 457 | 35 737 | 34 199 |
|  | Unspecified |  |  |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **115 280** | **116 893** | **116 710** | **115 954** | **117 713** | **118 995** | **120 582** | **121 318** | **120 692** | **120 474** | **121 935** | **120 163** |
| **KZN** | Not Recommended | 230 | 230 | 238 | 214 | 153 | 201 | 214 | 186 | 156 | 164 | 150 | 147 |
|  | Permanent Disability | 191 484 | 191 379 | 190 349 | 190 065 | 189 308 | 189 015 | 188 964 | 188 871 | 188 610 | 188 350 | 188 036 | 187 284 |
|  | Temporary Disability | 38 550 | 38 010 | 38 154 | 37 388 | 38 207 | 37 930 | 38 557 | 39 133 | 39 524 | 41 037 | 42 559 | 41 530 |
|  | Unspecified | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 |
| **Total** |  | **230 266** | **229 621** | **228 743** | **227 669** | **227 670** | **227 148** | **227 737** | **228 192** | **228 292** | **229 553** | **230 747** | **228 962** |
| **LP** | Not Recommended | 7 | 7 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 6 | 7 | 6 |
|  | Permanent Disability | 76 948 | 77 028 | 76 673 | 76 711 | 76 645 | 76 722 | 76 831 | 76 875 | 76 922 | 77 037 | 77 095 | 76 799 |
|  | Temporary Disability | 19 257 | 20 064 | 20 050 | 20 015 | 20 701 | 21 106 | 21 326 | 21 680 | 21 549 | 21 806 | 22 680 | 21 957 |
|  | Unspecified | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| **Total** |  | **96 213** | **97 100** | **96 729** | **96 732** | **97 352** | **97 834** | **98 163** | **98 561** | **98 477** | **98 850** | **99 783** | **98 763** |
| **MP** | Not Recommended | 26 | 25 | 24 | 24 | 24 | 33 | 46 | 55 | 68 | 58 | 48 | 29 |
|  | Permanent Disability | 64 907 | 64 938 | 64 432 | 64 565 | 64 671 | 64 633 | 64 738 | 64 788 | 64 979 | 65 035 | 65 184 | 65 118 |
|  | Temporary Disability | 13 759 | 13 784 | 13 852 | 13 816 | 14 394 | 14 389 | 14 468 | 14 457 | 14 525 | 14 571 | 15 203 | 14 840 |
|  | Unspecified |  |  |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **78 692** | **78 747** | **78 308** | **78 405** | **79 089** | **79 055** | **79 252** | **79 300** | **79 572** | **79 664** | **80 435** | **79 987** |
| **NW** | Not Recommended | 3 | 2 | 2 | 2 | 7 | 17 | 11 | 10 | 9 | 6 | 4 | 8 |
|  | Permanent Disability | 56 543 | 56 244 | 55 768 | 55 605 | 55 337 | 55 205 | 54 919 | 54 674 | 54 433 | 54 314 | 54 149 | 53 932 |
|  | Temporary Disability | 12 570 | 11 773 | 11 379 | 11 510 | 12 000 | 12 115 | 12 301 | 12 387 | 12 478 | 12 507 | 12 601 | 12 377 |
| **Total** |  | **69 116** | **68 019** | **67 149** | **67 117** | **67 344** | **67 337** | **67 231** | **67 071** | **66 920** | **66 827** | **66 754** | **66 317** |
| **NC** | Not Recommended | 2 |  |  |  |  | 1 | 3 | 8 | 14 | 13 | 14 | 14 |
|  | Permanent Disability | 36 991 | 36 842 | 36 618 | 36 440 | 36 464 | 36 473 | 36 569 | 36 500 | 36 443 | 36 459 | 36 474 | 36 042 |
|  | Temporary Disability | 10 776 | 10 677 | 11 954 | 11 436 | 11 759 | 12 404 | 13 179 | 12 841 | 13 277 | 13 430 | 14 124 | 13 791 |
|  | Unspecified |  |  |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **47 769** | **47 519** | **48 572** | **47 876** | **48 223** | **48 878** | **49 751** | **49 349** | **49 734** | **49 902** | **50 612** | **49 847** |
| **WC** | Not Recommended |  |  |  |  |  |  |  | 1 | 2 | 6 | 5 | 3 |
|  | Permanent Disability | 109 908 | 109 945 | 109 621 | 109 595 | 109 424 | 109 345 | 109 248 | 109 022 | 108 874 | 108 927 | 108 886 | 108 560 |
|  | Temporary Disability | 45 726 | 46 088 | 45 983 | 45 413 | 46 858 | 47 948 | 48 815 | 49 511 | 49 272 | 50 505 | 52 429 | 52 211 |
|  | Unspecified |  |  |  |  |  |  |  |  |  |  |  |  |
| **Total** | | **155 634** | **156 033** | **155 604** | **155 008** | **156 282** | **157 293** | **158 063** | **158 534** | **158 148** | **159 438** | **161 320** | **160 774** |
| **Grand Total** | | **1 049 301** | **1 050 696** | **1 048 255** | **1 045 215** | **1 051 742** | **1 054 424** | **1 057 720** | **1 059 984** | **1 059 449** | **1 062 842** | **1 070 933** | **1 062 456** |

**Table 7: Number Disability Grants Paid Per Month per Region from January to December 2020**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **Disability Type** | **202001** | **202002** | **202003** | **202004** | **202005** | **202006** | **202007** | **202008** | **202009** | **202010** | **202011** | **202012** |
| **EC** | Not Recommended | 36 | 38 | 35 | 34 | 34 | 37 | 34 | 34 | 34 | 34 | 31 | 31 |
|  | Permanent Disability | 168 573 | 168 222 | 168 743 | 166 753 | 166 705 | 166 116 | 165 362 | 165 125 | 164 845 | 164 512 | 164 096 | 164 226 |
|  | Temporary Disability | 10 614 | 10 340 | 10 660 | 10 612 | 13 218 | 13 679 | 12 643 | 14 704 | 15 559 | 16 481 | 17 363 | 7 468 |
|  | Unspecified | 16 | 16 | 15 | 15 | 15 | 15 | 15 | 14 | 14 | 13 | 12 | 12 |
| **Total** |  | **179 239** | **178 616** | **179 453** | **177 414** | **179 972** | **179 847** | **178 054** | **179 877** | **180 452** | **181 040** | **181 502** | **171 737** |
| **FS** | Not Recommended | 2 | 2 | 1 | 1 | 1 | 1 | 3 | 3 | 3 | 1 | 1 | 1 |
|  | Permanent Disability | 60 202 | 60 432 | 60 503 | 60 051 | 59 715 | 59 319 | 58 901 | 58 620 | 58 402 | 58 231 | 58 270 | 58 385 |
|  | Temporary Disability | 14 201 | 14 353 | 14 306 | 14 172 | 16 807 | 16 729 | 14 792 | 16 571 | 17 093 | 18 014 | 19 214 | 6 476 |
| **Total** |  | **74 405** | **74 787** | **74 810** | **74 224** | **76 523** | **76 049** | **73 696** | **75 194** | **75 498** | **76 246** | **77 485** | **64 862** |
| **GP** | Not Recommended | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
|  | Permanent Disability | 85 760 | 85 899 | 86 041 | 85 595 | 85 147 | 84 736 | 84 122 | 83 782 | 83 340 | 83 054 | 82 929 | 83 087 |
|  | Temporary Disability | 33 065 | 33 545 | 33 538 | 33 245 | 38 530 | 38 241 | 34 349 | 38 076 | 37 870 | 38 256 | 39 101 | 8 124 |
|  | Unspecified |  |  |  |  |  | 405 |  |  |  |  |  |  |
| **Total** |  | **118 828** | **119 447** | **119 582** | **118 843** | **123 680** | **123 386** | **118 474** | **121 861** | **121 213** | **121 313** | **122 033** | **91 215** |
| **KZN** | Not Recommended | 157 | 144 | 159 | 158 | 159 | 157 | 102 | 66 | 60 | 71 | 74 | 83 |
|  | Permanent Disability | 186 667 | 186 451 | 186 227 | 184 446 | 184 170 | 183 113 | 182 061 | 181 380 | 180 824 | 180 436 | 179 910 | 179 972 |
|  | Temporary Disability | 40 782 | 41 021 | 40 504 | 40 001 | 46 733 | 46 420 | 41 319 | 47 034 | 48 800 | 51 593 | 54 306 | 17 329 |
|  | Unspecified | 1 | 1 | 1 | 1 | 2 | 9 | 3 | 3 | 3 | 2 | 2 | 1 |
| **Total** |  | **227 607** | **227 617** | **226 891** | **224 606** | **231 064** | **229 699** | **223 485** | **228 483** | **229 687** | **232 102** | **234 292** | **197 385** |
| **LP** | Not Recommended | 6 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |  |
|  | Permanent Disability | 76 316 | 76 373 | 76 346 | 75 941 | 75 559 | 75 287 | 75 067 | 75 020 | 74 885 | 74 731 | 74 634 | 74 649 |
|  | Temporary Disability | 21 290 | 21 518 | 20 836 | 20 641 | 24 031 | 23 888 | 22 069 | 25 252 | 26 350 | 27 471 | 28 403 | 8 536 |
|  | Unspecified | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 4 | 1 | 1 | 1 | 1 |
| **Total** |  | **97 613** | **97 897** | **97 188** | **96 588** | **99 596** | **99 181** | **97 142** | **100 281** | **101 241** | **102 208** | **103 043** | **83 186** |
| **MP** | Not Recommended | 28 | 26 | 25 | 23 | 23 | 21 | 21 | 20 | 20 | 23 | 24 | 23 |
|  | Permanent Disability | 64 882 | 64 821 | 64 768 | 64 471 | 64 164 | 63 890 | 63 584 | 63 316 | 63 026 | 62 955 | 62 937 | 63 065 |
|  | Temporary Disability | 14 270 | 14 192 | 13 217 | 13 110 | 15 899 | 15 814 | 14 308 | 15 742 | 15 831 | 16 573 | 17 445 | 4 212 |
|  | Unspecified |  |  |  |  |  | 128 |  |  |  |  |  |  |
| **Total** |  | **79 180** | **79 039** | **78 010** | **77 604** | **80 086** | **79 853** | **77 913** | **79 078** | **78 877** | **79 551** | **80 406** | **67 300** |
| **NW** | Not Recommended | 9 | 6 | 5 | 5 | 5 | 5 | 5 | 6 | 6 | 6 | 6 | 5 |
|  | Permanent Disability | 53 539 | 53 480 | 53 365 | 52 970 | 52 528 | 52 209 | 51 803 | 51 643 | 51 430 | 51 267 | 51 071 | 51 067 |
|  | Temporary Disability | 12 274 | 12 371 | 11 987 | 11 856 | 14 125 | 14 017 | 12 526 | 14 290 | 14 883 | 15 862 | 16 882 | 5 665 |
| **Total** |  | **65 822** | **65 857** | **65 357** | **64 831** | **66 658** | **66 231** | **64 334** | **65 939** | **66 319** | **67 135** | **67 959** | **56 737** |
| **NC** | Not Recommended | 13 | 16 | 14 | 14 | 14 | 13 | 13 | 13 | 12 | 12 | 12 | 12 |
|  | Permanent Disability | 35 656 | 35 490 | 35 343 | 35 018 | 34 696 | 34 494 | 34 467 | 34 024 | 33 773 | 33 563 | 33 357 | 33 321 |
|  | Temporary Disability | 13 344 | 11 806 | 11 318 | 11 221 | 14 444 | 14 726 | 13 958 | 15 608 | 16 385 | 17 408 | 18 962 | 6 519 |
|  | Unspecified |  |  |  |  |  | 12 |  |  |  |  |  |  |
| **Total** |  | **49 013** | **47 312** | **46 675** | **46 253** | **49 154** | **49 245** | **48 438** | **49 645** | **50 170** | **50 983** | **52 331** | **39 852** |
| **WC** | Not Recommended | 1 | 1 | 2 | 2 | 2 | 23 | 2 | 2 | 2 | 1 | 1 |  |
|  | Permanent Disability | 107 654 | 107 600 | 107 374 | 106 546 | 105 834 | 105 146 | 104 326 | 103 869 | 103 214 | 102 677 | 102 114 | 102 312 |
|  | Temporary Disability | 49 104 | 49 617 | 46 683 | 46 332 | 57 326 | 58 484 | 53 699 | 60 361 | 60 956 | 61 725 | 63 354 | 14 348 |
|  | Unspecified |  |  |  |  | 5 | 1 521 | 4 | 5 | 4 | 4 | 4 |  |
| **Total** |  | **156 759** | **157 218** | **154 059** | **52 880** | **163 167** | **165 174** | **158 031** | **164 237** | **164 176** | **164 407** | **165 473** | **116 660** |
| **Total** |  | **1 048 466** | **1 047 790** | **1 042 025** | **1 033 243** | **1 069 900** | **1 068 665** | **1 039 567** | **1 064 595** | **1 067 633** | **1 074 985** | **1 084 524** | **888 934** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |

**Table 8: Number Disability Grants Paid Per Month per Region from January 2021 to December 2021**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **Disability Type** | **202101** | **202102** | **202103** | **202104** | **202105** | **202106** | **202107** | **202108** | **202109** | **202110** | **202111** | **202112** |
| **EC** | Not Recommended | 30 | 29 | 29 | 29 | 29 | 29 | 28 | 28 | 28 | 28 | 28 | 28 |
|  | Permanent Disability | 163 487 | 164 633 | 165 485 | 165 432 | 165 529 | 165 630 | 165 692 | 165 514 | 164 187 | 163 851 | 163 851 | 164 125 |
|  | Temporary Disability | 7 870 | 9 462 | 11 548 | 12 038 | 12 619 | 12 825 | 12 656 | 12 503 | 11 633 | 10 517 | 10 517 | 11 043 |
|  | Unspecified | 12 | 12 | 12 | 11 | 11 | 11 | 10 | 10 | 9 | 9 | 9 | 9 |
| **Total** |  | **171 399** | **174 136** | **177 074** | **177 510** | **178 188** | **178 495** | **178 386** | **178 055** | **175 857** | **174 405** | **174 405** | **175 205** |
| **FS** | Not Recommended |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Permanent Disability | 58 581 | 59 747 | 60 350 | 60 377 | 60 375 | 60 362 | 60 251 | 60 077 | 59 989 | 60 164 | 60 164 | 60 275 |
|  | Temporary Disability | 8 270 | 11 082 | 14 246 | 15 256 | 16 491 | 17 564 | 17 816 | 17 876 | 18 059 | 18 348 | 18 348 | 18 852 |
| **Total** |  | **66 851** | **70 829** | **74 596** | **75 633** | **76 866** | **77 926** | **78 067** | **77 953** | **78 048** | **78 512** | **78 512** | **79 127** |
| **GP** | Not Recommended | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
|  | Permanent Disability | 83 164 | 85 029 | 86 956 | 87 346 | 87 738 | 87 921 | 87 523 | 87 305 | 86 983 | 87 300 | 87 300 | 87 509 |
|  | Temporary Disability | 10 267 | 16 168 | 25 862 | 29 375 | 32 618 | 33 940 | 33 318 | 33 076 | 34 017 | 34 316 | 34 316 | 35 947 |
|  | Unspecified |  |  |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **93 435** | **101 201** | **112 823** | **116 726** | **120 360** | **121 865** | **120 845** | **120 384** | **121 003** | **121 619** | **121 619** | **123 459** |
| **KZN** | Not Recommended | 95 | 104 | 103 | 101 | 90 | 98 | 100 | 92 | 5 790 | 2 337 | 2 337 | 158 |
|  | Permanent Disability | 179 428 | 181 477 | 181 545 | 181 687 | 182 089 | 181 976 | 181 556 | 181 326 | 180 932 | 180 606 | 180 606 | 179 945 |
|  | Temporary Disability | 21 752 | 29 593 | 32 653 | 35 771 | 40 387 | 42 896 | 42 047 | 43 727 | 48 227 | 45 424 | 45 424 | 41 857 |
|  | Unspecified | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 118 | 46 | 46 | 1 |
| **Total** |  | **201 276** | **211 175** | **214 302** | **217 560** | **222 567** | **224 971** | **223 704** | **225 146** | **235 067** | **228 413** | **228 413** | **221 961** |
| **LP** | Not Recommended |  |  | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
|  | Permanent Disability | 75 419 | 76 200 | 76 681 | 76 750 | 76 748 | 76 662 | 76 496 | 76 435 | 76 197 | 76 345 | 76 345 | 76 312 |
|  | Temporary Disability | 11 860 | 16 304 | 19 980 | 21 273 | 22 771 | 23 128 | 23 319 | 23 616 | 24 087 | 24 469 | 24 469 | 25 276 |
|  | Unspecified |  |  | 1 |  |  |  |  |  |  |  |  |  |
| **Total** |  | **87 279** | **92 504** | **96 663** | **98 024** | **99 520** | **99 791** | **99 816** | **100 052** | **100 285** | **100 815** | **100 815** | **101 589** |
| **MP** | Not Recommended | 24 | 31 | 33 | 29 | 27 | 27 | 29 | 29 | 29 | 33 | 33 | 35 |
|  | Permanent Disability | 63 125 | 63 980 | 64 398 | 64 187 | 64 010 | 64 177 | 64 149 | 64 057 | 63 838 | 64 185 | 64 185 | 64 295 |
|  | Temporary Disability | 6 171 | 9 582 | 11 590 | 11 463 | 11 418 | 12 234 | 12 548 | 13 168 | 13 871 | 14 397 | 14 397 | 14 847 |
|  | Unspecified |  |  | 1 |  |  |  |  |  |  |  |  |  |
| **Total** |  | **69 320** | **73 593** | **76 022** | **75 679** | **75 455** | **76 438** | **76 726** | **77 254** | **77 738** | **78 615** | **78 615** | **79 177** |
| **NW** | Not Recommended | 5 | 5 | 5 | 5 | 5 | 6 | 5 | 5 | 4 | 4 | 4 | 4 |
|  | Permanent Disability | 51 193 | 51 521 | 51 470 | 51 599 | 51 542 | 51 417 | 51 276 | 51 097 | 50 536 | 50 920 | 50 920 | 50 894 |
|  | Temporary Disability | 8 058 | 9 742 | 10 979 | 12 225 | 13 259 | 13 555 | 13 534 | 13 482 | 13 450 | 13 492 | 13 492 | 13 750 |
| **Total** |  | **59 256** | **61 268** | **62 454** | **63 829** | **64 806** | **64 978** | **64 815** | **64 584** | **63 990** | **64 416** | **64 416** | **64 648** |
| **NC** | Not Recommended | 11 | 11 | 11 | 11 | 11 | 11 | 11 | 11 | 11 | 11 | 11 | 13 |
|  | Permanent Disability | 33 110 | 33 380 | 33 287 | 33 344 | 33 214 | 33 093 | 32 991 | 32 849 | 32 680 | 32 682 | 32 682 | 32 554 |
|  | Temporary Disability | 8 577 | 11 938 | 14 930 | 16 369 | 17 518 | 18 109 | 17 817 | 17 256 | 17 888 | 17 510 | 17 510 | 17 850 |
|  | Unspecified |  |  |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **41 698** | **45 329** | **48 228** | **49 724** | **50 743** | **51 213** | **50 819** | **50 116** | **50 579** | **50 203** | **50 203** | **50 417** |
| **WC** | Not Recommended |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Permanent Disability | 101 387 | 102 366 | 104 201 | 104 689 | 105 113 | 105 542 | 105 449 | 50 116 | 104 727 | 104 666 | 104 666 | 104 888 |
|  | Temporary Disability | 16 581 | 21 352 | 31 386 | 34 868 | 39 437 | 44 117 | 45 172 | 45 089 | 46 991 | 47 753 | 47 753 | 49 043 |
|  | Unspecified | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| **WC Total** |  | **117 970** | **123 720** | 135 590 | 139 560 | 144 553 | 149 662 | 150 624 | 150 147 | 151 721 | 152 422 | 152 422 | 153 934 |
| **Total** |  | **908 484** | **953 755** | **997 752** | **1 014 245** | **1 033 058** | **1 045 339** | **1 043 802** | **1 043 691** | **1 054 288** | **1 049 420** | **1 049 420** | **1 049 517** |

**Table 9: Number Disability Grants Paid Per Month per Region from January 2022 to December 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **Disability Type** | **202201** | **202202** | **202203** | **202204** | **202205** | **202206** | **202207** | **202208** | **202209** | **202210** | **202211** | **202212** |
| **EC** | Not Recommended | 28 | 28 |  |  |  |  |  |  |  |  |  |  |
|  | Permanent Disability | 163 810 | 163 703 |  |  |  |  |  |  |  |  |  |  |
|  | Temporary Disability | 10 199 | 10 217 |  |  |  |  |  |  |  |  |  |  |
|  | Unspecified | 9 | 9 |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **174 046** | **173 957** |  |  |  |  |  |  |  |  |  |  |
| **FS** | Not Recommended |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Permanent Disability | 60 010 | 60 180 |  |  |  |  |  |  |  |  |  |  |
|  | Temporary Disability | 14 903 | 14 317 |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **74 913** | **74 497** |  |  |  |  |  |  |  |  |  |  |
| **GP** | Not Recommended | 3 | 3 |  |  |  |  |  |  |  |  |  |  |
|  | Permanent Disability | 87 232 | 87 363 |  |  |  |  |  |  |  |  |  |  |
|  | Temporary Disability | 29 402 | 25 537 |  |  |  |  |  |  |  |  |  |  |
|  | Unspecified |  |  |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **116 637** | **112 903** |  |  |  |  |  |  |  |  |  |  |
| **KZN** | Not Recommended | 126 | 106 |  |  |  |  |  |  |  |  |  |  |
|  | Permanent Disability | 179 900 | 180 172 |  |  |  |  |  |  |  |  |  |  |
|  | Temporary Disability | 38 908 | 40 146 |  |  |  |  |  |  |  |  |  |  |
|  | Unspecified | 1 | 1 |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **218 935** | **220 425** |  |  |  |  |  |  |  |  |  |  |
| **LP** | Not Recommended | 1 | 1 |  |  |  |  |  |  |  |  |  |  |
|  | Permanent Disability | 75 983 | 76 088 |  |  |  |  |  |  |  |  |  |  |
|  | Temporary Disability | 18 819 | 18 757 |  |  |  |  |  |  |  |  |  |  |
|  | Unspecified |  |  |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **94 803** | **94** **846** |  |  |  |  |  |  |  |  |  |  |
| **MP** | Not Recommended | 35 | 39 |  |  |  |  |  |  |  |  |  |  |
|  | Permanent Disability | 64 085 | 64 161 |  |  |  |  |  |  |  |  |  |  |
|  | Temporary Disability | 11 554 | 11 424 |  |  |  |  |  |  |  |  |  |  |
|  | Unspecified |  |  |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **75 674** | **75** **624** |  |  |  |  |  |  |  |  |  |  |
| **NW** | Not Recommended | 5 | 4 |  |  |  |  |  |  |  |  |  |  |
|  | Permanent Disability | 50 733 | 50 675 |  |  |  |  |  |  |  |  |  |  |
|  | Temporary Disability | 11 127 | 10 775 |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **61 865** | **61** **454** |  |  |  |  |  |  |  |  |  |  |
| **NC** | Not Recommended | 12 | 11 |  |  |  |  |  |  |  |  |  |  |
|  | Permanent Disability | 32 225 | 32 237 |  |  |  |  |  |  |  |  |  |  |
|  | Temporary Disability | 15 256 | 14 250 |  |  |  |  |  |  |  |  |  |  |
|  | Unspecified |  |  |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **47 493** | **46** **498** |  |  |  |  |  |  |  |  |  |  |
| **WC** | Not Recommended |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Permanent Disability | 104 303 | 104 172 |  |  |  |  |  |  |  |  |  |  |
|  | Temporary Disability | 45 918 | 41 457 |  |  |  |  |  |  |  |  |  |  |
|  | Unspecified | 2 | 2 |  |  |  |  |  |  |  |  |  |  |
| **WC Total** |  | 150 223 | 145 631 |  |  |  |  |  |  |  |  |  |  |
| **Total** |  | **1 014 589** | **1 005 835** |  |  |  |  |  |  |  |  |  |  |

|  |
| --- |
| **INDICATOR 2: NUMBER OF BENEFICIARIES IN PAYMENT** |

**KRA 2: BENEFICIARIES IN PAYMENT**

**Table 10: Total Number of Beneficiaries Receiving Social Grants from April 2016 to February 2022**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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** |
| **2021/2022** |  | **11,312,072** | **11,478,760** | **166,688** |
| 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** | **11,312,072** | **11,370,095** | **58,023** |
| **2021/2022** |  | **11,478,760** | **11,516,266** | **37,506** |
| 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** | **11,370,095** | **11,421,944** | **51,841** |
| **2021/2022** |  | **11,516,266** | **11,530,678** | **14,412** |
| 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** | **11,421,944** | **11,412,303** | **-9 641** |
| **2021/2022** |  | **11,530,678** | **11 527 935** | **-2 743** |
| 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** | **11,412,303** | **11,451,387** | **39,084** |
| **2021/2022** |  | **11 527 935** | **11,516,128** | **-11,807** |
| 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** | **11,451,387** | **11,470,956** | **19,569** |
| **2021/2022** |  | **11,516,128** | **11,431,843** | **-84,285** |
| 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** | **11,470,956** | **11,497,771** | **26,815** |
| **2021/2022** |  | **11,431,843** | **11,536,788** | **104,945** |
| 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** | **11,497,771** | **11,508,352** | **10,581** |
| **2021/2022** |  | **11,536,788** | **11,554,824** | **18,036** |
| 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** | **11,508,352** | **11,364,433** | **-143,919** |
| **2021/2022** |  | **11,554,824** | **11,557,829** | **3,005** |
| 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** | **11,364,433** | **11,363,935** | **503** |
| **2021/2022** |  | **11,557,829** | **11,553,398** | **4,431** |
| 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** | **11,363,935** | **11,405,022** | **41,087** |
| **2021/2022** |  | **11,553,398** | **11,569,704** | **16 306** |
| 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 | -62 863 |
| 2019/20 | **11,312,068** | **11,334,373** | **22 305** |
| **2020/2021** | **11,405,022** | **11,457,005** | **51,983** |
| **2021/2022** |  | **11,569,704** |  |  |
| **Total new beneficiaries from April to March** | | **2016/17** | **170,490** | |
| **2017/18** | **257,884** | |
| **2018/19** | **179,322** | |
| **2019/20** | **300,868** | |
| **2020/21** | **122,632** | |
| **2021/22** |  | |

**Table 11: Total Number of Beneficiaries Receiving Social Grants by Region from April 2016 to January 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **Period** | **Begin of April** | **End of April** | **End of May** | **End of June** | **End of July** | **End of Aug.** | **End of Sept.** | **End of Oct.** | **End of Nov.** | **End of Dec.** | **End of Jan.** | **End of Feb.** | **End of March** |
| EC | 2016/17 | 1,616,817 | 1,610,264 | 1,614,225 | 1,618,511 | 1,622,040 | 1,622,826 | 1,625,510 | 1,626,178 | 1,629,728 | 1,625,573 | 1,629,980 | 1,634,633 | 1,633,924 |
| 2017/18 | 1,633,924 | 1,637,048 | 1,640,644 | 1,643,848 | 1,646,357 | 1,647,777 | 1,648,535 | 1,651,640 | 1,654,369 | 1,649,990 | 1,655,183 | 1,659,425 | 1,664,971 |
| **2018/19** | **1,664,971** | **1,669,344** | **1,672,071** | **1,668,489** | **1,671,813** | **1,673,022** | **1,676,385** | **1,681,083** | **1,685,765** | **1,683,429** | **1,687,464** | **1,691,324** | **1,682,122** |
| **2019/20** | **1,682,122** | **1,686,368** | **1,689,843** | **1,691,750** | **1,693,427** | **1,695,785** | **1,698,362** | **1,703,034** | **1,705,310** | **1,701,950** | **1,697,845** | **1,704,172** | **1,708,379** |
| **2020/21** | **1,708,379** | **1,704,506** | **1,710,703** | **1,714,576** | **1,709,189** | **1,714,423** | **1,715,923** | **1,718,460** | **1,716,733** | **1,705,169** | **1,701,540** | **1,704,952** | **1,709,751** |
| **2021/2022** | **1,709,751** | **1,712,140** | **1,715,726** | **1,717,241** | **1,719,087** | **1,716,334** | **1,704,009** | **1,713,542** | **1,715,468** | **1,715,200** | **1,715,474** | **1,717,715** |  |
| FS | 2016/17 | 624,057 | 621,668 | 623,566 | 624,444 | 625,991 | 626,775 | 628,281 | 629,122 | 630,974 | 628,840 | 630,037 | 631,779 | 631,646 |
| 2017/18 | 631,646 | 632,508 | 634,282 | 635,307 | 637,177 | 637,896 | 638,985 | 640,358 | 642,023 | 639,438 | 640,342 | 641,876 | 643,292 |
| **2018/19** | **643,292** | **643,410** | **643,884** | **643,625** | **645,162** | **645,588** | **646,783** | **649,436** | **652,205** | **650,316** | **651,557** | **653,881** | **650,178** |
| **2019/20** | **650,178** | **651,579** | **653,437** | **654,427** | **655,978** | **657,632** | **659,551** | **661,406** | **662,407** | **660,710** | **660,590** | **663,114** | **664,718** |
| **2020/21** | **664,718** | **663,203** | **666,695** | **669,031** | **667,586** | **668,518** | **668,813** | **668,530** | **668,470** | **659,905** | **661,516** | **664,613** | **668,083** |
| **2021/22** | **668,083** | **668,659** | **669,627** | **669,672** | **669,833** | **669,166** | **666,592** | **670,797** | **670,878** | **670,336** | **669,234** | **670,322** |  |
| GP | 2016/17 | 1,618,571 | 1,618,484 | 1,624,169 | 1,630,680 | 1,637,334 | 1,643,988 | 1,650,617 | 1,656,715 | 1,664,003 | 1,660,924 | 1,667,021 | 1,674,647 | 1,677,578 |
| 2017/18 | 1,677,578 | 1,682,139 | 1,691,761 | 1,698,585 | 1,705,259 | 1,711,669 | 1,717,334 | 1,714,371 | 1,711,742 | 1,729,772 | 1,735,992 | 1,742,766 | 1,749,543 |
| **2018/19** | **1,749,543** | **1,753,412** | **1,757,763** | **1,759,157** | **1,758,709** | **1,755,415** | **1,756,638** | **1,770,051** | **1,785,407** | **1,786,991** | **1,796,864** | **1,807,028** | **1,791,719** |
| **2019/20** | **1,791,719** | **1,799,524** | **1,808,672** | **1,814,112** | **1,824,697** | **1,832,362** | **1,838,320** | **1,848,467** | **1,855,949** | **1,855,069** | **1,858,843** | **1,868,006** | **1,873,583** |
| **2020/21** | **1,873,583** | **1,870,052** | **1,880,457** | **1,890,498** | **1,889,135** | **1,897,375** | **1,902,082** | **1,907,926** | **1,911,657** | **1,890,201** | **1,890,623** | **1,898,846** | **1,911,013** |
| **2021/22** | **1,911,013** | **1,916,947** | **1,925,358** | **1,926,627** | **1,922,996** | **1,921,684** | **1,909,342** | **1,930,554** | **1,939,336** | **1,939,966** | **1,939,919** | **1,942,204** |  |
| KZN | 2016/17 | 2,282,359 | 2,269,633 | 2,272,954 | 2,277,620 | 2,284,786 | 2,284,902 | 2,290,044 | 2,291,498 | 2,291,707 | 2,282,508 | 2,284,115 | 2,289,468 | 2,284,639 |
| 2017/18 | 2,284,639 | 2,286,533 | 2,290,159 | 2,296,195 | 2,294,331 | 2,298,389 | 2,303,381 | 2,302,685 | 2,305,051 | 2,298,399 | 2,306,316 | 2,312,324 | 2,319,392 |
| **2018/19** | **2,319,392** | **2,322,378** | **2,325,768** | **2,328,209** | **2,183,172** | **2,338,050** | **2,345,891** | **2,356,883** | **2,363,870** | **2,360,376** | **2,365,758** | **2,372,005** | **2,363,953** |
| **2019/20** | **2,363,953** | **2,370,647** | **2,369,364** | **2,380,385** | **2,390,148** | **2,395,343** | **2,401,660** | **2,411,462** | **2,416,817** | **2,415,073** | **2,416,919** | **2,423,568** | **2,428,874** |
| **2020/21** | **2,428,874** | **2,424,499** | **2,437,492** | **2,446,729** | **2,444,812** | **2,450,927** | **2,454,952** | **2,461,691** | **2,463,042** | **2,436,392** | **2,432,235** | **2,439,883** | **2,446,537** |
| **2021/22** | **2,446,537** | **2,451,850** | **2,460,679** | **2,464,702** | **2,465,444** | **2,463,365** | **2,444,314** | **2,464,858** | **2,465,598** | **2,466,413** | **2,466,800** | **2,472,422** |  |
| LP | 2016/17 | 1,421,852 | 1,420,142 | 1,423,147 | 1,426,909 | 1,431,123 | 1,433,927 | 1,436,847 | 1,437,500 | 1,441,190 | 1,439,265 | 1,443,090 | 1,446,941 | 1,447,198 |
| 2017/18 | 1,447,198 | 1,450,253 | 1,453,844 | 1,457,101 | 1,460,669 | 1,462,840 | 1,464,886 | 1,468,016 | 1,471,024 | 1,468,898 | 1,472,955 | 1,476,666 | 1,480,147 |
| **2018/19** | **1,480,147** | **1,482,214** | **1,484,326** | **1,486,632** | **1,490,412** | **1,492,223** | **1,496,363** | **1,501,699** | **1,505,841** | **1,503,467** | **1,507,147** | **1,511,647** | **1,504,547** |
| **2019/20** | **1,504,547** | **1,508,576** | **1,511,745** | **1,515,323** | **1,518,713** | **1,520,973** | **1,524,119** | **1,528,180** | **1,530,625** | **1,529,237** | **1,529,730** | **1,535,979** | **1,539,238** |
| **2020/21** | **1,539,238** | **1,536,615** | **1,545,762** | **1,553,012** | **1,554,888** | **1,559,471** | **1,562,353** | **1,565,641** | **1,567,363** | **1,551,665** | **1,554,011** | **1,559,624** | **1,567,169** |
| **2021/22** | **1,567,169** | **1,568,722** | **1,573,912** | **1,576,264** | **1,575,837** | **1,575,498** | **1,565,499** | **1,578,911** | **1,580,139** | **1,579,882** | **1,580,427** | **1,583,858** |  |
| MP | 2016/17 | 849,327 | 849,309 | 850,129 | 852,305 | 854,692 | 854,788 | 857,152 | 857,905 | 860,586 | 858,823 | 861,515 | 864,733 | 864,354 |
| 2017/18 | 864,354 | 865,570 | 868,887 | 872,060 | 873,333 | 875,793 | 876,850 | 879,564 | 881,912 | 879,926 | 881,933 | 884,455 | 887,120 |
| **2018/19** | **887,120** | **888,427** | **889,530** | **890,042** | **892,830** | **894,268** | **896,489** | **899,525** | **903,011** | **901,923** | **904,674** | **907,636** | **903,259** |
| **2019/20** | **903,259** | **905,966** | **908,896** | **910,498** | **913,024** | **914,881** | **917,113** | **920,236** | **922,265** | **921,307** | **922,209** | **924,937** | **925,677** |
| **2020/21** | **925,677** | **924,034** | **929,390** | **934,287** | **935,240** | **937,269** | **939,018** | **940,765** | **941,625** | **933,338** | **933,724** | **937,147** | **940,160** |
| **2021/22** | **940,160** | **941,042** | **942,938** | **944,114** | **944,450** | **944,559** | **937,890** | **948,862** | **950,713** | **951,731** | **951,746** | **953,864** |  |
| NC | 2016/17 | 274,135 | 274,195 | 275,643 | 276,542 | 277,406 | 278,212 | 279,067 | 279,776 | 280,662 | 279,757 | 280,341 | 280,486 | 280,124 |
| 2017/18 | 280,124 | 280,442 | 281,263 | 281,986 | 282,881 | 283,451 | 284,228 | 285,221 | 286,074 | 285,311 | 285,639 | 286,165 | 286,597 |
| **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** |
| **2020/21** | **294,767** | **294,081** | **297,004** | **298,253** | **298,131** | **299,632** | **300,282** | **301,325** | **302,230** | **294,172** | **295,737** | **298,275** | **300,707** |
| **2021/22** | **300,707** | **301,489** | **302,432** | **302,338** | **302,318** | **301,643** | **298,499** | **301,860** | **302,229** | **302,265** | **300,863** | **300,722** |  |
| 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** |
| **2020/21** | **788,917** | **787,230** | **792,229** | **795,627** | **795,684** | **798,203** | **799,560** | **801,673** | **802,010** | **793,433** | **795,501** | **797,873** | **800,387** |
| **2021/22** | **800,387** | **801,942** | **804,119** | **804,211** | **803,155** | **802,288** | **785,994** | **803,686** | **804,002** | **803,633** | **804,089** | **805,364** |  |
| 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** |
| **2020/21** | **1,110,220** | **1,107,852** | **1,115,363** | **1,119,931** | **1,117,638** | **1,125,569** | **1,127,973** | **1,131,760** | **1,135,222** | **1,100,158** | **1,099,048** | **1,103,809** | **1,113,198** |
| **2021/22** | **1,113,198** | **1,115,969** | **1,121,475** | **1,125,509** | **1,124,815** | **1,121,681** | **1,119,704** | **1,123,718** | **1,126,461** | **1,128,403** | **1,124,846** | **1,123,233** |  |
| **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 |
| **2020/21** | **11,334,373** | **11,312,072** | **11,370,095** | **11,421,944** | **11,412,303** | **11,451,387** | **11,470,956** | **11,497,771** | **11,508,352** | **11,364,433** | **11,363,935** | **11,405,022** | **11,450,005** |
| **2021/22** | **11,450,005** | **11,478,760** | **11,516,266** | **11,530,678** | **11,527,935** | **11,516,128** | **11,431,843** | **11,536,788** | **11,554,824** | **11,557,829** | **11,553,398** | **11,569,704** |  |

*Source: SASSA BI data*

**Table 12a: Number of Beneficiaries by Grant Type without Grant in Aid for February 2022**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **REGIONS** | **CDG** | **CSG** | **COMB** | **DG** | **FCG** | **OAG** | **WVG** | **Grand Total** |
| ECA | 21 381 | 1 077 539 | 1 553 | 173 959 | 45 916 | 592 902 | 6 | 1 913 256 |
| FST | 8 259 | 418 085 | 506 | 74 497 | 14 532 | 213 748 |  | 729 627 |
| GAU | 20 267 | 1 176 438 | 628 | 112 903 | 25 687 | 696 306 | 7 | 2 032 236 |
| KZN | 36 879 | 1 638 506 | 1 300 | 220 425 | 36 879 | 737 405 | 4 | 2 671 398 |
| LIM | 16 067 | 1 062 501 | 529 | 94 846 | 24 578 | 491 939 |  | 1 690 460 |
| MPU | 11 037 | 653 483 | 337 | 75 624 | 14 047 | 269 266 |  | 1 023 794 |
| NWP | 9 094 | 496 837 | 412 | 61 454 | 15 905 | 278 797 | 1 | 862 500 |
| NCA | 5 112 | 181 159 | 466 | 46 498 | 6 127 | 93 010 | 1 | 332 373 |
| WCA | 15 171 | 636 043 | 935 | 145 632 | 19 242 | 381 562 | 6 | 1 198 591 |
| **Grand Total** | **143 267** | **7 340 591** | **6 666** | **1 005 838** | **202 913** | **3 754 935** | **25** | **12 454 235** |

***Source: BI SharePoint Cube***

**Table 12b: Number of Beneficiaries by Grant Type with Grant in Aid for February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **REGIONS** | **CDG** | **CSG** | **COMB** | **DG** | **FCG** | **OAG** | **GIA** | **WVG** | **Grand Total** |
| ECA | 21 381 | 1 077 539 | 1 553 | 173 959 | 45 916 | 35 683 | 592 902 | 6 | 1 948 939 |
| FST | 8 259 | 418 085 | 506 | 74 497 | 14 532 | 11 397 | 213 748 |  | 741 024 |
| GAU | 20 267 | 1 176 438 | 628 | 112 903 | 25 687 | 11 194 | 696 306 | 7 | 2 043 430 |
| KZN | 36 879 | 1 638 506 | 1 300 | 220 425 | 36 879 | 81 263 | 737 405 | 4 | 2 752 661 |
| LIM | 16 067 | 1 062 501 | 529 | 94 846 | 24 578 | 55 625 | 491 939 |  | 1 746 085 |
| MPU | 11 037 | 653 483 | 337 | 75 624 | 14 047 | 23 884 | 269 266 |  | 1 047 678 |
| NWP | 9 094 | 496 837 | 412 | 61 454 | 15 905 | 17 593 | 278 797 | 1 | 880 093 |
| NCA | 5 112 | 181 159 | 466 | 46 498 | 6 127 | 20 513 | 93 010 | 1 | 352 886 |
| WCA | 15 171 | 636 043 | 935 | 145 632 | 19 242 | 23 974 | 381 562 | 6 | 1 222 565 |
| **Grand Total** | **143 267** | **7 340 591** | **6 666** | **1 005 838** | **202 913** | **281 126** | **3 754 935** | **25** | **12 735 361** |

***Source: BI SharePoint Cube***

**Table 13: Number of Beneficiaries and the Combinations of Social Grants Received for February 2022**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **GRANT TYPE** | **ECA** | **FST** | **GAU** | **KZN** | **LIM** | **MPU** | **NWP** | **NCA** | **WCA** | **Grand Total** |
| /CSG/ | 818 490 | 315 145 | 1 026 031 | 1 243 008 | 910 198 | 537 744 | 397 305 | 129 075 | 505 712 | 5 882 708 |
| /GIA/CSG/ | 19 | 3 | 6 | 12 | 27 | 6 | 8 | 4 | 12 | 97 |
| /CDG/CSG/ | 26 838 | 8 957 | 26 876 | 41 418 | 23 460 | 14 878 | 12 916 | 4 873 | 13 963 | 174 179 |
| /CDG/FCG/CSG/ | 696 | 195 | 271 | 532 | 294 | 175 | 241 | 156 | 317 | 2 877 |
| /CDG/FCG/GIA/CSG/ |  |  |  |  |  |  |  |  | 1 | 1 |
| /CDG/GIA/CSG/ | 24 | 5 | 10 | 12 | 14 | 6 | 13 | 10 | 15 | 109 |
| /CSG/GIA/CSG/ | 1 |  |  |  |  |  |  |  | 3 | 4 |
| /FCG/CSG/ | 40 198 | 14 402 | 23 543 | 38 926 | 23 812 | 14 745 | 15 644 | 4 897 | 11 169 | 187 336 |
| /FCG/GIA/CSG/ | 6 | 2 | 1 | 5 |  |  | 5 | 3 | 4 | 26 |
| /CDG/ | 4 166 | 1 478 | 5 440 | 7 009 | 2 613 | 1 459 | 1 852 | 762 | 3 599 | 28 378 |
| /CDG/FCG/ | 178 | 82 | 164 | 126 | 62 | 33 | 40 | 50 | 183 | 918 |
| /CDG/FCG/GIA/ | 7 | 1 |  | 9 | 4 | 2 |  | 2 | 2 | 27 |
| /CDG/GIA/ | 211 | 60 | 27 | 623 | 190 | 75 | 98 | 97 | 79 | 1 460 |
| /CSG/GIA/ | 453 | 125 | 54 | 818 | 206 | 114 | 48 | 388 | 529 | 2 735 |
| /DG/ | 107 828 | 41 475 | 74 089 | 119 522 | 56 609 | 39 962 | 34 153 | 22 095 | 78 634 | 574 367 |
| /DG/CSG/ | 95 813 | 58 276 | 70 047 | 219 263 | 56 556 | 55 336 | 45 591 | 31 069 | 97 437 | 729 388 |
| /DG/CDG/ | 578 | 227 | 519 | 959 | 177 | 170 | 192 | 210 | 650 | 3 682 |
| /DG/CDG/CSG/ | 9 330 | 5 623 | 6 218 | 22 487 | 5 054 | 4 524 | 5 379 | 4 350 | 7 238 | 70 203 |
| /DG/CDG/FCG/ | 23 | 15 | 8 | 14 | 1 | 3 | 2 | 11 | 37 | 114 |
| /DG/CDG/FCG/CSG/ | 226 | 145 | 85 | 426 | 61 | 76 | 108 | 157 | 230 | 1 514 |
| /DG/CDG/FCG/GIA/ | 5 | 1 |  | 4 | 1 | 2 | 1 | 1 | 1 | 16 |
| /DG/CDG/FCG/GIA/CSG/ | 7 | 1 | 1 | 9 | 1 | 3 | 3 | 1 | 3 | 29 |
| /DG/CDG/GIA/ | 40 | 10 | 19 | 98 | 14 | 14 | 20 | 18 | 37 | 270 |
| /DG/CDG/GIA/CSG/ | 184 | 64 | 100 | 586 | 172 | 310 | 175 | 160 | 175 | 1 926 |
| /DG/CSG/ | 2 566 | 529 | 735 | 2 353 | 180 | 254 | 170 | 1 948 | 6 314 | 15 049 |
| /DG/CSG/GIA/ | 1 978 | 725 | 1 714 | 5 652 | 2 422 | 3 462 | 1 919 | 1 420 | 2 750 | 22 042 |
| /DG/FCG/ | 1 034 | 772 | 543 | 1 211 | 306 | 275 | 353 | 289 | 1 083 | 5 866 |
| /DG/FCG/CSG/ | 9 996 | 6 817 | 4 033 | 19 145 | 2 979 | 3 320 | 4 314 | 3 236 | 6 567 | 60 407 |
| /DG/FCG/GIA/ | 36 | 18 | 23 | 91 | 28 | 27 | 29 | 19 | 64 | 335 |
| /DG/FCG/GIA/CSG/ | 174 | 58 | 60 | 385 | 80 | 190 | 113 | 107 | 173 | 1 340 |
| /DG/GIA/ | 7 494 | 2 749 | 7 411 | 20 654 | 8 488 | 7 992 | 6 473 | 4 476 | 12 591 | 78 328 |
| /FCG/ | 18 288 | 10 457 | 19 262 | 19 773 | 11 413 | 5 730 | 8 070 | 2 615 | 12 281 | 107 889 |
| /FCG/GIA/ | 1 270 | 598 | 104 | 3 717 | 2 211 | 381 | 461 | 516 | 510 | 9 768 |
| /OAG/ | 320 617 | 136 169 | 553 823 | 424 162 | 292 576 | 168 428 | 191 698 | 50 379 | 287 931 | 2 425 783 |
| /OAG/CSG/ | 165 453 | 40 440 | 90 958 | 159 615 | 107 760 | 61 263 | 47 022 | 15 142 | 46 111 | 733 764 |
| /OAG/CDG/CSG/ | 11 246 | 1 989 | 4 144 | 12 623 | 4 498 | 2 878 | 3 129 | 1 327 | 2 211 | 44 045 |
| /OAG/CDG/FCG/CSG/ | 537 | 151 | 219 | 424 | 168 | 116 | 129 | 124 | 205 | 2 073 |
| /OAG/CDG/FCG/GIA/CSG/ | 26 | 11 | 1 | 57 | 18 | 7 | 10 | 18 | 10 | 158 |
| /OAG/CDG/GIA/CSG/ | 527 | 128 | 28 | 1 240 | 278 | 213 | 192 | 315 | 110 | 3 031 |
| /OAG/CSG/GIA/ | 8 033 | 2 031 | 511 | 15 739 | 10 124 | 4 463 | 2 611 | 4 089 | 1 937 | 49 538 |
| /OAG/FCG/CSG/ | 43 507 | 13 625 | 21 711 | 41 041 | 19 068 | 12 692 | 14 855 | 4 864 | 10 109 | 181 472 |
| /OAG/FCG/GIA/CSG/ | 2 909 | 943 | 154 | 6 675 | 2 381 | 1 202 | 1 002 | 1 378 | 599 | 17 243 |
| /OAG/GIA/ | 16 689 | 5 818 | 3 250 | 41 990 | 39 353 | 11 332 | 9 017 | 10 070 | 11 638 | 149 157 |
| /WVG/ | 6 |  | 7 | 2 |  |  | 1 |  | 6 | 22 |
| /WVG/CSG/ | 6 | 2 | 4 | 5 | 1 | 2 | 2 |  | 3 | 25 |
| /WVG/FCG/CSG/ | 2 |  |  |  |  |  |  |  |  | 2 |
| /WVG/GIA/ |  |  |  | 2 |  |  |  | 1 |  | 3 |
| **Grand Total** | **1 717 715** | **670 322** | **1 942 204** | **2 472 422** | **1 583 858** | **953 864** | **805 364** | **300 722** | **1 123 233** | **11 569 704** |

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| Table 13 illustrates the distribution in the number of beneficiaries by combination of grant type and region. There are no repeat of beneficiaries by grant type. There are **11 569 704** distinct beneficiaries. |

|  |
| --- |
| ***INDICATOR 3: NUMBER OF BENEFICIARIES AND SOCIAL GRANTS BY AGE CATEGORY*** |

***KRA 3: DEMOGRAPHIC DATA OF BENEFICIARIES***

**Table 14: Number of Beneficiaries by Age Category as at the end of February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Beneficiary Age** | **EC** | | **FS** | **GP** | | **KZN** | | **LP** | **MP** | **NWP** | | **NC** | **WC** | | **Total** | |
| Invalid DOB |  | 5 | 3 |  | 1 |  | 10 | 7 | 6 |  | 2 | 1 |  | 3 |  | 38 |
| [16-17) |  | 13 | 5 |  | 25 |  | 16 | 16 | 8 |  | 5 | 2 |  | 6 |  | 96 |
| [17-18) |  | 121 | 24 |  | 165 |  | 171 | 86 | 87 |  | 28 | 13 |  | 96 |  | 791 |
| [18-19) |  | 3 225 | 1 252 |  | 3 732 |  | 6 802 | 3 643 | 2 631 |  | 1 674 | 705 |  | 2 014 |  | 25 678 |
| [19-20) |  | 7 165 | 2 694 |  | 7 854 |  | 14 900 | 7 951 | 5 897 |  | 3 727 | 1 706 |  | 4 262 |  | 56 156 |
| [20-25) |  | 113 010 | 40 220 | 1 | 113 324 |  | 207 886 | 115 693 | 78 601 |  | 54 098 | 22 900 |  | 64 451 | 2 | 810 185 |
| [25-30) |  | 205 343 | 74 908 |  | 216 639 |  | 339 309 | 208 798 | 129 369 | 1 | 95 971 | 35 424 |  | 119 661 | 2 | 1 425 424 |
| [30-35) |  | 211 673 | 91 556 | 1 | 251 985 | 1 | 345 248 | 225 807 | 139 391 |  | 105 734 | 37 228 |  | 138 584 | 1 | 1 547 207 |
| [35-40) | 1 | 193 209 | 84 410 |  | 231 473 |  | 309 238 | 197 959 | 123 488 |  | 94 005 | 34 339 |  | 138 167 |  | 1 406 288 |
| [40-45) | 1 | 145 557 | 66 652 |  | 176 994 |  | 211 623 | 145 762 | 86 873 |  | 71 741 | 28 883 |  | 107 120 |  | 1 041 205 |
| [45-50) |  | 125 027 | 51 350 |  | 134 963 |  | 167 970 | 107 741 | 68 708 |  | 57 028 | 24 760 |  | 88 771 | 1 | 826 319 |
| [50-55) |  | 100 487 | 39 500 |  | 89 041 |  | 123 040 | 71 818 | 49 889 |  | 41 034 | 22 361 |  | 70 491 |  | 607 661 |
| [55-60) |  | 95 318 | 35 289 |  | 62 584 |  | 113 861 | 55 010 | 39 795 |  | 33 220 | 22 747 |  | 65 169 |  | 522 993 |
| [60-65) | 1 | 234 581 | 80 571 |  | 248 085 |  | 267 681 | 156 006 | 96 631 |  | 101 970 | 39 278 | 1 | 138 723 | 2 | 1 363 528 |
| [65-70) |  | 187 587 | 68 756 |  | 216 102 |  | 228 044 | 136 299 | 85 565 |  | 84 270 | 31 966 |  | 114 823 |  | 1 153 412 |
| [70-75) |  | 130 795 | 47 148 |  | 138 951 |  | 177 795 | 104 357 | 58 078 |  | 56 827 | 22 211 |  | 79 626 |  | 815 788 |
| [75-80) |  | 81 850 | 28 222 |  | 79 288 |  | 105 669 | 76 628 | 34 892 |  | 37 723 | 14 009 |  | 47 547 |  | 505 828 |
| [80+] |  | 115 413 | 28 913 |  | 72 794 |  | 134 538 | 133 001 | 48 081 |  | 41 288 | 14 770 |  | 43 927 |  | 632 725 |
| **Total** | **3** | **1 950 379** | **741 473** | **2** | **2 044 000** | **1** | **2 753 801** | **1 746 582** | **1 047 990** | **1** | **880 345** | **353 303** | **1** | **1 223 441** | **8** | **12 741 322** |

*Source: BI SharePoint cube*

|  |
| --- |
| Table14 illustrates the distribution of beneficiaries by age category as at **28th February 2022** was **12 741 322** |

**Table 15: Number of Beneficiaries by Age and Gender Category as at the end of February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Beneficiary Age Grouping** | **Eastern Cape** | | | **Free State** | | **Gauteng** | | | **KwaZulu Natal** | | | **Limpopo** | |
| **Unknown** | **Female** | **Male** | **Female** | **Male** | **Unknown** | **Female** | **Male** | **Unknown** | **Female** | **Male** | **Female** | **Male** |
| Invalid DOB |  | 5 | 0 | 3 | 0 |  | 1 | 0 |  | 9 | 1 | 6 | 1 |
| (16 - 17 Years) |  | 13 | 0 | 5 | 0 |  | 25 | 0 |  | 16 | 0 | 16 | 0 |
| (17 - 18 Years) |  | 121 | 0 | 23 | 1 |  | 164 | 1 |  | 170 | 1 | 86 | 0 |
| (18 - 19 Years) |  | 2 641 | 584 | 993 | 259 |  | 3 031 | 701 |  | 5 699 | 1 103 | 3 054 | 589 |
| (19 - 20 Years) |  | 6 355 | 810 | 2 273 | 421 |  | 6 826 | 1 028 |  | 13 403 | 1 497 | 7 217 | 734 |
| (20 - 25 Years) |  | 105 319 | 7 691 | 37 213 | 3 007 |  | 107 097 | 6 227 |  | 196 980 | 10 906 | 110 379 | 5 314 |
| (25 - 30 Years) |  | 194 053 | 11 290 | 70 663 | 4 245 | 1 | 208 212 | 8 427 |  | 323 299 | 16 010 | 201 562 | 7 236 |
| (30 - 35 Years) |  | 197 896 | 13 777 | 85 296 | 6 260 | 1 | 240 543 | 11 442 | 1 | 326 240 | 19 008 | 217 772 | 8 035 |
| (35 - 40 Years) | 1 | 176 498 | 16 711 | 76 858 | 7 552 |  | 216 530 | 14 943 |  | 286 729 | 22 509 | 188 869 | 9 090 |
| (40 - 45 Years) |  | 128 980 | 16 577 | 58 754 | 7 898 |  | 161 605 | 15 389 |  | 190 125 | 21 498 | 136 439 | 9 323 |
| (45 - 50 Years) | 1 | 106 612 | 18 415 | 43 323 | 8 027 |  | 119 227 | 15 736 |  | 145 698 | 22 272 | 97 730 | 10 011 |
| (50 - 55 Years) |  | 82 588 | 17 899 | 31 932 | 7 568 |  | 74 453 | 14 588 |  | 103 047 | 19 993 | 62 135 | 9 683 |
| (55 - 60 Years) |  | 75 889 | 19 429 | 26 983 | 8 306 |  | 48 971 | 13 613 |  | 92 626 | 21 235 | 45 650 | 9 360 |
| (60 - 65 Years) | 1 | 158 214 | 76 367 | 53 159 | 27 412 |  | 153 488 | 94 597 |  | 187 463 | 80 218 | 105 147 | 50 859 |
| (65 - 70 Years) |  | 125 548 | 62 039 | 45 756 | 23 000 |  | 130 653 | 85 449 |  | 156 839 | 71 205 | 88 735 | 47 564 |
| (70 - 75 Years) |  | 89 071 | 41 724 | 31 856 | 15 292 |  | 85 998 | 52 953 |  | 126 046 | 51 749 | 69 424 | 34 933 |
| (75 - 80 Years) |  | 58 649 | 23 201 | 20 022 | 8 200 |  | 51 987 | 27 301 |  | 78 308 | 27 361 | 58 500 | 18 128 |
| (80 - 85 Years) |  | 46 052 | 15 795 | 12 274 | 3 988 |  | 30 134 | 13 449 |  | 56 486 | 15 385 | 44 989 | 14 728 |
| (85 - 90 Years) |  | 24 804 | 6 350 | 6 637 | 1 676 |  | 14 619 | 4 986 |  | 29 163 | 5 389 | 30 371 | 5 725 |
| (90 - 95 Years) |  | 13 081 | 2 941 | 2 567 | 568 |  | 5 720 | 1 574 |  | 17 459 | 2 456 | 21 323 | 2 984 |
| (95 - 100 Years) |  | 3 469 | 794 | 661 | 158 |  | 1 413 | 333 |  | 5 055 | 743 | 6 625 | 958 |
| (> 100 Years) |  | 1 791 | 336 | 316 | 68 |  | 447 | 119 |  | 2 122 | 280 | 4 813 | 485 |
| **Total** | **3** | **1 597 649** | **352 730** | **607 567** | **133 906** | **2** | **1 661 144** | **382 856** | **1** | **2 342 982** | **410 819** | **1 500 842** | **245 740** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Beneficiary Age Grouping** | **Mpumalanga** | | **North West** | | | **Northern Cape** | | **Western Cape** | | | **National** | | |
| **Female** | **Male** | **Unknown** | **Female** | **Male** | **Female** | **Male** | **Unknown** | **Female** | **Male** | **Unknown** | **Female** | **Male** |
| Invalid DOB | 5 | 1 |  | 2 | 0 | 1 | 0 |  | 1 | 2 |  | 33 | 5 |
| (16 - 17 Years) | 7 | 1 |  | 5 | 0 | 2 | 0 |  | 6 | 0 |  | 95 | 1 |
| (17 - 18 Years) | 87 | 0 |  | 28 | 0 | 13 | 0 |  | 96 | 0 |  | 788 | 3 |
| (18 - 19 Years) | 2 293 | 338 |  | 1 333 | 341 | 572 | 133 |  | 1 541 | 473 |  | 21 157 | 4 521 |
| (19 - 20 Years) | 5 365 | 532 |  | 3 284 | 443 | 1 464 | 242 |  | 3 658 | 604 |  | 49 845 | 6 311 |
| (20 - 25 Years) | 74 579 | 4 022 |  | 51 250 | 2 848 | 21 287 | 1 613 |  | 59 577 | 4 874 |  | 763 681 | 46 502 |
| (25 - 30 Years) | 123 710 | 5 659 | 1 | 92 144 | 3 827 | 33 249 | 2 175 |  | 113 389 | 6 272 | 2 | 1 360 281 | 65 143 |
| (30 - 35 Years) | 132 315 | 7 076 |  | 101 223 | 4 511 | 34 741 | 2 487 |  | 130 515 | 8 069 | 2 | 1 466 541 | 80 667 |
| (35 - 40 Years) | 115 141 | 8 347 |  | 88 715 | 5 290 | 31 137 | 3 202 |  | 128 055 | 10 112 | 1 | 1 308 532 | 97 757 |
| (40 - 45 Years) | 79 009 | 7 864 |  | 65 946 | 5 795 | 25 415 | 3 468 |  | 96 718 | 10 402 |  | 942 991 | 98 214 |
| (45 - 50 Years) | 60 467 | 8 241 |  | 50 226 | 6 802 | 20 555 | 4 205 |  | 76 092 | 12 679 | 1 | 719 930 | 106 389 |
| (50 - 55 Years) | 42 339 | 7 550 |  | 34 327 | 6 707 | 17 328 | 5 033 |  | 55 467 | 15 024 |  | 503 616 | 104 045 |
| (55 - 60 Years) | 32 242 | 7 553 |  | 25 785 | 7 435 | 16 467 | 6 280 |  | 46 722 | 18 447 |  | 411 335 | 111 658 |
| (60 - 65 Years) | 64 046 | 32 585 |  | 62 498 | 39 472 | 24 632 | 14 646 | 1 | 87 937 | 50 786 | 2 | 896 584 | 466 944 |
| (65 - 70 Years) | 55 399 | 30 166 |  | 52 127 | 32 143 | 20 339 | 11 627 |  | 72 281 | 42 542 |  | 747 677 | 405 735 |
| (70 - 75 Years) | 38 036 | 20 042 |  | 36 369 | 20 458 | 14 388 | 7 823 |  | 50 551 | 29 075 |  | 541 739 | 274 049 |
| (75 - 80 Years) | 24 775 | 10 117 |  | 25 642 | 12 081 | 9 499 | 4 510 |  | 31 263 | 16 284 |  | 358 645 | 147 183 |
| (80 - 85 Years) | 18 507 | 6 220 |  | 16 083 | 6 422 | 5 929 | 2 467 |  | 18 469 | 8 098 |  | 248 923 | 86 552 |
| (85 - 90 Years) | 9 883 | 2 339 |  | 8 657 | 2 740 | 3 210 | 1 018 |  | 8 843 | 3 095 |  | 136 187 | 33 318 |
| (90 - 95 Years) | 6 402 | 1 218 |  | 3 951 | 1 106 | 1 224 | 326 |  | 3 491 | 812 |  | 75 218 | 13 985 |
| (95 - 100 Years) | 1 773 | 398 |  | 1 392 | 291 | 386 | 83 |  | 791 | 142 |  | 21 565 | 3 900 |
| (> 100 Years) | 1 137 | 204 |  | 526 | 120 | 100 | 27 |  | 166 | 20 |  | 11 418 | 1 659 |
| **Total** | **887 517** | **160 473** | **1** | **721 513** | **158 832** | **281 938** | **71 365** | **1** | **985 629** | **237 812** | **8** | **10 586 781** | **2 154 541** |

**Table 16: Number of Beneficiaries by Grant Type, Region and Gender as at the end of February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Grant Type** | **Eastern Cape** | | | **Free State** | | **Gauteng** | | | **KZN** | | | **Limpopo** | |
| **Unknown** | **Female** | **Male** | **Female** | **Male** | **Unknown** | **Female** | **Male** | **Unknown** | **Female** | **Male** | **Female** | **Male** |
| CDG |  | 22 019 | 839 | 8 356 | 378 |  | 19 708 | 1 151 |  | 36 965 | 1 180 | 16 271 | 307 |
| CSG | 2 | 1 047 882 | 29 643 | 400 655 | 17 413 | 2 | 1 136 877 | 39 550 | 1 | 1 600 476 | 37 926 | 1 048 642 | 13 856 |
| DG | 1 | 80 437 | 93 519 | 39 204 | 35 293 |  | 52 969 | 59 934 |  | 112 962 | 107 463 | 43 227 | 51 619 |
| FCG |  | 44 426 | 3 025 | 13 890 | 1 139 |  | 24 256 | 2 048 |  | 36 017 | 2 141 | 23 678 | 1 418 |
| GIA |  | 23 825 | 11 858 | 7 393 | 4 004 |  | 5 758 | 5 436 |  | 56 362 | 24 901 | 41 462 | 14 163 |
| OAG |  | 379 059 | 213 841 | 138 069 | 75 679 |  | 421 573 | 274 733 |  | 500 198 | 237 206 | 327 562 | 164 377 |
| WVG |  | 1 | 5 | 0 | 0 |  | 3 | 4 |  | 2 | 2 | 0 | 0 |
| **Total** | **3** | **1 597 649** | **352 730** | **607 567** | **133 906** | **2** | **1 661 144** | **382 856** | **1** | **2 342 982** | **410 819** | **1 500 842** | **245 740** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Grant Type** | **Mpumalanga** | | **North West** | | | **Northern Cape** | | **Western Cape** | | | **National** | | |
| **Female** | **Male** | **Unknown** | **Female** | **Male** | **Female** | **Male** | **Unknown** | **Female** | **Male** | **Unknown** | **Female** | **Male** |
| CDG | 11 019 | 340 |  | 9 184 | 305 | 5 374 | 197 |  | 15 520 | 542 |  | 144 416 | 5 239 |
| CSG | 638 395 | 15 084 | 1 | 487 118 | 9 587 | 175 738 | 5 384 | 1 | 623 104 | 12 934 | 7 | 7 158 887 | 181 377 |
| DG | 37 596 | 38 028 |  | 30 039 | 31 415 | 25 393 | 21 105 |  | 77 926 | 67 705 | 1 | 499 753 | 506 081 |
| FCG | 13 525 | 853 |  | 15 219 | 1 087 | 6 214 | 374 |  | 19 025 | 1 143 |  | 196 250 | 13 228 |
| GIA | 15 545 | 8 339 |  | 10 770 | 6 823 | 12 710 | 7 803 |  | 12 738 | 11 236 |  | 186 563 | 94 563 |
| OAG | 171 437 | 97 829 |  | 169 183 | 109 614 | 56 509 | 36 501 |  | 237 313 | 144 249 |  | 2 400 903 | 1 354 029 |
| WVG | 0 | 0 |  | 0 | 1 | 0 | 1 |  | 3 | 3 |  | 9 | 16 |
| **Total** | **887 517** | **160 473** | **1** | **721 513** | **158 832** | **281 938** | **71 365** | **1** | **985 629** | **237 812** | **8** | **10 586 781** | **2 154 533** |

**Table 17 a: Number of Children by Grant Type, Region and Gender as at the end of February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Grant Type** | **EC** | | | **FS** | | **GP** | | | **KZN** | | | **LP** | |
| **Unknown** | **Female** | **Male** | **Female** | **Male** | **Unknown** | **Female** | **Male** | **Unknown** | **Female** | **Male** | **Female** | **Male** |
| CDG |  | 9 426 | 13 859 | 3 564 | 5 357 |  | 8 250 | 13 045 |  | 15 850 | 23 229 | 6 833 | 10 082 |
| CSG | 2 | 980 110 | 992 118 | 356 235 | 359 252 | 2 | 1 005 534 | 1 008 806 | 1 | 1 482 631 | 1 491 160 | 990 631 | 994 502 |
| FCG |  | 32 104 | 31 933 | 9 728 | 9 599 |  | 17 940 | 16 943 |  | 24 848 | 24 346 | 16 752 | 16 805 |
| **Total** | **2** | **1 021 640** | **1 037 910** | **369 527** | **374 208** | **2** | **1 031 724** | **1 038 794** | **1** | **1 523 329** | **1 538 735** | **1 014 216** | **1 021 389** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Grant Type** | **MP** | | **NC** | | **N W** | | | **WCA** | | | **National** | | |
| **Female** | **Male** | **Female** | **Male** | **Unknown** | **Female** | **Male** | **Unknown** | **Female** | **Male** | **Unknown** | **Female** | **Male** |
| CDG | 4 813 | 6 773 | 2 370 | 3 378 |  | 3 842 | 5 858 |  | 6 649 | 9 809 |  | 61 597 | 91 390 |
| CSG | 591 997 | 592 894 | 163 840 | 166 602 | 1 | 453 869 | 456 249 | 1 | 522 015 | 526 478 | 7 | 6 546 862 | 6 588 061 |
| FCG | 9 093 | 9 132 | 4 550 | 4 365 |  | 10 970 | 11 000 |  | 15 992 | 14 269 |  | 141 977 | 138 392 |
| **Total** | **605 903** | **608 799** | **170 760** | **174 345** | **1** | **468 681** | **473 107** | **1** | **544 656** | **550 556** | **7** | **6 750 436** | **6 817 843** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Age** | **Begin of April 21** | **End of April 21** | **End of May 21** | **End of June 21** | **End of July 21** | **End of Aug 21** | **End of Sept.21** | **End of Oct.21** | **End of Nov.21** | **End of Dec.21** | **End of Jan. 22** | **End of Feb. 22** | **End of Marc.22** | **Mid-year Population estimates 2021** | **% of children receiving grants by** |
| Invalid DOB |  |  |  |  |  |  |  | 12 | 0 |  | 0 | 0 |  |  | 0,00% |
| 0 | 550 919 | 547 318 | 551 737 | 546 982 | 533 212 | 527 459 | 529 821 | 542 933 | 549 287 | 528 540 | 531 092 | 549 287 |  | 1 175 632 | 46,72% |
| 1 | 748 704 | 747 009 | 749 345 | 749 817 | 748 737 | 744 975 | 738 575 | 742 281 | 741 746 | 742 744 | 741 942 | 741 746 |  | 1 151 049 | 64,44% |
| 2 | 750 631 | 754 280 | 757 456 | 760 352 | 762 398 | 762 970 | 755 823 | 761 847 | 764 629 | 764 926 | 768 030 | 764 629 |  | 1 134 787 | 67,38% |
| 3 | 733 216 | 734 782 | 736 707 | 738 054 | 739 554 | 742 858 | 738 141 | 748 876 | 751 695 | 755 148 | 755 948 | 751 695 |  | 1 125 528 | 66,79% |
| 4 | 717 259 | 717 763 | 719 421 | 720 678 | 723 130 | 724 626 | 718 355 | 728 875 | 732 580 | 733 767 | 736 362 | 732 580 |  | 1 121 959 | 65,29% |
| 5 | 737 720 | 734 275 | 731 447 | 728 349 | 725 272 | 723 301 | 710 704 | 717 198 | 716 793 | 716 702 | 718 757 | 716 793 |  | 1 122 764 | 63,84% |
| 6 | 800 566 | 798 429 | 794 346 | 790 852 | 786 452 | 781 872 | 766 714 | 769 906 | 766 844 | 763 572 | 754 509 | 766 844 |  | 1 126 627 | 68,07% |
| 7 | 794 827 | 797 081 | 800 978 | 803 643 | 804 786 | 804 718 | 796 364 | 806 662 | 806 886 | 805 270 | 806 394 | 806 886 |  | 1 132 232 | 71,27% |
| 8 | 798 947 | 797 152 | 794 570 | 793 264 | 792 832 | 792 994 | 783 219 | 792 307 | 794 326 | 796 385 | 793 738 | 794 326 |  | 1 138 265 | 69,78% |
| 9 | 797 916 | 799 842 | 800 562 | 801 062 | 802 092 | 803 037 | 792 240 | 800 124 | 798 997 | 800 103 | 800 996 | 798 997 |  | 1 143 409 | 69,88% |
| 10 | 781 916 | 784 396 | 789 661 | 791 273 | 790 614 | 790 791 | 781 129 | 792 071 | 795 949 | 796 427 | 801 400 | 795 949 |  | 1 149 839 | 69,22% |
| 11 | 777 132 | 777 001 | 775 699 | 775 503 | 776 554 | 776 904 | 768 249 | 777 493 | 777 660 | 778 262 | 776 111 | 777 660 |  | 1 159 731 | 67,06% |
| 12 | 809 067 | 806 714 | 806 123 | 806 059 | 802 790 | 799 886 | 785 952 | 791 981 | 790 393 | 787 570 | 782 463 | 790 393 |  | 1 154 316 | 68,47% |
| 13 | 784 173 | 785 201 | 784 823 | 785 393 | 788 357 | 792 028 | 786 456 | 799 908 | 804 367 | 807 912 | 810 880 | 804 367 |  | 1 125 300 | 71,48% |
| 14 | 774 577 | 776 457 | 778 778 | 779 198 | 779 768 | 779 326 | 767 858 | 774 800 | 775 527 | 777 407 | 777 470 | 775 527 |  | 1 081 837 | 71,69% |
| 15 | 751 482 | 753 581 | 754 870 | 756 263 | 758 147 | 760 402 | 756 042 | 768 505 | 770 352 | 770 056 | 772 925 | 770 352 |  | 1 041 643 | 73,96% |
| 16 | 720 607 | 728 033 | 736 409 | 741 547 | 744 314 | 744 526 | 733 322 | 740 913 | 742 916 | 746 239 | 745 613 | 742 916 |  | 1 001 492 | 74,18% |
| 17 | 592 474 | 587 474 | 592 166 | 598 292 | 630 954 | 606 079 | 615 284 | 633 050 | 633 051 | 641 988 | 654 762 | 633 051 |  | 969 622 | 65,29% |
| **Total** | **13,422,133** | **13,426,788** | **13,455,098** | **13,446,581** | **13 489 963** | **13,458,752** | **13,324,248** | **13,489,742** | **13,513,998** | **13,513,018** | **13 529 392** | **13 513 998** |  | **19,086,410** | **67,38%** |
| 18 | 17 352 | 22 474 | 26 983 | 30 302 | 32 819 | 34 950 | 36 627 | 38 413 | 34 | 15 | 5 404 | 34 |  | 952 029 | 0,00% |
| 19 | 7 246 | 10 295 | 13 163 | 15 201 | 16 656 | 18 153 | 19 535 | 20 979 | 42 | 31 | 1 398 | 42 |  | 945 156 | 0,00% |
| 20 | 4 933 | 7 183 | 9 452 | 11 101 | 12 417 | 13 666 | 14 691 | 15 838 | 19 | 17 | 747 | 19 |  | 937 795 | 0,00% |
| 21 | 620 | 1 232 | 2 088 | 3 103 | 4 056 | 5 193 | 6 299 | 7 481 | 4 | 5 | 46 | 4 |  | 930 203 | 0,00% |
| **Total** | **13,452,289** | **13,467,972** | **13,506,785** | **13,526,288** | **13,555,911** | **13,530,714** | **13,401,400** | **13,572,453** | **13,514,097** | **13,513,086** | **13 536 987** | **13 514 097** |  | **23,821,214** | **56,73%** |
| >=22 | 5 | 5 | 4 | 5 | 4 | 4 | 9 | 4 | 4 | 4 | 4 | 4 |  | 934 145 | 0,00% |
| **Total** | **13,452,294** | **13,467,977** | **13,506,789** | **13,526,293** | **13,555,915** | **13,530,718** | **13,401,409** | **13,572,457** | **13,514,101** | **13,513,090** | **13 536 991** | **13 514 101** |  | **24,748,636** | **54,59%** |

**T Table 17 b: Number of Children Receiving All Child Grants per Age Category per Month against Mid-Year Population Estimates 2020: February 2022**

**Table 18: Number of Children Receiving the Child Support Grants per Age Category per Month against Mid-Year Population Estimates April 21– February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Age** | **Begin of April 19** | **End of Apr. 21** | **May 21** | **June 21** | **July. 21** | **Aug21** | **Sept.21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan.22** | **Feb.22** | **Mar 22** | **Mid-year Population estimates 2021** | **% of children receiving grants by Marc..20** |
| Invalid DOB |  |  |  |  |  |  |  | 12 | 1 |  | 0 |  |  |  | 0,00% |
| 0 | 550 341 | 546 733 | 551 103 | 546 357 | 532 624 | 526 862 | 529 230 | 542 307 | 548 613 | 527 861 | 530 423 | 537 605 |  | 1 175 632 | 45,73% |
| 1 | 746 341 | 744 644 | 746 923 | 747 344 | 746 241 | 742 467 | 736 057 | 739 655 | 739 004 | 739 944 | 739 189 | 742 411 |  | 1 151 049 | 64,50% |
| 2 | 746 412 | 750 093 | 753 221 | 756 076 | 758 105 | 758 702 | 751 626 | 757 604 | 760 312 | 760 617 | 763 728 | 765 099 |  | 1 134 787 | 67,42% |
| 3 | 727 312 | 728 835 | 730 707 | 732 018 | 733 544 | 736 841 | 732 084 | 742 844 | 745 605 | 749 039 | 749 863 | 752 135 |  | 1 125 528 | 66,83% |
| 4 | 709 859 | 710 443 | 712 069 | 713 391 | 715 782 | 717 270 | 711 086 | 721 424 | 725 009 | 726 179 | 728 714 | 730 904 |  | 1 121 959 | 65,15% |
| 5 | 727 675 | 724 338 | 721 625 | 718 577 | 715 588 | 713 710 | 701 361 | 707 807 | 707 458 | 707 390 | 709 523 | 711 470 |  | 1 122 764 | 63,37% |
| 6 | 787 901 | 785 802 | 781 735 | 778 283 | 774 086 | 769 561 | 754 591 | 757 673 | 754 508 | 751 199 | 742 312 | 736 032 |  | 1 126 627 | 65,33% |
| 7 | 779 804 | 782 107 | 786 020 | 788 693 | 789 786 | 789 832 | 781 700 | 791 846 | 792 004 | 790 442 | 791 549 | 791 298 |  | 1 132 232 | 69,89% |
| 8 | 780 960 | 779 324 | 776 841 | 775 686 | 775 415 | 775 704 | 766 230 | 775 134 | 777 182 | 779 337 | 776 863 | 777 840 |  | 1 138 265 | 68,34% |
| 9 | 777 095 | 779 125 | 779 923 | 780 518 | 781 609 | 782 602 | 772 170 | 779 939 | 778 678 | 779 732 | 780 740 | 781 149 |  | 1 143 409 | 68,32% |
| 10 | 757 198 | 759 845 | 765 152 | 766 826 | 766 415 | 766 793 | 757 593 | 768 475 | 772 394 | 772 969 | 778 039 | 777 883 |  | 1 149 839 | 67,65% |
| 11 | 748 160 | 748 306 | 747 267 | 747 405 | 748 663 | 749 292 | 741 174 | 750 228 | 750 394 | 751 066 | 749 007 | 751 741 |  | 1 159 731 | 64,82% |
| 12 | 774 231 | 772 228 | 771 761 | 771 772 | 769 059 | 766 402 | 753 085 | 759 021 | 757 620 | 755 138 | 750 507 | 748 666 |  | 1 154 316 | 64,86% |
| 13 | 743 858 | 745 280 | 745 317 | 746 253 | 749 401 | 753 365 | 748 485 | 761 618 | 765 984 | 769 562 | 772 828 | 773 000 |  | 1 125 300 | 68,69% |
| 14 | 729 066 | 731 036 | 733 524 | 734 212 | 735 143 | 735 123 | 724 489 | 731 243 | 732 095 | 734 111 | 734 497 | 737 736 |  | 1 081 837 | 68,19% |
| 15 | 701 127 | 703 475 | 705 077 | 706 729 | 709 003 | 711 485 | 707 671 | 719 649 | 721 540 | 721 546 | 724 690 | 724 678 |  | 1 041 643 | 69,57% |
| 16 | 665 607 | 673 030 | 681 121 | 686 253 | 689 226 | 689 912 | 679 876 | 687 408 | 689 447 | 692 817 | 692 747 | 695 430 |  | 1 001 492 | 69,44% |
| 17 | 539 726 | 534 981 | 539 501 | 545 572 | 577 575 | 553 011 | 562 219 | 579 237 | 582 361 | 587 482 | 599 897 | 599 841 |  | 969 622 | 61,86% |
| **Total** | **12,992,673** | **12,999,625** | **13,028,887** | **13,041,965** | **13,067,265** | **13,038,934** | **12,910,727** | **13,073,124** | **13,100,208** | **13,096,431** | **13,115,116** | **13,134,918** |  | **19,086,410** | **68,82%** |
| 18 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 14 | 0 | 1 | 1 |  | 952 029 | 0,00% |
| 19 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  | 945 156 | 0,00% |
| 20 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |  |  | 937 795 | 0,00% |
| 21 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 |  | 930 203 | 0,00% |
| **Total** | **12,992,675** | **12,999,627** | **13,028,889** | **13,028,966** | **13,067,266** | **13,038,935** | **12,910,728** | **13,073,125** | **13,100,223** | **13,096,432** | **13,115,118** | **13,134,920** |  | **23,821,214** | **55,14%** |
| >=22 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 |  | 934 145 | 0,00% |
| **Total** | **12,992,678** | **12,999,630** | **13,028,891** | **13,041,969** | **13,067,269** | **13,038,937** | **12,910,730** | **13,073,127** | **13,100,226** | **13,096,434** | **13,115,120** | **13,134,923** |  | **24,755,359** | **53,06%** |

**Table 19: National: Number of Children Receiving Child Grants per Age against Mid-year Population**

**Estimates 2020 as at the end of February 2022**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Children’s Ages** | **CDG** | **CSG** | **FCG** | **Total** | **Mid-year population estimates 2021** | **% of children receiving grants** |
| 0 | 512 | 548 613 | 162 | 549 287 | 1 175 632 | 46,72% |
| 1 | 2 017 | 739 004 | 725 | 741 746 | 1 151 049 | 64,44% |
| 2 | 2 968 | 760 312 | 1 349 | 764 629 | 1 134 787 | 67,38% |
| 3 | 4 075 | 745 605 | 2 015 | 751 695 | 1 125 528 | 66,79% |
| 4 | 4 702 | 725 009 | 2 869 | 732 580 | 1 121 959 | 65,29% |
| 5 | 5 491 | 707 458 | 3 844 | 716 793 | 1 122 764 | 63,84% |
| 6 | 7 032 | 754 508 | 5 304 | 766 844 | 1 126 627 | 68,07% |
| 7 | 7 925 | 792 004 | 6 957 | 806 886 | 1 132 232 | 71,27% |
| 8 | 8 497 | 777 182 | 8 647 | 794 326 | 1 138 265 | 69,78% |
| 9 | 9 274 | 778 678 | 11 045 | 798 997 | 1 143 409 | 69,88% |
| 10 | 10 065 | 772 394 | 13 490 | 795 949 | 1 149 839 | 69,22% |
| 11 | 10 659 | 750 394 | 16 607 | 777 660 | 1 159 731 | 67,06% |
| 12 | 11 704 | 757 620 | 21 069 | 790 393 | 1 154 316 | 68,47% |
| 13 | 12 969 | 765 984 | 25 414 | 804 367 | 1 125 300 | 71,48% |
| 14 | 13 337 | 732 095 | 30 095 | 775 527 | 1 081 837 | 71,69% |
| 15 | 13 864 | 721 540 | 34 948 | 770 352 | 1 041 643 | 73,96% |
| 16 | 14 334 | 689 447 | 39 135 | 742 916 | 1 001 492 | 74,18% |
| 17 | 12 693 | 582 361 | 37 997 | 633 051 | 969 622 | 65,29% |
| **Total** | **152 118** | **13 100 208** | **261 672** | **13 513 998** | **20 056 031** | **67,38%** |
| 18 | 1 | 14 | 19 | 34 | 952 029 | 0,00% |
| 19 | 4 | 0 | 38 | 42 | 945 156 | 0,00% |
| 20 | 0 | 0 | 19 | 19 | 937 795 | 0,00% |
| 21 | 0 | 1 | 3 | 4 | 930 203 | 0,00% |
| **Total** | **152 123** | **13 100 223** | **261 751** | **13 514 097** | **23 821 214** | **56,73%** |
| >=22 | 2 | 2 | 0 | 4 | 934 145 | 0,00% |
| **Grand Total** | **152 125** | **13 100 225** | **261 751** | **13 514 101** | **24 755 359** | **54,59%** |

*Source: BI SharePoint cube*

|  |
| --- |
| Table 19 illustrates the distribution in the number of children by age receiving social grants compared to Stats SA’s population estimates for 2020. As at 28th February 2022 **13 514 101** of country’s children were in receipt of a social grant. |

**Table 20: Eastern Cape: Number of Children Receiving Grants per Age Category as at the end of February 2022 Against Mid-Year Population Estimates 2020**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Age** | **CDG** | **CSG** | **FCG** | **Total** | **Mid-year population estimates 2021** | **% of children receiving grants** |
| 0 | 60 | 84 523 | 29 | 84 612 | 137 244 | 61,65% |
| 1 | 239 | 106 089 | 96 | 106 424 | 135 395 | 78,60% |
| 2 | 325 | 107 449 | 190 | 107 964 | 135 042 | 79,95% |
| 3 | 573 | 106 713 | 295 | 107 581 | 135 918 | 79,15% |
| 4 | 668 | 103 582 | 433 | 104 683 | 137 756 | 75,99% |
| 5 | 776 | 100 818 | 605 | 102 199 | 140 289 | 72,85% |
| 6 | 962 | 106 352 | 926 | 108 240 | 143 250 | 75,56% |
| 7 | 1 143 | 118 321 | 1 336 | 120 800 | 146 372 | 82,53% |
| 8 | 1 183 | 115 973 | 1 570 | 118 726 | 149 388 | 79,48% |
| 9 | 1 347 | 116 237 | 2 257 | 119 841 | 152 030 | 78,83% |
| 10 | 1 455 | 118 703 | 2 829 | 122 987 | 154 542 | 79,58% |
| 11 | 1 641 | 113 577 | 3 589 | 118 807 | 157 166 | 75,59% |
| 12 | 1 821 | 113 594 | 4 516 | 119 931 | 157 086 | 76,35% |
| 13 | 2 014 | 119 768 | 5 574 | 127 356 | 153 018 | 83,23% |
| 14 | 2 153 | 116 486 | 6 700 | 125 339 | 146 223 | 85,72% |
| 15 | 2 299 | 116 621 | 7 845 | 126 765 | 139 595 | 90,81% |
| 16 | 2 413 | 111 701 | 8 792 | 122 906 | 132 974 | 92,43% |
| 17 | 2 211 | 95 720 | 9 335 | 107 266 | 125 563 | 85,43% |
| **Total** | **23 283** | **1 972 227** | **56 917** | **2 052 427** | **2 578 850** | **79,59%** |
| 18 | 0 | 0 | 4 017 | 4 017 | 117 396 | 3,42% |
| 19 | 1 | 0 | 1 999 | 2 000 | 109 030 | 1,83% |
| 20 | 1 | 0 | 1 068 | 1 069 | 100 742 | 1,06% |
| 21 | 0 | 0 | 36 | 36 | 92 176 | 0,04% |
| 22 | 0 | 0 | 0 | 0 | 86 569 | 0,00% |
| >=23 | 1 | 1 | 0 | 2 | 85 468 | 0,00% |
| **Total** | **23 286** | **1 972 228** | **64 037** | **2 059 551** | **5 749 081** | **35,82%** |

*Source: BI SharePoint cube*

Table 20 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 2020. As at 28th February 2022 there were **2 059 551** of children in receipt of a social grant in the Eastern Cape.

**Table 21: Free State: Number of Children Receiving Grants per Age Category as at the end of February 2022 Against Mid-Year Population Estimates 2020**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Age** | **CDG** | **CSG** | **FCG** | **Total** | **Mid-year population estimates 2021** | **% of children receiving grants** |
| 0 | 41 | 29 514 | 17 | 29 572 | 56 501 | 52,34% |
| 1 | 118 | 38 251 | 51 | 38 420 | 54 341 | 70,70% |
| 2 | 167 | 39 831 | 118 | 40 116 | 53 002 | 75,69% |
| 3 | 222 | 39 094 | 147 | 39 463 | 52 367 | 75,36% |
| 4 | 263 | 38 364 | 213 | 38 840 | 52 319 | 74,24% |
| 5 | 322 | 37 198 | 262 | 37 782 | 52 742 | 71,64% |
| 6 | 382 | 38 836 | 354 | 39 572 | 53 518 | 73,94% |
| 7 | 413 | 42 286 | 493 | 43 192 | 54 531 | 79,21% |
| 8 | 481 | 41 442 | 557 | 42 480 | 55 665 | 76,31% |
| 9 | 523 | 42 968 | 649 | 44 140 | 56 802 | 77,71% |
| 10 | 566 | 42 323 | 809 | 43 698 | 58 056 | 75,27% |
| 11 | 658 | 42 372 | 1 003 | 44 033 | 59 541 | 73,95% |
| 12 | 687 | 42 269 | 1 164 | 44 120 | 59 988 | 73,55% |
| 13 | 776 | 43 759 | 1 579 | 46 114 | 58 817 | 78,40% |
| 14 | 797 | 42 098 | 1 954 | 44 849 | 56 603 | 79,23% |
| 15 | 812 | 40 450 | 2 350 | 43 612 | 54 534 | 79,97% |
| 16 | 881 | 39 740 | 2 544 | 43 165 | 52 409 | 82,36% |
| 17 | 812 | 34 692 | 3 001 | 38 505 | 50 524 | 76,21% |
| **Total** | **8 921** | **715 487** | **17 265** | **741 673** | **992 261** | **74,75%** |
| 18 | 0 | 0 | 1 105 | 1 105 | 49 154 | 2,25% |
| 19 | 0 | 0 | 527 | 527 | 48 170 | 1,09% |
| 20 | 0 | 0 | 396 | 396 | 47 126 | 0,84% |
| 21 | 0 | 0 | 34 | 34 | 46 073 | 0,07% |
| 22 | 0 | 0 | 0 | 0 | 45 449 | 0,00% |
| >=23 | 0 | 0 | 0 | 0 | 45 416 | 0,00% |
| **Total** | **8 921** | **715 487** | **19 327** | **743 735** | **2 265 911** | **32,82%** |

*Source: BI SharePoint cube*

Table 21 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 2020. As at 28th February 2022 there were **743 735** of Free State’s children in receipt of a social grant.

**Table 22: Gauteng: Number of Children Receiving Grants per Age Category as at the end of February 2022 Against Mid-Year Population Estimates 2020**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Age** | **CDG** | **CSG** | **FCG** | **Total** | **Mid-year population estimates 2021** | **% of children receiving grants** |
| 0 | 79 | 66 697 | 24 | 66 800 | 265 731 | 25,14% |
| 1 | 334 | 107 838 | 116 | 108 288 | 265 972 | 40,71% |
| 2 | 471 | 117 833 | 187 | 118 491 | 265 233 | 44,67% |
| 3 | 595 | 116 422 | 295 | 117 312 | 263 629 | 44,50% |
| 4 | 782 | 116 927 | 404 | 118 113 | 261 275 | 45,21% |
| 5 | 863 | 114 090 | 507 | 115 460 | 258 285 | 44,70% |
| 6 | 1 050 | 115 444 | 660 | 117 154 | 254 774 | 45,98% |
| 7 | 1 205 | 122 806 | 844 | 124 855 | 250 855 | 49,77% |
| 8 | 1 331 | 121 947 | 1 065 | 124 343 | 246 643 | 50,41% |
| 9 | 1 406 | 122 922 | 1 461 | 125 789 | 242 253 | 51,92% |
| 10 | 1 459 | 121 607 | 1 769 | 124 835 | 238 178 | 52,41% |
| 11 | 1 571 | 118 566 | 2 072 | 122 209 | 234 913 | 52,02% |
| 12 | 1 620 | 117 651 | 2 669 | 121 940 | 230 674 | 52,86% |
| 13 | 1 709 | 119 620 | 3 176 | 124 505 | 224 815 | 55,38% |
| 14 | 1 735 | 112 160 | 3 827 | 117 722 | 218 591 | 53,85% |
| 15 | 1 695 | 109 419 | 4 426 | 115 540 | 213 424 | 54,14% |
| 16 | 1 771 | 102 919 | 4 792 | 109 482 | 208 459 | 52,52% |
| 17 | 1 619 | 89 469 | 5 302 | 96 390 | 208 657 | 46,20% |
| **Total** | **21 295** | **2 014 337** | **33 596** | **2 069 228** | **4 352 362** | **47,54%** |
| 18 | 0 | 1 | 1 067 | 1 068 | 216 451 | 0,49% |
| 19 | 0 | 0 | 134 | 134 | 229 427 | 0,06% |
| 20 | 0 | 0 | 72 | 72 | 242 249 | 0,03% |
| 21 | 0 | 0 | 14 | 14 | 255 401 | 0,01% |
| 22 | 0 | 1 | 0 | 1 | 269 438 | 0,00% |
| >=23 Years | 0 | 1 | 0 | 1 | 283 913 | 0,00% |
| **Total** | **21 295** | **2 014 340** | **34 883** | **2 070 518** | **5 849 240** | **20,30%** |

*Source: BI SharePoint cube*

Table 22 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 2020. As at 28th February 2022 there were **2 070 518** of Gauteng’s children in receipt of a social grant.

**Table 23: Kwazulu-Natal: Number of Children Receiving Grants per Age Category as at the end of February 2022 Against Mid-Year Population Estimates 2020**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Age** | **CDG** | **CSG** | **FCG** | **Total** | **Mid-year population estimates 2021** | **% of children receiving grants** |
| 0 | 151 | 124 962 | 32 | 125 145 | 250 026 | 50,05% |
| 1 | 523 | 164 985 | 90 | 165 598 | 244 964 | 67,60% |
| 2 | 810 | 174 597 | 182 | 175 589 | 241 521 | 72,70% |
| 3 | 993 | 168 036 | 259 | 169 288 | 239 440 | 70,70% |
| 4 | 1 117 | 160 231 | 383 | 161 731 | 238 463 | 67,82% |
| 5 | 1 224 | 157 121 | 528 | 158 873 | 238 333 | 66,66% |
| 6 | 1 587 | 164 971 | 683 | 167 241 | 238 795 | 70,04% |
| 7 | 1 966 | 178 628 | 931 | 181 525 | 239 591 | 75,76% |
| 8 | 2 059 | 174 421 | 1 217 | 177 697 | 240 464 | 73,90% |
| 9 | 2 296 | 173 053 | 1 522 | 176 871 | 241 159 | 73,34% |
| 10 | 2 530 | 174 011 | 1 915 | 178 456 | 242 048 | 73,73% |
| 11 | 2 786 | 170 766 | 2 546 | 176 098 | 243 506 | 72,32% |
| 12 | 2 957 | 167 828 | 3 290 | 174 075 | 242 121 | 71,90% |
| 13 | 3 331 | 176 719 | 4 388 | 184 438 | 236 376 | 78,03% |
| 14 | 3 655 | 169 794 | 5 494 | 178 943 | 227 906 | 78,52% |
| 15 | 3 700 | 168 796 | 6 730 | 179 226 | 219 939 | 81,49% |
| 16 | 3 910 | 163 384 | 8 001 | 175 295 | 211 920 | 82,72% |
| 17 | 3 484 | 141 488 | 8 993 | 153 965 | 205 091 | 75,07% |
| **Total** | **39 079** | **2 973 791** | **47 184** | **3 060 054** | **4 241 663** | **72,14%** |
| 18 | 0 | 0 | 1 690 | 1 690 | 200 425 | 0,84% |
| 19 | 0 | 0 | 176 | 176 | 197 397 | 0,09% |
| 20 | 0 | 0 | 138 | 138 | 194 231 | 0,07% |
| 21 | 0 | 0 | 6 | 6 | 190 948 | 0,00% |
| 22 | 0 | 0 | 0 | 0 | 189 684 | 0,00% |
| >=23 Years | 0 | 0 | 0 | 0 | 191 217 | 0,00% |
| **Total** | **39 079** | **2 973 791** | **49 194** | **3 062 064** | **9 647 226** | **31,74%** |

*Source: BI SharePoint Cube*

|  |
| --- |
| Table 23 illustrates the distribution in the number of children by age receiving social grants in the KwaZulu Natal in comparison with Stats SA’s population estimates for 2020. As at 28th February 2022 there were **3 062 064** of KwaZulu Natal’s children in receipt of a social grant. |

**Table 24: Limpopo: Number of Children Receiving Grants per Age Category as at the end of 28th February 2022 Against Mid-Year Population Estimates 2020**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Age** | **CDG** | **CSG** | **FCG** | **Total** | **Mid-year population estimates 2021** | **% of children receiving grants** |
| 0 | 29 | 100 880 | 6 | 100 915 | 135 144 | 74,67% |
| 1 | 206 | 129 576 | 31 | 129 813 | 132 942 | 97,65% |
| 2 | 358 | 124 555 | 53 | 124 966 | 131 774 | 94,83% |
| 3 | 447 | 118 863 | 132 | 119 442 | 131 458 | 90,86% |
| 4 | 564 | 115 008 | 227 | 115 799 | 131 811 | 87,85% |
| 5 | 618 | 111 142 | 322 | 112 082 | 132 650 | 84,49% |
| 6 | 778 | 113 412 | 442 | 114 632 | 133 795 | 85,68% |
| 7 | 920 | 119 846 | 649 | 121 415 | 135 062 | 89,90% |
| 8 | 967 | 118 037 | 869 | 119 873 | 136 269 | 87,97% |
| 9 | 1 106 | 116 747 | 1 246 | 119 099 | 137 233 | 86,79% |
| 10 | 1 143 | 115 719 | 1 585 | 118 447 | 138 108 | 85,76% |
| 11 | 1 204 | 107 276 | 2 001 | 110 481 | 139 043 | 79,46% |
| 12 | 1 302 | 105 555 | 2 380 | 109 237 | 138 188 | 79,05% |
| 13 | 1 436 | 108 092 | 3 048 | 112 576 | 134 691 | 83,58% |
| 14 | 1 502 | 102 944 | 3 535 | 107 981 | 129 374 | 83,46% |
| 15 | 1 436 | 100 461 | 3 893 | 105 790 | 124 208 | 85,17% |
| 16 | 1 504 | 96 398 | 4 480 | 102 382 | 119 165 | 85,92% |
| 17 | 1 395 | 80 622 | 4 914 | 86 931 | 113 300 | 76,73% |
| Total | **16 915** | **1 985 133** | **29 813** | **2 031 861** | **2 374 214** | **85,58%** |
| 18 | 0 | 0 | 1 843 | 1 843 | 106 459 | 1,73% |
| 19 | 0 | 0 | 1 063 | 1 063 | 99 252 | 1,07% |
| 20 | 0 | 0 | 761 | 761 | 92 203 | 0,83% |
| 21 | 0 | 0 | 77 | 77 | 84 920 | 0,09% |
| 22 | 0 | 0 | 0 | 0 | 80 268 | 0,00% |
| >=23 Years | 0 | 0 | 0 | 0 | 79 638 | 0,00% |
| **Total** | **16 915** | **1 985 133** | **33 557** | **2 035 605** | **5 291 170** | **38,47%** |

*Source: BI SharePoint Cube*

Table 24 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 2020. As at 28th February 2022 there were **2 035 605** of Limpopo’s children in receipt of a social grant.

**Table 25: Mpumalanga: Number of Children Receiving Grants per Age Category as at 28th February 2022 against Mid-Year Population Estimates 2020**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Age** | **CDG** | **CSG** | **FCG** | **Total** | **Mid-year population estimates 2021** | **% of children receiving grants** |
| 0 | 34 | 56 019 | 9 | 56 062 | 101 363 | 55,31% |
| 1 | 168 | 78 518 | 20 | 78 706 | 95 470 | 82,44% |
| 2 | 229 | 70 271 | 41 | 70 541 | 91 366 | 77,21% |
| 3 | 299 | 69 739 | 81 | 70 119 | 88 814 | 78,95% |
| 4 | 363 | 67 372 | 120 | 67 855 | 87 573 | 77,48% |
| 5 | 449 | 64 969 | 156 | 65 574 | 87 405 | 75,02% |
| 6 | 542 | 65 855 | 262 | 66 659 | 88 070 | 75,69% |
| 7 | 604 | 69 848 | 380 | 70 832 | 89 330 | 79,29% |
| 8 | 676 | 68 375 | 481 | 69 532 | 90 945 | 76,46% |
| 9 | 728 | 69 117 | 656 | 70 501 | 92 676 | 76,07% |
| 10 | 769 | 67 867 | 803 | 69 439 | 94 786 | 73,26% |
| 11 | 804 | 64 508 | 1 030 | 66 342 | 97 537 | 68,02% |
| 12 | 905 | 65 096 | 1 322 | 67 323 | 98 182 | 68,57% |
| 13 | 958 | 67 220 | 1 606 | 69 784 | 95 475 | 73,09% |
| 14 | 963 | 63 208 | 1 911 | 66 082 | 90 684 | 72,87% |
| 15 | 1 050 | 62 398 | 2 364 | 65 812 | 86 312 | 76,25% |
| 16 | 1 085 | 60 770 | 2 702 | 64 557 | 81 849 | 78,87% |
| 17 | 960 | 53 740 | 3 029 | 57 729 | 78 410 | 73,62% |
| **Total** | **11 586** | **1 184 890** | **16 973** | **1 213 449** | **1 636 246** | **74,16%** |
| 18 | 0 | 0 | 789 | 789 | 76 798 | 1,03% |
| 19 | 0 | 0 | 251 | 251 | 76 465 | 0,33% |
| 20 | 0 | 0 | 191 | 191 | 75 958 | 0,25% |
| 21 | 0 | 1 | 21 | 22 | 75 451 | 0,03% |
| 22 | 0 | 0 | 0 | 0 | 75 658 | 0,00% |
| >=23 Years | 0 | 0 | 0 | 0 | 76 755 | 0,00% |
| **Total** | **11 586** | **1 184 891** | **18 225** | **1 214 702** | **3 729 577** | **32,57%** |

*Source: BI SharePoint Cube*

Table 25 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 2020. As at 28th February 2022 there were **1 214 708** of Mpumalanga’s children in receipt of a social grant.

**Table 26: Northern Cape: Number of Children Receiving Grants per Age Category as at 28th February 2022**

**against Mid-Year Population Estimates 2020**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Age** | **CDG** | **CSG** | **FCG** | **Total** | **Mid-year population estimates 2021** | **% of children receiving grants** |
| 0 | 16 | 14 179 | 5 | 14 200 | 26 217 | 54,16% |
| 1 | 63 | 19 084 | 39 | 19 186 | 25 830 | 74,28% |
| 2 | 78 | 19 511 | 58 | 19 647 | 25 577 | 76,81% |
| 3 | 124 | 19 794 | 76 | 19 994 | 25 435 | 78,61% |
| 4 | 171 | 18 986 | 104 | 19 261 | 25 380 | 75,89% |
| 5 | 196 | 18 588 | 159 | 18 943 | 25 387 | 74,62% |
| 6 | 249 | 19 500 | 212 | 19 961 | 25 433 | 78,49% |
| 7 | 300 | 20 232 | 255 | 20 787 | 25 494 | 81,54% |
| 8 | 284 | 19 549 | 281 | 20 114 | 25 545 | 78,74% |
| 9 | 355 | 19 968 | 404 | 20 727 | 25 564 | 81,08% |
| 10 | 374 | 18 901 | 435 | 19 710 | 25 586 | 77,03% |
| 11 | 352 | 18 614 | 542 | 19 508 | 25 649 | 76,06% |
| 12 | 414 | 18 529 | 706 | 19 649 | 25 425 | 77,28% |
| 13 | 513 | 18 712 | 745 | 19 970 | 24 768 | 80,63% |
| 14 | 563 | 17 584 | 913 | 19 060 | 23 837 | 79,96% |
| 15 | 538 | 17 325 | 1 034 | 18 897 | 22 956 | 82,32% |
| 16 | 575 | 16 758 | 1 099 | 18 432 | 22 085 | 83,46% |
| 17 | 582 | 14 628 | 1 205 | 16 415 | 21 281 | 77,13% |
| **Total** | **5 747** | **330 442** | **8 272** | **344 461** | **447 448** | **76,98%** |
| 18 | 0 | 0 | 371 | 371 | 20 615 | 1,80% |
| 19 | 0 | 0 | 169 | 169 | 20 074 | 0,84% |
| 20 | 1 | 0 | 95 | 96 | 19 551 | 0,49% |
| 21 | 0 | 0 | 8 | 8 | 19 036 | 0,04% |
| 22 | 0 | 0 | 0 | 0 | 18 794 | 0,00% |
| >=23 Years | 0 | 0 | 0 | 0 | 18 935 | 0,00% |
| **Total** | **5 748** | **330 442** | **8 915** | **345 105** | **1 011 902** | **34,10%** |

*Source: BI SharePoint Cube*

Table 26 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 2020. As at 28th February 2022 there were **345 105** of Northern Cape’s children in receipt of a social grant.

**Table 27: North West: Number of Children Receiving Grants per Age Category as at 28th February 2022**

**Against Mid-Year Population Estimates 2020**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Age** | **CDG** | **CSG** | **FCG** | **Total** | **Mid-year population estimates 2021** | **% of children receiving grants** |
| 0 | 19 | 39 517 | 1 | 39 537 | 81 951 | 48,24% |
| 1 | 105 | 53 098 | 30 | 53 233 | 78 576 | 67,75% |
| 2 | 180 | 54 261 | 47 | 54 488 | 76 393 | 71,33% |
| 3 | 247 | 53 603 | 94 | 53 944 | 75 229 | 71,71% |
| 4 | 273 | 51 021 | 156 | 51 450 | 74 909 | 68,68% |
| 5 | 329 | 49 550 | 217 | 50 096 | 75 260 | 66,56% |
| 6 | 373 | 50 005 | 319 | 50 697 | 76 109 | 66,61% |
| 7 | 479 | 53 746 | 435 | 54 660 | 77 281 | 70,73% |
| 8 | 536 | 53 819 | 591 | 54 946 | 78 604 | 69,90% |
| 9 | 544 | 55 345 | 765 | 56 654 | 79 904 | 70,90% |
| 10 | 640 | 53 812 | 1 087 | 55 539 | 81 386 | 68,24% |
| 11 | 704 | 51 513 | 1 312 | 53 529 | 83 255 | 64,30% |
| 12 | 704 | 52 123 | 1 683 | 54 510 | 83 443 | 65,33% |
| 13 | 873 | 52 799 | 2 021 | 55 693 | 81 020 | 68,74% |
| 14 | 857 | 50 379 | 2 386 | 53 622 | 76 947 | 69,69% |
| 15 | 973 | 48 084 | 2 572 | 51 629 | 73 169 | 70,56% |
| 16 | 990 | 46 572 | 3 029 | 50 591 | 69 359 | 72,94% |
| 17 | 874 | 40 871 | 3 354 | 45 099 | 66 118 | 68,21% |
| **Total** | **9 700** | **910 118** | **20 099** | **939 917** | **1 388 913** | **67,67%** |
| 18 | 0 | 0 | 1 142 | 1 142 | 63 963 | 1,79% |
| 19 | 0 | 0 | 426 | 426 | 62 634 | 0,68% |
| 20 | 0 | 0 | 273 | 273 | 61 245 | 0,45% |
| 21 | 0 | 0 | 30 | 30 | 59 845 | 0,05% |
| 22 | 0 | 0 | 0 | 0 | 59 428 | 0,00% |
| >= 23 Years | 0 | 0 | 0 | 0 | 60 357 | 0,00% |
| **Total** | **9 700** | **910 118** | **21 970** | **941 788** | **1 756 386** | **53,62%** |

*Source: BI SharePoint Cube*

Table 27 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 2020. As at 28th February 2022 there were **941 788** of North West’s children were in receipt of a social grant.

**Table 28: Western Cape: Number of Children Receiving Grants per Age Category as at 28th February 2022 against Mid-Year Population Estimates 2020**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Age** | **CDG** | **CSG** | **FCG** | **Total** | **Mid-year population estimates 2021** | **% of children receiving grants** |
| 0 | 83 | 21 314 | 62 | 21 459 | 121 455 | 17,67% |
| 1 | 259 | 44 972 | 314 | 45 545 | 117 559 | 38,74% |
| 2 | 395 | 56 791 | 472 | 57 658 | 114 877 | 50,19% |
| 3 | 539 | 59 871 | 641 | 61 051 | 113 239 | 53,91% |
| 4 | 638 | 59 413 | 829 | 60 880 | 112 474 | 54,13% |
| 5 | 731 | 57 994 | 1 010 | 59 735 | 112 413 | 53,14% |
| 6 | 901 | 61 657 | 1 381 | 63 939 | 112 883 | 56,64% |
| 7 | 950 | 65 585 | 1 452 | 67 987 | 113 717 | 59,79% |
| 8 | 1 067 | 64 277 | 1 674 | 67 018 | 114 742 | 58,41% |
| 9 | 1 058 | 64 792 | 1 875 | 67 725 | 115 788 | 58,49% |
| 10 | 1 119 | 64 940 | 1 988 | 68 047 | 117 150 | 58,09% |
| 11 | 1 109 | 64 549 | 2 128 | 67 786 | 119 120 | 56,91% |
| 12 | 1 207 | 66 021 | 2 290 | 69 518 | 119 210 | 58,32% |
| 13 | 1 249 | 66 311 | 2 612 | 70 172 | 116 320 | 60,33% |
| 14 | 1 341 | 63 083 | 2 706 | 67 130 | 111 673 | 60,11% |
| 15 | 1 352 | 61 124 | 2 765 | 65 241 | 107 505 | 60,69% |
| 16 | 1 268 | 57 188 | 2 725 | 61 181 | 103 272 | 59,24% |
| 17 | 1 190 | 48 611 | 2 706 | 52 507 | 100 678 | 52,15% |
| **Total** | **16 456** | **1 048 493** | **29 630** | **1 094 579** | **2 044 075** | **53,55%** |
| 18 | 0 | 0 | 529 | 529 | 100 767 | 0,52% |
| 19 | 0 | 0 | 71 | 71 | 102 707 | 0,07% |
| 20 | 1 | 0 | 29 | 30 | 104 489 | 0,03% |
| 21 | 0 | 0 | 2 | 2 | 106 353 | 0,00% |
| 22 | 0 | 0 | 0 | 0 | 108 856 | 0,00% |
| >=23 | 1 | 0 | 0 | 1 | 112 022 | 0,00% |
| **Total** | **16 458** | **1 048 493** | **30 261** | **1 095 212** | **2 679 269** | **40,88%** |

*Source: BI SharePoint Cube*

|  |
| --- |
| Ta Table 28 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 2020. As at 28th February 2022 there were **1 095 212** of Western Cape’s children in receipt of a social grant |

|  |
| --- |
| ***INDICATOR 4: NUMBER OF NEW APPLICATIONS BY GRANT TYPE,STATUS AND REGION*** |

**KPA 4: SERVICE DELIVERY QUALITY**

**Table 29: NATIONAL: Total Number of Applications by Application Status as at the end of February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **GRANT SERVICE** | **CDG** | **CSG** | **DG** | **FCG** | **GIA** | **OAG** | **TOTAL** | **PERCENTAGE** |
| **February 2022** | Continuation |  |  |  | 9 292 |  |  | 9 292 | 4,87% |
| Exception |  |  | 546 |  | 135 | 493 | 1 174 | 0,62% |
| New Application | 2 151 | 82 110 | 21 795 | 2 629 | 6 286 | 23 047 | 138 018 | 72,37% |
| Re-instatement | 212 | 2 237 | 23 568 | 449 | 260 | 277 | 27 003 | 14,16% |
| Transfer | 129 | 14 433 |  | 576 |  |  | 15 138 | 7,94% |
| U4 | 1 | 52 | 15 | 6 |  | 4 | 78 | 0,04% |
| **Total** | **2 493** | **98 832** | **45 924** | **12 952** | **6 681** | **23 821** | **190 703** | **100,00%** |

*Source: SASSA BI data warehouse*

|  |
| --- |
| Table 29 illustrates there were **190 703** applications by grant type as at end of **February 2022.** |

**Table 30: Total Number of All Applications Processed by Grant Type as at end of February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Grant Type** | **Apr 21** | **May 21** | **Jun 21** | **Jul 21** | **Aug 21** | **Sep 21** | **Oct 21** | **Nov 21** | **Dec. 21** | **Jan 22** | **Feb 22** | **Mar 22** | **Total** | **% increase** |
| **CDG** | 1 985 | 2 593 | 2 517 | 2 096 | 1 966 | 2 223 | 2 194 | 2 688 | 2 378 | 1 773 | 2 493 |  | 24 906 | 1,45% |
| **CSG** | 83 930 | 98 166 | 82 937 | 68 677 | 72 964 | 95 235 | 89 677 | 90 706 | 65 924 | 87 468 | 98 832 |  | 934 516 | 54,47% |
| **DG** | 37 335 | 42 180 | 40 040 | 31 621 | 33 608 | 35 016 | 33 887 | 39 316 | 30 691 | 28 280 | 45 924 |  | 397 898 | 23,19% |
| **FCG** | 10 131 | 10 090 | 7 575 | 5 386 | 5 394 | 5 909 | 5 472 | 5 499 | 3 662 | 6 029 | 12 952 |  | 78 099 | 4,55% |
| **GIA** | 4 120 | 5 486 | 5 401 | 4 171 | 4 245 | 4 839 | 5 027 | 6 351 | 5 129 | 3 896 | 6 681 |  | 55 346 | 3,23% |
| **OAG** | 18 293 | 21 757 | 21 052 | 16 798 | 18 387 | 21 111 | 20 658 | 22 198 | 15 679 | 25 137 | 23 821 |  | 224 891 | 13,11% |
| **WVG** |  | 2 |  |  |  |  |  |  |  |  |  |  | 2 | 0,00% |
| **Total** | **155 794** | **180 274** | **159 522** | **128 749** | **136 564** | **164 333** | **156 915** | **166 758** | **123 463** | **152 583** | **190 703** |  | **1 715 658** | **100,00%** |

*Source: SASSA BI data warehouse*

**Table 31: Total Number of All Applications of Social Grants Processed by Average Waiting Periods for end of February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Aver. Waiting Period** | **Apr 21** | **May 21** | **Jun 21** | **July 21** | **Aug 21** | **Sep 21** | **Oct 21** | **Nov 21** | **Dec 21** | **Jan 22** | **Feb. 22** | **Mar. 22** | **Total** | **% Process** |
| 1 Day | 123 368 | 146 215 | 125 079 | 102 322 | 102 112 | 130 752 | 122 236 | 124 811 | 97 728 | 124 914 | 147 294 |  | 1 346 831 | 78,50% |
| 10 Days | 29 461 | 31 573 | 30 581 | 22 488 | 30 020 | 30 137 | 32 476 | 38 774 | 23 098 | 26 270 | 40 866 |  | 335 744 | 19,57% |
| 15 Days | 2 206 | 1 634 | 2 411 | 2 497 | 2 846 | 2 332 | 1 562 | 2 171 | 1 644 | 1 067 | 1 743 |  | 22 113 | 1,29% |
| 30 Days | 759 | 852 | 1 451 | 1 442 | 1 586 | 1 112 | 641 | 1 002 | 993 | 332 | 800 |  | 10 970 | 0,64% |
| **Total** | **155 794** | **180 274** | **159 522** | **128 749** | **136 564** | **164 333** | **156 915** | **166 758** | **123 463** | **152 583** | **190 703** |  | **1 715 658** | **100,00%** |

*Source: SASSA BI data warehouse*

**Table 32: Number of New Applications Processed by Social Grant Type for end of February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Grant Type** | **Begin of April 21** | **Apr 21** | **May 21** | **Jun 21** | **July 21** | **Aug 21** | **Sep 21** | **Oct 21** | **Nov 21** | **Dec 21** | **Jan 22** | **Feb. 22** | **March 22** | **Total** |
| CDG | 2 695 | 1 866 | 2 436 | 2 404 | 1 983 | 1 820 | 2 083 | 2 056 | 2 554 | 2 266 | 1 656 | 2 364 |  | 23 488 |
| CSG | 78 649 | 70 325 | 82 863 | 70 008 | 57 812 | 60 660 | 80 846 | 76 724 | 79 150 | 58 397 | 76 837 | 84 399 |  | 798 021 |
| DG | 73 871 | 36 693 | 42 178 | 39 897 | 31 617 | 30 559 | 34 630 | 33 569 | 37 264 | 29 014 | 28 279 | 45 378 |  | 389 078 |
| FCG | 2 405 | 2 466 | 2 697 | 2 486 | 3 960 | 4 236 | 4 545 | 4 062 | 4 384 | 3 205 | 2 013 | 3 084 |  | 37 138 |
| GIA | 5 788 | 4 062 | 5 485 | 5 396 | 4 170 | 4 236 | 4 796 | 5 012 | 5 877 | 4 789 | 3 895 | 6 546 |  | 54 264 |
| OAG | 23 297 | 18 019 | 21 754 | 21 003 | 16 797 | 18 379 | 20 695 | 20 406 | 20 840 | 14 511 | 25 134 | 23 328 |  | 220 866 |
| WVG |  |  | 2 |  |  |  |  |  |  |  |  |  |  | 2 |
| **Total** | **186 705** | **133 431** | **157 415** | **141 194** | **116 339** | **119 890** | **147 595** | **141 829** | **150 069** | **112 182** | **137 814** | **165 099** |  | **1 522 857** |

*Source: SASSA BI data warehouse*

**Table 33: Number of New Applications by Service Outcome Average Waiting Period and Grant Type as at the end of February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Outcome** | **Grant Service SLA** | **CDG** | **CSG** | **DG** | **FCG** | **GIA** | **OAG** | **Total** | **%** |
| **Approved** | 1 Day | 1 451 | 65 170 | 26 323 | 2 225 | 4 266 | 17 618 | 117 053 | 70,84% |
| 10 Days | 400 | 17 450 | 7 221 | 745 | 1 352 | 4 686 | 31 854 | 19,28% |
| 15 Days | 17 | 847 | 177 | 51 | 32 | 165 | 1 289 | 0,78% |
| 30 Days | 5 | 418 | 58 | 38 | 9 | 83 | 611 | 0,37% |
| **Approved Total** | **1 873** | **83 885** | **33 779** | **3 059** | **5 659** | **22 552** | **150 807** | **91,27%** |
| **Outstanding** | 1 Day | 3 | 10 | 3 | 47 | 1 |  | 64 | 0,04% |
| 10 Days | 1 | 3 | 3 | 39 | 1 |  | 47 | 0,03% |
| 15 Days |  |  | 2 | 8 |  |  | 10 | 0,01% |
| 30 Days |  |  |  | 11 |  | 1 | 12 | 0,01% |
| **Outstanding Total** | **4** | **13** | **8** | **105** | **2** | **1** | **133** | **0,08%** |
| **Refused** | 1 Day | 358 | 389 | 8 955 | 15 | 692 | 587 | 10 996 | 6,65% |
| 10 Days | 128 | 109 | 2 538 | 9 | 186 | 176 | 3 146 | 1,90% |
| 15 Days | 3 | 8 | 89 | 1 | 6 | 5 | 112 | 0,07% |
| 30 Days | 2 | 8 | 17 |  | 3 | 8 | 38 | 0,02% |
| **Refused Total** | **491** | **514** | **11 599** | **25** | **887** | **776** | **14 292** | **8,65%** |
| **Grand Total** |  | **2 368** | **84 412** | **45 386** | **3 189** | **6 548** | **23 329** | **165 232** | **100,00%** |

*Source: SASSA BI data warehouse*

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| Table   Table 33 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of **February 2022** there were **23 329** new applications received. Most of the applications were for Child Support Grant. 77,49% were processed within 1 day and 98.67% of the applications were processed within 10 days. |

**EASTERN CAPE**

**Table 34: Total Number of New Applications by Service Outcome Average Waiting Period and Grant Type as at the end of February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Outcome** | **Grant Service SLA** | **CDG** | **CSG** | **DG** | **FCG** | **GIA** | **OAG** | **Total** | **Percentage** |
| **Approved** | 1 Day | 180 | 8 878 | 1 361 | 532 | 658 | 2 256 | 13 865 | 65,34% |
| 10 Days | 151 | 2 949 | 1 165 | 192 | 472 | 677 | 5 606 | 26,42% |
| 15 Days | 2 | 94 | 38 | 5 | 10 | 28 | 177 | 0,83% |
| 30 Days | 1 | 39 | 8 | 4 | 3 | 12 | 67 | 0,32% |
| **Approval Total** | **334** | **11 960** | **2 572** | **733** | **1 143** | **2 973** | **19 715** | **92,90%** |
| **Outstanding** | 1 Days |  | 1 |  | 5 |  |  | 6 | 0,03% |
| 10 Days |  | 1 |  | 1 |  |  | 2 | 0,01% |
| **Outstanding Total** |  | **2** |  | **6** |  |  | **8** | **0,04%** |
| **Refused** | 1 Day | 37 | 33 | 572 | 6 | 79 | 80 | 807 | 3,80% |
| 10 Days | 24 | 12 | 530 | 1 | 56 | 26 | 649 | 3,06% |
| 15 Days | 1 |  | 31 | 1 | 3 | 1 | 37 | 0,17% |
| 30 Days | 1 | 2 |  |  |  | 2 | 5 | 0,02% |
| **Refused Total** | **63** | **47** | **1 133** | **8** | **138** | **109** | **1 498** | **7,06%** |
| **Total** |  | **397** | **12 009** | **3 705** | **747** | **1 281** | **3 082** | **21 221** | **100,00%** |

*Source: SASSA BI data warehouse*

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| Tab      Table le 34 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of **February 2022** there were **21 221** new applications received. Most of the applications were for Child Support Grant with 12 009 beneficiaries. 69, 14% of applications received during **February 2022** were processed within a day while 98.62% of the applications were processed within 10 days. |

**FREE STATE**

**Table 35: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at the end of February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Outcome** | **Grant Service SLA** | **CDG** | **CSG** | **DG** | **FCG** | **GIA** | **OAG** | **Total** | **Percentage** |
| **Approved** | 1 Day | 108 | 3 848 | 2 264 | 155 | 175 | 1 035 | 7 585 | 70,90% |
| 10 Days | 29 | 850 | 586 | 23 | 60 | 220 | 1 768 | 16,53% |
| 15 Days |  | 25 | 1 |  |  | 5 | 31 | 0,29% |
| 30 Days | 1 | 9 |  |  |  |  | 10 | 0,09% |
| **Approved Total** | **138** | **4 732** | **2 851** | **178** | **235** | **1 260** | **9 394** | **87,81%** |
| **Outstanding** | 1 Day |  |  |  | 1 |  |  | 1 | 0,01% |
| 10 Days |  |  |  | 2 |  |  | 2 | 0,02% |
| **Outstanding Total** |  |  |  | **3** |  |  | **3** | **0,03%** |
| **Refused** | 1 Day | 23 | 11 | 824 | 2 | 36 | 31 | 927 | 8,67% |
| 10 Days | 16 | 2 | 332 |  | 13 | 5 | 368 | 3,44% |
| 15 Days |  | 2 |  |  |  | 1 | 3 | 0,03% |
| 30 Days |  |  | 1 |  |  | 2 | 3 | 0,03% |
| **Refused Total** | **39** | **15** | **1 157** | **2** | **49** | **39** | **1 301** | **12,16%** |
| **Total** |  | **177** | **4 747** | **4 008** | **183** | **284** | **1 299** | **10 698** | **100,00%** |

*Source: SASSA BI data warehouse*

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| Table  Table 35 Shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of **February 2022** there were **10 698** new  applications received. Most of the applications were for Child Support Grant 4 747 of applications received during **February 2022,** 79, 57% were processed within a day  y while 99.54% of the applications were processed within 10 days. |

**GAUTENG**

**Table 36: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at end of February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Outcome** | **Grant Service SLA** | **CDG** | **CSG** | **DG** | **FCG** | **GIA** | **OAG** | **Total** | **Percentage** |
| **Approved** | 1 Day | 188 | 10 341 | 3 743 | 283 | 276 | 3 696 | 18 527 | 69,94% |
| 10 Days | 37 | 3 566 | 1 098 | 89 | 64 | 1 134 | 5 988 | 22,61% |
| 15 Days | 3 | 205 | 29 | 14 | 1 | 33 | 285 | 1,08% |
| 30 Days |  | 60 | 22 | 9 |  | 23 | 114 | 0,43% |
| **Approved Total** | **228** | **14 172** | **4 892** | **395** | **341** | **4 886** | **24 914** | **94,05%** |
| **Outstanding** | 1 Day |  | 3 | 1 | 6 | 1 |  | 11 | 0,04% |
| 10 Days |  | 2 |  | 9 |  |  | 11 | 0,04% |
| 15 Days |  |  |  | 4 |  |  | 4 | 0,02% |
| 30 Days |  |  |  | 5 |  |  | 5 | 0,02% |
| **Outstanding Total** |  | **5** | **1** | **24** | **1** |  | **31** | **0,12%** |
| **Refused** | 1 Day | 47 | 80 | 981 | 2 | 8 | 99 | 1 217 | 4,59% |
| 10 Days | 13 | 32 | 197 | 3 | 4 | 44 | 293 | 1,11% |
| 15 Days |  | 2 | 18 |  |  | 1 | 21 | 0,08% |
| 30 Days |  | 3 | 8 |  | 1 | 1 | 13 | 0,05% |
| **Refused Total** | **60** | **117** | **1 204** | **5** | **13** | **145** | **1 544** | **5,83%** |
| **Total** |  | **288** | **14 294** | **6 097** | **424** | **355** | **5 031** | **26 489** | **100,00%** |

*Source: SASSA BI data warehouse*

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| Table 36 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of **February** 2022 there were **21 486** new applications received. Most of the applications were for Child Support Grant with 26 489 new applications. 74,53 % of the applications were processed within 1 day and 98.25% within 10 days. |

**KWAZULU-NATAL**

**Table 37: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at end of February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Outcome** | **Grant Service SLA** | **CDG** | **CSG** | **DG** | **FCG** | **GIA** | **OAG** | **Total** | **Percentage** |
| **Approved** | 1 Day | 416 | 16 938 | 5 831 | 394 | 1 101 | 3 535 | 28 215 | 79,02% |
| 10 Days | 49 | 2 307 | 722 | 100 | 146 | 600 | 3 924 | 10,99% |
| 15 Days | 2 | 58 | 8 | 3 | 1 | 12 | 84 | 0,24% |
| 30 Days | 2 | 105 | 1 | 9 |  | 1 | 118 | 0,33% |
| **Approved Total** | **469** | **19 408** | **6 562** | **506** | **1 248** | **4 148** | **32 341** | **90,58%** |
| **Outstanding** | 1 Day |  | 4 |  | 28 |  |  | 32 | 0,09% |
| 10 Days |  |  | 1 | 24 |  |  | 25 | 0,07% |
| 15 Days |  |  | 1 | 3 |  |  | 4 | 0,01% |
| 30 Days |  |  |  | 5 |  |  | 5 | 0,01% |
| **Outstanding Total** |  | **4** | **2** | **60** |  |  | **66** | **0,18%** |
| **Refused** | 1 Day | 73 | 105 | 2 375 | 3 | 230 | 123 | 2 909 | 8,15% |
| 10 Days | 12 | 20 | 288 | 1 | 28 | 30 | 379 | 1,06% |
| 15 Days |  |  | 3 |  |  | 1 | 4 | 0,01% |
| 30 Days |  | 1 | 2 |  | 1 | 1 | 5 | 0,01% |
| **Refused Total** | **85** | **126** | **2 668** | **4** | **259** | **155** | **3 297** | **9,23%** |
| **Total** |  | **554** | **19 538** | **9 232** | **570** | **1 507** | **4 303** | **35 704** | **100,00%** |

*Source: SASSA BI data warehouse*

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| Table 37 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of **February 2022** there were **35 704** New Applications received. Most of the applications were for Child Support Grant with 19 538 new applications. 87,17% of applications received during February 2022 were processed within a day while 99.22% of the applications were processed within 10 days. |

**LIMPOPO**

**Table 38: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at end of February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Outcome** | **Grant Service SLA** | **CDG** | **CSG** | **DG** | **FCG** | **GIA** | **OAG** | **Total** | **Percentage** |
| **Approved** | 1 Day | 180 | 8 453 | 3 371 | 274 | 646 | 2 649 | 15 573 | 68,88% |
| 10 Day | 50 | 2 977 | 949 | 108 | 254 | 673 | 5 011 | 22,16% |
| 15 Day | 4 | 257 | 52 | 10 | 6 | 52 | 381 | 1,69% |
| 30 Day |  | 100 | 4 | 2 | 2 | 21 | 129 | 0,57% |
| **Approved Total** | **234** | **11 787** | **4 376** | **394** | **908** | **3 395** | **21 094** | **93,30%** |
| **Outstanding** | 1 Day | 2 |  |  | 3 |  |  | 5 | 0,02% |
| 10 Day | 1 |  | 1 |  |  |  | 2 | 0,01% |
| 30 Day |  |  |  |  |  | 1 | 1 | 0,00% |
| **Outstanding Total** | **3** |  | **1** | **3** |  | **1** | **8** | **0,04%** |
| **Refused** | 1 Day | 56 | 23 | 814 | 1 | 167 | 88 | 1 149 | 5,08% |
| 10 Day | 25 | 11 | 260 | 3 | 27 | 19 | 345 | 1,53% |
| 15 Day | 1 | 2 | 8 |  | 1 |  | 12 | 0,05% |
| 30 Day |  | 2 |  |  |  |  | 2 | 0,01% |
| **Refused Total** | **82** | **38** | **1 082** | **4** | **195** | **107** | **1 508** | **6,67%** |
| **Total** |  | **319** | **11 825** | **5 459** | **401** | **1 103** | **3 503** | **22 610** | **100,00%** |

*Source: SASSA BI data warehouse*

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| Table 38 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of **February 2022** there were **22 610** new applications received. Most of the applications were for Child Support Grant with 11 825 new applications. 76, 96 % of the applications received during were processed within a day and 95.65% within 10 days. |

**MPUMALANGA**

**Table 39: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at the end of February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Outcome** | **Grant Service SLA** | **CDG** | **CSG** | **DG** | **FCG** | **GIA** | **OAG** | **Total** | **Percentage** |
| **Approved** | 1 Day | 117 | 5 596 | 1 651 | 91 | 321 | 1 182 | 8 958 | 63,13% |
| 10 Day | 27 | 2 311 | 654 | 56 | 103 | 461 | 3 612 | 25,45% |
| 15 Day | 2 | 92 | 14 | 1 | 5 | 11 | 125 | 0,88% |
| 30 Day |  | 52 | 6 | 1 | 3 | 6 | 68 | 0,48% |
| **Approved Total** | **146** | **8 051** | **2 325** | **149** | **432** | **1 660** | **12 763** | **89,94%** |
| **Outstanding** | 1 Day |  | 1 |  |  |  |  | 1 | 0,01% |
| 15 Day |  |  |  | 1 |  |  | 1 | 0,01% |
| **Outstanding Total** |  | **1** |  | **1** |  |  | **2** | **0,01%** |
| **Refused** | 1 Day | 61 | 33 | 845 | 1 | 63 | 39 | 1 042 | 7,34% |
| 10 Day | 18 | 6 | 305 | 1 | 26 | 12 | 368 | 2,59% |
| 15 Day |  |  | 10 |  | 1 |  | 11 | 0,08% |
| 30 Day |  |  | 3 |  |  | 1 | 4 | 0,03% |
| **Refused Total** | **79** | **39** | **1 163** | **2** | **90** | **52** | **1 425** | **10,04%** |
| **Total** |  | **225** | **8 091** | **3 488** | **152** | **522** | **1 712** | **14 190** | **100,00%** |

*Source: SASSA BI data warehouse*

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| Table 39 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of **February** 2022 there were **14 190** new applications received. Most of the applications were for Child Support Grant with 8 091 new applications. 70,47% of applications received during **February 2022** were processed within a day and 98.51% within 10 days. |

**NORTHERN CAPE**

**Table 40: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at end of February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Outcome** | **Grant Service SLA** | **CDG** | **CSG** | **DG** | **FCG** | **GIA** | **OAG** | **Total** | **Percentage** |
| **Approved** | 1 Day | 41 | 1 709 | 1 971 | 59 | 471 | 354 | 4 605 | 63,14% |
| 10 Day | 13 | 487 | 607 | 26 | 128 | 99 | 1 360 | 18,65% |
| 15 Day | 1 | 20 | 4 |  | 5 | 2 | 32 | 0,44% |
| 30 Day |  | 20 | 3 |  | 1 | 5 | 29 | 0,40% |
| **Approved Total** | **55** | **2 236** | **2 585** | **85** | **605** | **460** | **6 026** | **82,63%** |
| **Refused** | 1 Day | 23 | 12 | 869 |  | 40 | 9 | 953 | 13,07% |
| 10 Day | 15 | 3 | 263 |  | 17 | 7 | 305 | 4,18% |
| 15 Day | 1 |  | 7 |  |  |  | 8 | 0,11% |
| 30 Day |  |  |  |  | 1 |  | 1 | 0,01% |
| **Refused Total** | **39** | **15** | **1 139** |  | **58** | **16** | **1 267** | **17,37%** |
| **Total** |  | **94** | **2 251** | **3 724** | **85** | **663** | **476** | **7 293** | **100,00%** |

*Source: SASSA BI data warehouse*

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| Table 40 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of **February 2022** there were **7 293** new applications received. Most of the applications were for Child Support Grant with 2 251 new applications. 76,21 % of the new applications received were processed within a day and 99.46% within 10 days. |

**NORTH WEST**

**Table 41: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type for end of February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Outcome** | **Grant Service SLA** | **CDG** | **CSG** | **DG** | **FCG** | **GIA** | **OAG** | **Total** | **Percentage** |
| **Approved** | 1 Day | 90 | 4 735 | 1 535 | 181 | 273 | 1 261 | 8 075 | 73,33% |
| 10 Day | 15 | 1 004 | 272 | 46 | 45 | 235 | 1 617 | 14,68% |
| 15 Day | 1 | 54 | 8 | 9 | 2 | 3 | 77 | 0,70% |
| 30 Day |  | 12 | 1 | 3 |  | 1 | 17 | 0,15% |
| **Approved Total** | **106** | **5 805** | **1 816** | **239** | **320** | **1 500** | **9 786** | **88,87%** |
| **Outstanding** | 1 Day |  |  |  | 4 |  |  | 4 | 0,04% |
| 10 Day |  |  |  | 3 |  |  | 3 | 0,03% |
| 30 Day |  |  |  | 1 |  |  | 1 | 0,01% |
| **Outstanding Total** |  |  |  | **8** |  |  | **8** | **0,07%** |
| **Refused** | 1 Day | 30 | 24 | 884 |  | 51 | 66 | 1 055 | 9,58% |
| 10 Day | 4 | 5 | 133 |  | 4 | 8 | 154 | 1,40% |
| 15 Day |  | 2 | 7 |  |  |  | 9 | 0,08% |
| **Refused Total** | **34** | **31** | **1 024** |  | **55** | **74** | **1 218** | **11,06%** |
| **Total** |  | **140** | **5 836** | **2 840** | **247** | **375** | **1 574** | **11 012** | **100,00%** |

*Source: SASSA BI data warehouse*

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| Table 41 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of **February 2022** there were 11 012 new applications received. Most of the applications were for Child Support Grant with 5 836 new applications. 82.91% of the new applications received were processed within a day and 98.99% within 10 days. |

**WESTERN CAPE**

**Table 42: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at the end of February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Outcome** | **Grant Service SLA** | **CDG** | **CSG** | **DG** | **FCG** | **GIA** | **OAG** | **Total** | **Percentage** |
| **Approved** | 1 Day | 131 | 4 672 | 4 596 | 256 | 345 | 1 650 | 11 650 | 72,74% |
| 10 Days | 29 | 999 | 1 168 | 105 | 80 | 587 | 2 968 | 18,53% |
| 15 Days | 2 | 42 | 23 | 9 | 2 | 19 | 97 | 0,61% |
| 30 Days | 1 | 21 | 13 | 10 |  | 14 | 59 | 0,37% |
| **Approved Total** | **163** | **5 734** | **5 800** | **380** | **427** | **2 270** | **14 774** | **92,25%** |
| **Outstanding** | 1 Day | 1 | 1 | 2 |  |  |  | 4 | 0,02% |
| 10 Days |  |  | 1 |  | 1 |  | 2 | 0,01% |
| 15 Days |  |  | 1 |  |  |  | 1 | 0,01% |
| **Outstanding Total** | **1** | **1** | **4** |  | **1** |  | **7** | **0,04%** |
| **Refused** | 1 Day | 8 | 68 | 791 |  | 18 | 52 | 937 | 5,85% |
| 10 Days | 1 | 18 | 230 |  | 11 | 25 | 285 | 1,78% |
| 15 Days |  |  | 5 |  | 1 | 1 | 7 | 0,04% |
|  | 1 |  | 3 |  |  | 1 | 5 | 0,03% |
| **Refused Total** | **10** | **86** | **1 029** |  | **30** | **79** | **1 234** | **7,71%** |
| **Total** |  | **174** | **5 821** | **6 833** | **380** | **458** | **2 349** | **16 015** | **100.00%** |

*Source: SASSA BI data warehouse*

|  |
| --- |
| Table 42 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. During end of February 2022 there were **16 015** new applications received. Most of the applications were for Child Support Grant with 5 821. 78.59% of applications received were processed within a day and 98.9% within 10 days. |

|  |
| --- |
| INDICATOR 5: NUMBER OF ONLINE APPLICATIONS |

# KRA 5: ONLINE APPLICATIONS PROCESSED

**Table 43: Total Number of Online Applications by Region and Status until the 7 March 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Regions** | **Applications awaiting Supporting Documents (Saved on Portal)** | | | | | | | | **Number of Applications Assessed but Incomplete** | | | | | | | |
| **Aug. 21** | **Sept 21** | **Oct. 21** | **Nov. 21** | **Dec.21** | **Jan 22** | **Feb. 22** | **Mar 22** | **Aug.21** | **Sept.21** | **Oct. 21** | **Nov.21** | **Dec.21** | **Jan 21** | **Feb. 21** | **Mar 22** |
| EC | 205 | 228 | 248 | 229 | 337 | 393 | 425 |  | 219 | 304 | 489 | 532 | 520 | 548 | 547 |  |
| FS | 210 | 223 | 229 | 210 | 314 | 359 | 399 |  | 320 | 338 | 345 | 398 | 382 | 405 | 409 |  |
| GP | 2772 | 3004 | 3258 | 3052 | 5149 | 5931 | 6534 |  | 2811 | 3248 | 3465 | 4316 | 3839 | 4108 | 4386 |  |
| KZN | 578 | 600 | 625 | 597 | 908 | 1070 | 1176 |  | 1345 | 1462 | 1567 | 1684 | 1624 | 1693 | 1754 |  |
| LP | 327 | 369 | 433 | 383 | 730 | 830 | 918 |  | 500 | 580 | 616 | 807 | 619 | 676 | 715 |  |
| MP | 594 | 621 | 674 | 645 | 1135 | 1246 | 1376 |  | 677 | 841 | 932 | 1367 | 1051 | 1049 | 1136 |  |
| NW | 245 | 251 | 278 | 247 | 427 | 503 | 587 |  | 325 | 345 | 360 | 570 | 372 | 389 | 401 |  |
| NC | 34 | 35 | 42 | 33 | 60 | 65 | 72 |  | 20 | 23 | 26 | 38 | 30 | 32 | 32 |  |
| WC | 1701 | 1771 | 1814 | 1678 | 2670 | 3157 | 3496 |  | 4870 | 5543 | 5782 | 6292 | 6056 | 6443 | 6793 |  |
| **Total** | **6666** | **7102** | **7601** | **7074** | **11730** | **13554** | **14983** |  | **11087** | **12684** | **13582** | **16004** | **14493** | **15343** | **16173** |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Number of Applications Cancelled** | | | | | | | | | **Application Processed to outcome** | | | | | | | | |
| **Regions** | **Aug.21** | **Sept. 21** | **Oct. 21** | **Nov.21** | **Dec.21** | **Jan 22** | **Feb 22** | **Marc 22** | **Aug.21** | | **Sept.21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan 22** | **Feb 22** | **Mar 22** |
| EC | 7 | 8 | 15 | 19 | 24 | 24 | 24 |  | 600 | | 625 | 670 | 683 | 730 | 744 | 768 |  |
| FS | 15 | 15 | 15 | 23 | 24 | 26 | 28 |  | 167 | | 182 | 205 | 241 | 290 | 319 | 333 |  |
| GP | 297 | 411 | 490 | 572 | 591 | 607 | 614 |  | 2952 | | 4028 | 4564 | 5320 | 6751 | 7600 | 8552 |  |
| KZN | 41 | 51 | 59 | 63 | 67 | 70 | 70 |  | 483 | | 564 | 611 | 642 | 743 | 775 | 835 |  |
| LP | 34 | 47 | 64 | 70 | 74 | 79 | 79 |  | 535 | | 771 | 991 | 1114 | 1392 | 1618 | 1899 |  |
| MP | 12 | 28 | 42 | 59 | 67 | 68 | 72 |  | 1138 | | 1574 | 1824 | 1948 | 2630 | 2824 | 3134 |  |
| NW | 13 | 17 | 25 | 35 | 36 | 41 | 41 |  | 2034 | | 2174 | 2295 | 2346 | 2668 | 2876 | 3195 |  |
| NC |  |  | 2 | 2 | 2 | 2 | 2 |  | 24 | | 28 | 29 | 31 | 31 | 36 | 37 |  |
| WC | 253 | 326 | 389 | 431 | 465 | 485 | 500 |  | 1274 | | 1788 | 2170 | 2270 | 2813 | 2976 | 3423 |  |
| **Total** | **672** | **903** | **1101** | **1274** | **1350** | **1402** | **1430** |  | **9207** | | **11734** | **13359** | **14595** | **18048** | **19768** | **22176** |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Regions** | **Work In Process** | | | | | | | | **Grand Total** | | | | | | | | **N/A** |
| **Aug.21** | **Sept.21** | **Oct.21** | **Nov. 21** | **Dec.21** | **Jan 22** | **Feb 22** | **Mar 22** | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan 22** | **Feb 22** | **Mar 22** |  |
| EC | 807 | 747 | 587 | 602 | 582 | 599 | 622 |  | 1838 | 1912 | 2009 | 2065 | 2193 | 2308 | 2403 |  | 17 |
| FS | 215 | 219 | 238 | 202 | 179 | 177 | 196 |  | 927 | 977 | 1032 | 1074 | 1189 | 1286 | 1368 |  | 3 |
| GP | 2253 | 1866 | 2401 | 2168 | 1539 | 1760 | 1880 |  | 11085 | 12557 | 14178 | 15428 | 17869 | 20006 | 22263 |  | 297 |
| KZN | 803 | 704 | 689 | 674 | 643 | 671 | 672 |  | 3250 | 3381 | 3551 | 3660 | 3985 | 4279 | 4530 |  | 23 |
| LP | 218 | 188 | 222 | 188 | 179 | 187 | 210 |  | 1614 | 1955 | 2326 | 2562 | 2994 | 3390 | 3857 |  | 36 |
| MP | 1265 | 909 | 957 | 830 | 612 | 858 | 882 |  | 3686 | 3973 | 4429 | 4849 | 5495 | 6045 | 6650 |  | 50 |
| NW | 222 | 234 | 224 | 231 | 199 | 213 | 238 |  | 2839 | 3021 | 3182 | 3429 | 3702 | 4022 | 4477 |  | 15 |
| NC | 76 | 71 | 69 | 70 | 75 | 73 | 77 |  | 154 | 157 | 168 | 174 | 198 | 208 | 221 |  | 1 |
| WC | 2721 | 2174 | 2376 | 2838 | 2890 | 3115 | 3208 |  | 10819 | 11602 | 12531 | 13509 | 14894 | 16176 | 17599 |  | 179 |
| **Total** | **8580** | **7112** | **7763** | **7803** | **6898** | **7653** | **7985** |  | **36212** | **39535** | **43406** | **46750** | **52519** | **57720** | **63368** |  | **621** |

**NB:** The technical teams reported findinga data abnormality for 204 cases that was received in December 2021 showing an application date of December 2022. The issue does not persist but the 204 effected cases are being investigated by the Technical Team and will be corrected.

|  |
| --- |
| Table 43 shows that since the implementation of the online system in February 2020 there were 63368 online applications with 22176 or 34.99% processed to outcome and the rest (65.01%) are pending either for outstanding documents, incomplete assessment or work in process. There has been a marginal improvement in the processing of the applications. The online applications began gaining momentum in August 2021 and is growing in popularity with an average of 5000 plus applications being made December 2021. On the 7 March 2022 several anomalies have been reported in the data namely 621 applications reported as non-applicable and 204 irregular. |

**Figure: 5**

**Table 44: Total Number of Online Applications by Grant Type and Status until 31 November 21**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Grant Types** | **Applications awaiting Supporting Documents (Saved on Portal)** | | | | | **Number of Applications Assessed but Incomplete** | | | | | **Number of Applications Cancelled** | | | | | |
|  | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Feb 22** | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Feb.22** | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Feb.22** | **Mar.22** |
| **Child Support Grant** | 4767 | 5174 | 5639 | 5161 | 10506 | 7291 | 8248 | 8901 | 11231 | 10952 | 458 | 664 | 842 | 990 | 1069 |  |
| **Foster Care Grant** | 75 | 81 | 102 | 122 | 145 | 167 | 186 | 187 | 189 | 198 | 2 | 8 | 14 | 20 | 21 |  |
| **Old Age Grant** | 1824 | 1847 | 1860 | 1791 | 4332 | 3629 | 4250 | 4494 | 4584 | 5023 | 212 | 231 | 245 | 264 | 340 |  |
| **Grand Total** | **6666** | **7102** | **7601** | **7074** | **14983** | **11087** | **12684** | **13582** | **16004** | **16173** | **672** | **903** | **1101** | **1274** | **1430** |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Grant Types** | **Application Processed to outcome** | | | | | **Work In Process** | | | | | **Grand Total** | | | | |
|  | Aug.21 | Sept.21 | Oct.21 | Nov.21 | Feb.22 | Aug | Sept | Oct | Nov.21 | Fe.22 | Aug | Sept | Oct | Nov.21 | Feb.22 |
| **Child Support Grant** | 6190 | 8102 | 9349 | 10115 | 16442 | 5436 | 4542 | 5066 | 4955 | 5269 | 24142 | 26730 | 29797 | 32452 | 44841 |
| **Foster Care Grant** | 154 | 192 | 210 | 220 | 273 | 85 | 69 | 71 | 99 | 74 | 483 | 536 | 584 | 650 | 714 |
| **Old Age Grant** | 2863 | 3440 | 3800 | 4260 | 5461 | 3059 | 2501 | 2626 | 2749 | 2642 | 11587 | 12269 | 13025 | 13648 | 17813 |
| **Grand Total** | **9207** | **11734** | **13359** | **14595** | **22176** | **8580** | **7112** | **7763** | **7803** | **7985** | **36212** | **39535** | **43406** | **46750** | **63368** |

NB: No data for December 2021- Jan 22, the reports template was changed.

**Table 46: Outcome Analysis at the end of December 2021 and 7 March 2022**

|  |  |  |  |
| --- | --- | --- | --- |
| **Outcome** | **December 2021** | **January 2022** | **Feb.22** |
| Application under review | 135 | 0.43% | 0.40% |
| Approved | 17407 | 52.33% | 54.80% |
| Cancelled Application | 525 | 1.45% | 1.31% |
| In Progress | 1 | 0.02% | 0.03% |
| Incomplete Application | 14490 | 42.00% | 39.97% |
| Provincial Transfer | 553 | 1.57% | 1.41% |
| Rejected | 641 | 1.82% | 1.72% |
| Sharing of ID | 10 | 0.03% | 0.03% |
| Under Investigation | 121 | 0.35% | 0.32% |
| Archived Application | 1 | 0.00% | 0.00% |
| Duplicate | 1 | 0.00% | 0.00% |
| DHA Validation Failed | 1 | 0.01% | 0.01% |
| **Grand Total** | **33886** | **100.00%** | **100.00%** |

**NB: Reporting changed from numbers to percentages from January 2022.**

|  |
| --- |
| INDICATOR 6: NUMBER OF COVID 19 SRD APPLICATIONS |

# KRA: 6 COVID 19: SRD APPLICATIONS PROCESSED

**STATUS OF COVID 19 SRD APPLICATIONS IN THE FIRST PHASE AS 31 APRIL 2021.**

**Table 47: The Summary of the first phase Covid SRD as at 30 April 2021**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Outstanding payment for previous Cycle** | | | | | | | | | | | | | | | |
| **Paid/Not Per Category** | **May-20** | **Jun-20** | **Jul-20** | **Aug-20** | **Sep-20** | **Oct-20** | **Nov-20** | **Dec-20** | **Jan-21** | **Feb-21** | **Mar-21** | **Apr-21** | **Grand Total** | **Rand Value** |
| **Approved** | 4,424,452 | 5,061,157 | 5,571,264 | 5,964,151 | 6,038,908 | 6,136,180 | 6,089,620 | 5,926,835 | 5,929,969 | 5,922,242 | 5,774,151 | 5,936,338 | **68,775,267** | R24,071,343,450.00 |
| **Paid** | 4,424,195 | 5,060,795 | 5,570,817 | 5,963,118 | 6,037,453 | 6,134,681 | 6,088,766 | 5,812,270 | 5,816,739 | 5,808,292 | 5,657,038 | 5,819,285 | **68,193,449** | R23,867,707,150.00 |
| **Normal Grant-Not paid as at  31 July 2021** | 257 | 362 | 447 | 1,033 | 1,455 | 1,499 | 854 | 114,565 | 113,230 | 113,950 | 117,113 | 117,053 | **581,818** | R203,636,300.00 |
| **Normal Grant-Paid between Aug 2021 and 23 November 2021** | 90 | 146 |  | 617 | 958 |  | 442 | 20,207 | 29,723 | 29,867 | 31,348 | 31,397 | **144,795** | R50,678,250.00 |
| **Not Paid as at 30 November 2021** | **167** | **216** | **447** | **416** | **497** | **1,499** | **412** | **94,358** | **83,507** | **84,083** | **85,765** | **85,656** | **437,023** | R152,958,050.00 |
| **Reconsiderations- Not Paid as at 31 July** | 21 | 19 | 24 | 22 | 25 | 29 | 44 | 48 | 38 | 388 | 385 | 382 | **1,425** | R498,750.00 |
| **Reconsiderations- Paid between Aug and 30 November 2021** | 12 | 12 | 13 | 14 | 16 | 18 | 25 | 28 | 24 | 180 | 227 | 210 | **779** | R272,650.00 |
| **Not Paid as at 30 November 2021** | **9** | **7** | **11** | **8** | **9** | **11** | **19** | **20** | **14** | **208** | **158** | **172** | **646** |  |
| **Referred Cases- Not Paid as at 5 October 2021** |  |  |  |  |  |  |  |  |  |  |  |  | **30,246** | R10,586,100.00 |
| **Referred Cases- Cleared** |  |  |  |  |  |  |  |  |  |  |  |  | **9,295** | R3,253,250.00 |
| **Asylum Seekers- Not Paid as at 31 July 2021** | - | - | - | - | - | - | - | - | **3** | **4** | **5** | **1** | **13** | R4,550.00 |
| **Asylum Seekers- Paid between Aug and 30 November 2021** |  |  |  |  |  |  |  |  |  |  |  |  | **-** | R0.00 |
| **Total Not Paid as at 30  November** | **197** | **242** | **482** | **446** | **531** | **1,539** | **475** | **94,426** | **83,562** | **84,683** | **86,313** | **86,211** | **467,928** | **R163,774,800.00** |

**Table 48: Total Applications in the First Phase of Covid 19 SRD by Gender and Age**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Age group** | **Female** | **Male** | **Grand Total** |  |
| Under 20yrs | 315 545 | 322 667 | 638 212 | 6% |
| 20-24 | 966 440 | 1 355 098 | 2 321 538 | 23% |
| 25-29 | 577 022 | 1 198 200 | 1 775 222 | 18% |
| 30-34 | 354 336 | 974 517 | 1 328 853 | 13% |
| 35yrs | 57 617 | 172 448 | 230 065 | 2% |
| 36-39 | 210 299 | 606 250 | 816 549 | 8% |
| 40-44 | 232 269 | 550 352 | 782 621 | 8% |
| 45-49 | 269 251 | 442 405 | 711 656 | 7% |
| 50-54 | 307 418 | 339 380 | 646 798 | 6% |
| 55-59 | 338 828 | 295 393 | 634 221 | 6% |
| 60 and above | 60 608 | 52 815 | 113 423 | 1% |
| Unknown | 3 | 8 | 11 | 0 |
| **Grand Total** | **3 689 636** | **6 309 533** | **9 999 169** | **100%** |
| **%** | 37% | 63% |  |  |

**Table 49: Total Applications in the First Phase of Covid 19 SRD Approved and Paid by Region**

|  |  |  |
| --- | --- | --- |
| **Region** | **Total Approved** | **Total Paid** |
| Eastern Cape | 775 496 | 739 186 |
| Free State | 320 878 | 307 608 |
| Gauteng | 1 250 857 | 1 194 209 |
| KwaZulu Natal | 1 321 717 | 1 258 965 |
| Limpopo | 817 247 | 788 158 |
| Mpumalanga | 497 173 | 476 472 |
| North West | 422 203 | 404 881 |
| Northern Cape | 120 388 | 115 156 |
| Western Cape | 411 663 | 387 862 |
| **Total** | **5 937 622** | **5 672 497** |

**Table 50: Total Applications in the First Phase of Covid 19 SRD Declined by Reason**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **Total declined** | **age\_outside\_range** | **debt\_relief** | **existing\_sassa\_grant** | **farmer\_relief** | **gov\_employee\_pension** | **gov\_facility** | **gov\_payroll\_registered** | **identity\_verification\_failed** | **irp5\_registered** | **nsfas\_registered** | **seta\_intern** | **spaza\_shop\_relief** | **sport\_relief** | **uif\_registered** |
| EC | 490 082 | 12 829 | 8 | 124 256 | 229 | 561 | 116 | 4 729 | 64 760 | 101 818 | 32 800 | 412 | 111 | 1 | 147 452 |
| FS | 201 511 | 4 648 | 3 | 54 695 | 42 | 280 | 71 | 1 497 | 21 932 | 43 025 | 17 282 | 113 | 37 |  | 57 886 |
| GP | 854 130 | 21 737 | 20 | 172 309 | 214 | 666 | 215 | 4 223 | 76 981 | 216 705 | 56 595 | 463 | 53 | 9 | 303 940 |
| KZN | 742 635 | 15 440 | 7 | 161 308 | 431 | 788 | 140 | 10 768 | 89 814 | 167 561 | 67 102 | 552 | 482 | 3 | 228 239 |
| LP | 428 502 | 10 903 | 7 | 116 749 | 360 | 923 | 56 | 2 951 | 42 744 | 82 120 | 46 020 | 825 | 329 | 4 | 124 511 |
| MP | 317 696 | 5 825 | 6 | 77 177 | 196 | 278 | 62 | 3 033 | 32 778 | 71 273 | 27 679 | 232 | 23 | 2 | 99 132 |
| NW | 252 652 | 6 453 | 2 | 69 472 | 449 | 223 | 48 | 4 871 | 23 707 | 57 008 | 16 776 | 143 | 26 | 2 | 73 472 |
| NC | 106 588 | 1 472 | 2 | 33 378 | 139 | 92 | 29 | 1 605 | 8 478 | 22 615 | 4 424 | 36 | 14 |  | 34 304 |
| WC | 483 581 | 8 754 | 9 | 116 951 | 157 | 297 | 144 | 1 793 | 37 277 | 118 986 | 20 306 | 107 | 12 | 1 | 178 787 |
| **Total** | **3 877 377** | **88 061** | **64** | **926 295** | **2 217** | **4 108** | **881** | **35 470** | **398 471** | **881 111** | **288 984** | **2 883** | **1 087** | **22** | **1 247 723** |
| **%** |  | **2.3%** | **0.0%** | **23.9%** | **0.1%** | **0.1%** | **0.0%** | **0.9%** | **10.3%** | **22.7%** | **7.5%** | **0.1%** | **0.0%** | **0.0%** | **32.2%** |

**Table 51: Total Applications by Asylum Seekers in the First Phase of Covid 19 SRD Approved and Paid by Region**

|  |  |  |
| --- | --- | --- |
| **Region** | **Approved** | **Paid** |
| Eastern Cape | 980 | 234 |
| Free State | 255 | 39 |
| Gauteng | 3 896 | 1 046 |
| KwaZulu Natal | 977 | 261 |
| Limpopo | 348 | 91 |
| Mpumalanga | 186 | 51 |
| North West | 207 | 54 |
| Northern Cape | 160 | 49 |
| Western Cape | 2 587 | 684 |
| **Grand Total** | **9 596** | **2 509** |

**Table 52: Status of Reconsideration for the First Phase of Covid 19 SRD as at 1 March 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Province** | **202005** | **202006** | **202007** | **202008** | **202009** | **202010** | **202011** | **202012** | **202101** | **202102** | **202103** | **202104** |
| Eastern Cape | 19156 | 22663 | 24895 | 23607 | 21458 | 24637 | 35172 | 38901 | 33540 | 39247 | 36881 | 21668 |
| Free State | 7076 | 8130 | 9040 | 8995 | 8828 | 10197 | 16076 | 18563 | 16093 | 18964 | 18198 | 10944 |
| Gauteng | 40022 | 46892 | 50861 | 48665 | 46588 | 50921 | 78661 | 86341 | 74645 | 87093 | 82213 | 60005 |
| KwaZulu Natal | 30189 | 35195 | 38822 | 36832 | 34898 | 39554 | 59595 | 66819 | 57810 | 69392 | 64898 | 40141 |
| Limpopo | 22243 | 26995 | 30690 | 29944 | 29267 | 34457 | 47225 | 52585 | 46010 | 54942 | 54291 | 31135 |
| Mpumalanga | 11045 | 12927 | 14745 | 14661 | 14664 | 17439 | 28501 | 32035 | 27921 | 32581 | 31824 | 18275 |
| North West | 10962 | 12971 | 14639 | 14753 | 14523 | 16397 | 23932 | 26428 | 22587 | 29041 | 28014 | 18056 |
| Northern Cape | 2833 | 3451 | 4032 | 4120 | 4019 | 4462 | 6711 | 7649 | 6570 | 7705 | 7335 | 4709 |
| Western Cape | 10095 | 11736 | 13538 | 13524 | 13318 | 14846 | 24822 | 27927 | 24168 | 28403 | 27070 | 18396 |
| **Total** | **153621** | **180960** | **201262** | **195101** | **187563** | **212910** | **320695** | **357248** | **309344** | **367368** | **350724** | **223329** |
| **% monthly increase** |  | **18%** | **11%** | **-3%** | **-4%** | **14%** | **51%** | **11%** | **-13%** | **19%** | **-5%** | **-36%** |
| NB: Please note that the total is not a distinct count, there may be double counting if a applicant lodged a reconsideration application more than once. | | | | | | | | | | |  |  |
| **Approved** | **130510** | **157407** | **175441** | **166689** | **158464** | **180712** | **247866** | **276186** | **238832** | **252710** | **244714** | **123531** |
| **Paid** | **130498** | **157398** | **175428** | **166680** | **158453** | **180699** | **247846** | **276164** | **238818** | **252360** | **244385** | **123193** |
| **Declined** | **20921** | **21314** | **23261** | **25608** | **26131** | **28867** | **62636** | **66885** | **61842** | **107762** | **101536** | **97108** |
| **% approved** | **85%** | **87%** | **87%** | **85%** | **84%** | **85%** | **77%** | **77%** | **77%** | **69%** | **70%** | **55%** |
| **% declined** | **14%** | **12%** | **12%** | **13%** | **14%** | **14%** | **20%** | **19%** | **20%** | **29%** | **29%** | **43%** |
| **% Paid vs Approved** | **99.99%** | **99.99%** | **99.99%** | **99.99%** | **99.99%** | **99.99%** | **99.99%** | **99.99%** | **99.99%** | **99.86%** | **99.87%** | **99.73%** |
| **Number not paid** | **12** | **9** | **13** | **9** | **11** | **13** | **20** | **22** | **14** | **350** | **329** | **338** |

**The following tables are the summary of the status as at 1st March 2022 for the Second Phase Covid SRD that commenced on the 6 August 2021.**

**STATUS OF COVID 19 SRD APPLICATIONS AS AT 1st MARCH 2022**

**Table 53: Summary of Covid 19 SRD Applications reported as at the 1st March 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **PROCESS** | **MAY 20** | **JUNE 20** | **JULY 20** | **AUG 20** | **SEPT 20** | **OCT 20** | **NOV 20** | **DEC 20** | **JAN 21** | **FEB 21** | **MAR 21** | **APR 21** | **AUG 21** | **SEP 21** | **OCT 21** |
| New Application in month | 6 605445 | 912 863 | 827 828 | 605 070 | 194 901 | 211 159 | 196 294 | 109 061 | 133 225 | 87 850 | 72 281 | 43 192 | 12 261 895 | 2 549 348 | 570,346 |
| Total Applications |  | 7 518 308 | 8 346136 | 8 951206 | 9 146107 | 9 357266 | 9 553 560 | 9 662621 | 9 795846 | 9 883696 | 9 955977 | 9 999169 | 12 261 895 | 1 3 787072 | 14 357418 |
| Applications Validated | 6 605445 | 7 518 308 | 8 346136 | 8 951206 | 9 146107 | 9 357266 | 9 553 560 | 9 662621 | 9 795846 | 9 883696 | 9 955977 | 9 999169 | 11 976643 | 13 662643 | 14 242432 |
| Applications Pending Validation |  |  |  |  |  |  |  |  |  |  |  |  | 285252 | 124429 | 114986 |
| Applications Declined | 2 180843 | 2 455 654 | 2 772037 | 2 966678 | 3 087193 | 3 201043 | 3 443 274 | 3 715520 | 3 845327 | 3 940737 | 4 161220 | 4 042215 | 3 670101 | 4 214136 | 4 432110 |
| Applications Approved | 4 424452 | 5 061 157 | 5 571264 | 5 964151 | 6 038908 | 6 136180 | 6 089 620 | 5 926835 | 5 929969 | 5 922242 | 5 774151 | 5 936338 | 8 306542 | 9 448507 | 9 810322 |
| Applications Referred | 150 | 1 497 | 2 835 | 20 377 | 20 006 | 20 043 | 20 666 | 20 266 | 20 550 | 20 717 | 20 606 | 20 616 |  |  |  |
| Clients Paid | 4 424195 | 5 060 795 | 5 570817 | 5 963118 | 6 037453 | 6 134681 | 6 088 766 | 5 812270 | 5 816739 | 5 808292 | 5 657038 | 5 819285 | 8 231134 | 9 120825 | 9 324838 |
| % Paid | 99.99% | 99.99% | 99.99% | 99.98% | 99.97% | 99.97% | 99.98% | 98.06% | 98.09% | 98.07% | 97.97% | 98.02% | 99% | 97% | 95% |
| Clients still to be paid\*\* | 257 | 362 | 447 | 1 033 | 1 455 | 1 499 | 854 | 114 565 | 113 230 | 113 950 | 117 113 | 117 053 | 75 408 | 327682 | 485484 |
| Unclaimed at Post Bank |  | 1 | 1 | 4 | 7 | 7 | 10 | 113 735 | 112 373 | 113 107 | 116 284 | 116 195 |  |  |  |
| Awaiting Cash Send |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Awaiting Banking Details | 257 | 362 | 447 | 1 033 | 1 455 | 1 499 | 854 | 830 | 857 | 843 | 829 | 858 |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **PROCESS** | **17 Nov.21** | **28 Dec.21** | **1ST Feb 22** | **1st March 22** |  |  |  |  |  |  |  |
| New Application in month | 362 352 | 188 645 | 237 244 | 398 023 |  |  |  |  |  |  |  |
| Total Applications | 14 768 626 | 14 908415 | 15 139 155 | 15 537178 |  |  |  |  |  |  |  |
| Applications Validated | 14 526 108 | 14 529 065 | 14 679 528 | 14 881 958 |  |  |  |  |  |  |  |
| Applications Pending Validation | 242 518 | 379 350 | 459 627 | 655 220 |  |  |  |  |  |  |  |
| Applications Declined | 4 626 783 | 4 161 653 | 4 227 979 | 4 415 175 |  |  |  |  |  |  |  |
| Applications Approved | 9 899 325 | 10 367 412 | 10 451 549 | 10 466 778 |  |  |  |  |  |  |  |
| Applications Referred |  |  |  |  |  |  |  |  |  |  |  |
| Clients Paid | 9 591 436 | 9 726 774 | 9 458 702 | 9,889,022 |  |  |  |  |  |  |  |
| % Paid | 96.7%% | 93% | 90.5% | 94.48% |  |  |  |  |  |  |  |
| Clients still to be paid\*\* | 307 889 | 640 638 | 992 847 | 577 756 |  |  |  |  |  |  |  |
| Unclaimed at Post Bank |  |  |  | 442 602 |  |  |  |  |  |  |  |
| Awaiting Cash Send |  |  |  |  |  |  |  |  |  |  |  |
| Awaiting Banking Details |  |  |  |  |  |  |  |  |  |  |  |

**Table 54: Total Applications per Region, new and returning applicants**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Province** | **New applicants** | **Return applicants** | **Total applications** | **%** |
| Eastern Cape | 974058 | 1037060 | 2011118 | **13%** |
| Free State | 410427 | 432317 | 842744 | **5%** |
| Gauteng | 1414991 | 1735857 | 3150848 | **20%** |
| KwaZulu Natal | 1785144 | 1734466 | 3519610 | **23%** |
| Limpopo | 940454 | 1080258 | 2020712 | **13%** |
| Mpumalanga | 661179 | 694292 | 1355471 | **9%** |
| North West | 490071 | 565370 | 1055441 | **7%** |
| Northern Cape | 162523 | 169019 | 331542 | **2%** |
| Western Cape | 622887 | 634517 | 1257404 | **8%** |
| **Total** | **7461734** | **8083156** | **15544890** | **100%** |
| **%** | **48%** | **52%** | **100%** |  |

**Table 55: Weekly number of Covid SRD grant applications**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Province** | **11-Aug** | **18-Aug** | **25-Aug** | **01-Sep** | **08-Sep** | **15-Sep** | **22-Sep** | **29-Sep** | **06-Oct** | **13-Oct** | **20-Oct** | **27-Oct** |
| EC | 586467 | 1065212 | 1389798 | 1542496 | 1639148 | 1699573 | 1741797 | 1768813 | 1791247 | 1809153 | 1831073 | 1853174 |
| FS | 233521 | 433258 | 568266 | 630473 | 675376 | 703449 | 722778 | 734378 | 743314 | 751831 | 762172 | 771889 |
| GP | 1135311 | 1831376 | 2309862 | 2510735 | 2636719 | 2708313 | 2760676 | 2794820 | 2824134 | 2850606 | 2878629 | 2907359 |
| KZN | 1053089 | 1940811 | 2486072 | 2751031 | 2905330 | 3006555 | 3073860 | 3119374 | 3156321 | 3184482 | 3216505 | 3252720 |
| LP | 1013378 | 1453053 | 1660024 | 1744726 | 1802911 | 1834069 | 1856066 | 1870059 | 1882413 | 1892899 | 1904481 | 1917154 |
| MP | 589484 | 882893 | 1043757 | 1111784 | 1160095 | 1187814 | 1207528 | 1220800 | 1231632 | 1241462 | 1252202 | 1263245 |
| NW | 300075 | 580307 | 751795 | 819232 | 867234 | 898515 | 919916 | 932722 | 942985 | 952355 | 962834 | 973125 |
| NC | 69691 | 142592 | 203617 | 229904 | 246967 | 259241 | 268462 | 273860 | 277867 | 281838 | 286924 | 292150 |
| WC | 336512 | 601873 | 824533 | 921514 | 985930 | 1025407 | 1054798 | 1072246 | 1086477 | 1098520 | 1112913 | 1126602 |
| **Total** | **5317528** | **8931375** | **11237724** | **12261895** | **12919710** | **13322936** | **13605881** | **13787072** | **13936390** | **14063146** | **14207733** | **14357418** |
| **week to week increase** |  | **3613847** | **2306349** | **1024171** | **657815** | **403226** | **282945** | **181191** | **149318** | **126756** | **144587** | **149685** |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Province** | **03-Nov** | **10-Nov** | **17-Nov** | **24-Nov** | **02-Dec** | **07-Dec** | **14-Dec** | **21-Dec** | **28-Dec** |
| Eastern Cape | 1867459 | 1878481 | 1892852 | 1906017 | 1915032 | 1918646 | 1923941 | 1927630 | 1929850 |
| Free State | 777350 | 782349 | 788728 | 794844 | 798969 | 800624 | 803364 | 805653 | 807049 |
| Gauteng | 2925310 | 2941129 | 2960621 | 2978277 | 2990355 | 2995640 | 3004417 | 3011899 | 3016805 |
| KwaZulu Natal | 3275143 | 3292378 | 3315126 | 3335922 | 3351266 | 3357621 | 3367578 | 3375774 | 3379769 |
| Limpopo | 1924977 | 1931285 | 1939448 | 1946721 | 1951992 | 1954387 | 1958067 | 1961341 | 1963312 |
| Mpumalanga | 1269807 | 1275710 | 1283472 | 1290524 | 1295009 | 1296991 | 1300441 | 1303546 | 1305476 |
| North West | 979469 | 985058 | 992245 | 999027 | 1003333 | 1005207 | 1008295 | 1011015 | 1012529 |
| Northern Cape | 295051 | 297945 | 301635 | 305272 | 307359 | 308133 | 309415 | 310609 | 311229 |
| Western Cape | 1134948 | 1142891 | 1153270 | 1163166 | 1169757 | 1172410 | 1176891 | 1180278 | 1182396 |
| **Total** | **14449514** | **14527226** | **14627397** | **14719770** | **14783072** | **14809659** | **14852409** | **14887745** | **14908415** |
| **Actual week to week increase** | **92096** | **77712** | **100171** | **92373** | **63302** | **26587** | **42750** | **35336** | **20670** |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Province** | 04-Jan | 11-Jan | 18-Jan | 25-Jan | 01-Feb | 08-Feb | 15-Feb | 22-Feb | 01-Mar |
| Eastern Cape | 1933417 | 1938708 | 1945785 | 1954059 | 1960096 | 1965832 | 1982521 | 1997272 | 2011118 |
| Free State | 808855 | 811454 | 814408 | 817966 | 820245 | 822413 | 830456 | 837214 | 842744 |
| Gauteng | 3023469 | 3032902 | 3044675 | 3058295 | 3067449 | 3076340 | 3108360 | 3131833 | 3150848 |
| KwaZulu Natal | 3386353 | 3395410 | 3406976 | 3421419 | 3432395 | 3442652 | 3472464 | 3496703 | 3519610 |
| Limpopo | 1966231 | 1970251 | 1975202 | 1981322 | 1985026 | 1988318 | 2002126 | 2012074 | 2020712 |
| Mpumalanga | 1308056 | 1311644 | 1316002 | 1321030 | 1324177 | 1327258 | 1339275 | 1348233 | 1355471 |
| North West | 1014748 | 1017907 | 1021697 | 1025986 | 1028761 | 1031324 | 1040699 | 1048566 | 1055441 |
| Northern Cape | 312211 | 313552 | 315328 | 317397 | 318565 | 319674 | 323403 | 327238 | 331542 |
| Western Cape | 1185829 | 1190228 | 1196209 | 1203550 | 1208945 | 1214088 | 1230208 | 1244463 | 1257404 |
| **Total** | **14939169** | **14982056** | **15036282** | **15101024** | **15145659** | **15187899** | **15329512** | **15443596** | **15544890** |
| **Actual week to week increase** | **30754** | **42887** | **54226** | **64742** | **44635** | **42240** | **141613** | **114084** | **101294** |

**Table 56: Gender and age dimension of all applicants**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Age group** | **Female** | **Male** | **Total** | **%** |
| Under 20yrs | 493591 | 487490 | 981081 | **6.3%** |
| 20-24 | 1468489 | 1412797 | 2881286 | **18.5%** |
| 25-29 | 1459300 | 1232471 | 2691771 | **17.3%** |
| 30-35 | 1538604 | 1209136 | 2747740 | **17.7%** |
| 36-39 | 869795 | 659756 | 1529551 | **9.8%** |
| 40-44 | 831784 | 608775 | 1440559 | **9.3%** |
| 45-49 | 726997 | 491241 | 1218238 | **7.8%** |
| 50-54 | 621177 | 382048 | 1003225 | **6.5%** |
| 55-59 | 557409 | 323217 | 880626 | **5.7%** |
| 60 and above | 103480 | 66642 | 170122 | **1.1%** |
| Unknown | 627 | 64 | 691 | **0.0%** |
| **Grand Total** | **8671253** | **6873637** | **15544890** | **100%** |

**Table 57: Total applications by application channel**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Province** | **SRD Admin** | **SRD Website** | **WhatsApp** | **Total** |
| Eastern Cape | 866948 | 952832 | 191338 | 2011118 |
| Free State | 340831 | 419051 | 82862 | 842744 |
| Gauteng | 1254035 | 1436613 | 460200 | 3150848 |
| KwaZulu Natal | 1398943 | 1786536 | 334131 | 3519610 |
| Limpopo | 882432 | 969255 | 169025 | 2020712 |
| Mpumalanga | 573232 | 665230 | 117009 | 1355471 |
| North West | 468717 | 491381 | 95343 | 1055441 |
| Northern Cape | 136977 | 160507 | 34058 | 331542 |
| Western Cape | 464361 | 601750 | 191293 | 1257404 |
| **Total** | **6386476** | **7483155** | **1675259** | **15544890** |
| **%** | **41%** | **48%** | **11%** | **100%** |

**Table 58: Applications approved and paid as at 1 March 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Province** | **Approved 202108** | **Paid 202108** | **% Paid August** | **Approved 202109** | **Paid 202109** | % Paid Sept | **Approved 202110** | **Paid 202110** | % Paid Oct | **Approved 202111** | **Paid 202111** | % Paid Nov | **Approved 202112** | **Paid 202112** | % Paid Dec | **Approved 202201** | **Paid 202201** | % Paid Jan | **Approved 202202** | **Paid 202202** | % Paid Feb |
| ebeb | 1059226 | 1052860 | 99.40% | 1236644 | 1208322 | 97.71% | 1297311 | 1257726 | 96.95% | 1318188 | 1265568 | 96.01% | 1383185 | 1272236 | 91.98% | 1382900 | 1321688 | 95.57% | 1387170 | 1307659 | 94.27% |
| Free State | 451698 | 449920 | 99.61% | 532995 | 521623 | 97.87% | 556892 | 540961 | 97.14% | 566656 | 545571 | 96.28% | 583216 | 539688 | 92.54% | 583866 | 560552 | 96.01% | 587247 | 555601 | 94.61% |
| Gauteng | 1629864 | 1622879 | 99.57% | 1833820 | 1801844 | 98.26% | 1898482 | 1855277 | 97.72% | 1913965 | 1857032 | 97.03% | 2044996 | 1909232 | 93.36% | 2053063 | 1965416 | 95.73% | 2062449 | 1945873 | 94.35% |
| KwaZulu Natal | 1898054 | 1887312 | 99.43% | 2177640 | 2134815 | 98.03% | 2266983 | 2207187 | 97.36% | 2295250 | 2215214 | 96.51% | 2399285 | 2228809 | 92.89% | 2385767 | 2279323 | 95.54% | 2376121 | 2237901 | 94.18% |
| Limpopo | 1289633 | 1285423 | 99.67% | 1392805 | 1376293 | 98.81% | 1424703 | 1401783 | 98.39% | 1430302 | 1399607 | 97.85% | 1478545 | 1403641 | 94.93% | 1477860 | 1425674 | 96.47% | 1478906 | 1411427 | 95.44% |
| Mpumalanga | 765440 | 762364 | 99.60% | 847688 | 834147 | 98.40% | 873922 | 855112 | 97.85% | 880527 | 855545 | 97.16% | 932292 | 875097 | 93.87% | 932725 | 896774 | 96.15% | 935829 | 887771 | 94.86% |
| North West | 584935 | 582583 | 99.60% | 674426 | 661623 | 98.10% | 702270 | 684512 | 97.47% | 712434 | 688715 | 96.67% | 754127 | 701672 | 93.04% | 753886 | 723983 | 96.03% | 757270 | 717435 | 94.74% |
| Northern Cape | 148585 | 147988 | 99.60% | 179977 | 175640 | 97.59% | 191370 | 185062 | 96.70% | 197365 | 188819 | 95.67% | 203824 | 185780 | 91.15% | 202817 | 193942 | 95.62% | 202576 | 190290 | 93.94% |
| Western Cape | 484518 | 481599 | 99.40% | 571708 | 554701 | 97.03% | 597073 | 574287 | 96.18% | 605328 | 575365 | 95.05% | 678655 | 610619 | 89.97% | 677591 | 645628 | 95.28% | 679210 | 635065 | 93.50% |
| **Total** | **8311953** | **8272928** | 99.53% | **9447703** | **9269008** | 98.11% | **9809006** | **9561907** | 97.48% | **9920015** | **9591436** | 96.69% | **10458125** | **9726774** | 93.01% | **10450475** | **10012980** | 95.81% | **10466778** | **9889022** | 94.48% |

**Table 59: Applications declined**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Province** | **202108** | **202109** | **202110** | **202111** | **202112** | **202201** | **202202** |
| Eastern Cape | 443833 | 515155 | 540987 | 569302 | 518040 | 514556 | 538229 |
| Free State | 160381 | 192699 | 206493 | 219410 | 209857 | 207608 | 216775 |
| Gauteng | 820168 | 932133 | 980602 | 1033592 | 926088 | 913513 | 953139 |
| KwaZulu Natal | 787019 | 910444 | 957457 | 1010187 | 933163 | 940222 | 997342 |
| Limpopo | 423209 | 458766 | 474084 | 496476 | 457739 | 453919 | 473985 |
| Mpumalanga | 320598 | 357765 | 374058 | 394080 | 351407 | 344986 | 360635 |
| North West | 214650 | 249289 | 262270 | 277088 | 243673 | 242306 | 254212 |
| Northern Cape | 74853 | 91082 | 98356 | 105409 | 102514 | 103463 | 110576 |
| Western Cape | 409693 | 489190 | 518435 | 547296 | 486009 | 486649 | 510282 |
| **Total** | **3654404** | **4196523** | **4412742** | **4652840** | **4228490** | **4207222** | **4415175** |

**Table 60: Covid 19 SRD grant Quad 7 applications**

|  |  |  |
| --- | --- | --- |
| **Province** | | **Total** |
| Eastern Cape | | 196 |
| Free State | | 15 |
| Gauteng | | 132 |
| KwaZulu Natal | | 34 |
| Limpopo | | 7 |
| Mpumalanga | | 15 |
| North West | | 36 |
| Northern Cape | | 1 |
| Western Cape | | 156 |
| **Total** | | **592** |
|  | | |

**Table 61: Covid 19 SRD grant Caregivers and Non Caregivers**

|  |  |  |  |
| --- | --- | --- | --- |
| **Province** | **Caregivers** | **Non-caregivers** | **Total** |
| Eastern Cape | 719110 | 1292008 | 2011118 |
| Free State | 294459 | 548285 | 842744 |
| Gauteng | 950007 | 2200841 | 3150848 |
| KwaZulu Natal | 1269446 | 2250164 | 3519610 |
| Limpopo | 770200 | 1250512 | 2020712 |
| Mpumalanga | 494443 | 861028 | 1355471 |
| North West | 365099 | 690342 | 1055441 |
| Northern Cape | 111928 | 219614 | 331542 |
| Western Cape | 372417 | 884987 | 1257404 |
| **Total** | **5347109** | **10197781** | **15544890** |
| **%** | **34%** | **66%** | **100%** |

**Table 62: Total Paid by Banks**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **BANK NAME** | **EC** | **FS** | **GP** | **KZN** | **LP** | **MP** | **NW** | **NC** | **WC** | **TOTAL** | **%** |
| ABSA | 28600 | 17909 | 47071 | 39744 | 34035 | 23147 | 29712 | 4776 | 12164 | **237158** | **2.4%** |
| AFRICAN BANK | 1169 | 1415 | 6425 | 6433 | 1969 | 2547 | 2141 | 181 | 750 | **23030** | **0.2%** |
| ALBARAKA BANK |  |  | 71 | 119 | 2 | 1 | 2 |  | 33 | **228** | **0.0%** |
| BANK OF ATHENS | 1 | 3 | 2 | 3 |  |  | 1 | 1 | 2 | **13** | **0.0%** |
| BANK ZERO MUTUAL BANK | 1 |  | 8 | 4 |  |  |  |  |  | **13** | **0.0%** |
| BIDVEST BANK | 1083 | 533 | 1910 | 2290 | 889 | 752 | 612 | 78 | 700 | **8847** | **0.1%** |
| CAPITEC BANK | 475348 | 175893 | 788541 | 745018 | 749386 | 415553 | 229396 | 67849 | 211941 | **3858925** | **39.0%** |
| DISCOVERY BANK LTD | 44 | 52 | 617 | 284 | 76 | 69 | 58 | 17 | 111 | **1328** | **0.0%** |
| FINBOND MUTUAL BANK | 770 | 535 | 1096 | 1382 | 729 | 130 | 327 | 209 | 565 | **5743** | **0.1%** |
| FINBOND NET1 | 72 | 63 | 54 | 317 | 618 | 96 | 22 | 10 | 8 | **1260** | **0.0%** |
| FNB | 42641 | 23148 | 69671 | 61137 | 61155 | 28213 | 31915 | 5221 | 13177 | **336278** | **3.4%** |
| GRINDROD BANK LIMITED | 44105 | 10850 | 39789 | 78513 | 23668 | 9868 | 34884 | 8265 | 19405 | **269347** | **2.7%** |
| GROBANK LIMITED | 335 | 563 | 40 | 91 | 19 | 35 | 37 | 148 | 132 | **1400** | **0.0%** |
| ITHALA | 37 | 4 | 85 | 12583 | 1 | 12 | 2 |  | 1 | **12725** | **0.1%** |
| NEDBANK | 32296 | 8980 | 61181 | 71484 | 38560 | 21202 | 12720 | 1211 | 15476 | **263110** | **2.7%** |
| SA POST BANK | 605242 | 286874 | 718136 | 1039711 | 416667 | 327237 | 330358 | 93109 | 336268 | **4153602** | **42.0%** |
| SASFIN BANK | 2 |  | 3 | 8 |  |  | 3 | 1 | 1 | **18** | **0.0%** |
| STANDARD BANK | 35076 | 17805 | 63194 | 72588 | 39492 | 33454 | 25382 | 8328 | 16319 | **311638** | **3.2%** |
| TYME BANK LIMITED | 35032 | 10633 | 147418 | 105635 | 43201 | 25376 | 18473 | 874 | 7921 | **394563** | **4.0%** |
| UBANK LTD | 5793 | 322 | 550 | 128 | 953 | 75 | 1383 | 4 | 87 | **9295** | **0.1%** |
| UNKNOWN | 12 | 19 | 11 | 429 | 7 | 4 | 7 | 8 | 4 | **501** | **0.0%** |
| **Grand Total** | **1307659** | **555601** | **1945873** | **2237901** | **1411427** | **887771** | **717435** | **190290** | **635065** | **9889022** | **100.0%** |

**Table 63: Total reconsideration applications**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Province** | **202108** | **202109** | **202110** | **202111** | **202112** | **202201** |
| Eastern Cape | 118999 | 84062 | 66471 | 45186 | 32114 | 38506 |
| Free State | 46504 | 38030 | 31374 | 23659 | 17306 | 18182 |
| Gauteng | 237878 | 173691 | 140591 | 105391 | 77816 | 85922 |
| KwaZulu Natal | 191214 | 136255 | 107944 | 77699 | 56010 | 64259 |
| Limpopo | 128506 | 92988 | 74590 | 53312 | 39290 | 47931 |
| Mpumalanga | 96274 | 68544 | 55024 | 41359 | 30125 | 36034 |
| North West | 55052 | 40939 | 33103 | 25030 | 17622 | 20112 |
| Northern Cape | 16220 | 12540 | 10370 | 7464 | 5603 | 5995 |
| Western Cape | 94055 | 63968 | 50644 | 37134 | 26416 | 29620 |
| **Total** | **984702** | **711017** | **570111** | **416234** | **302302** | **346561** |
| **% monthly increase** | **341%** | **-28%** | **-20%** | **-27%** | **-27%** | **15%** |
|  |  |  |  |  |  |  |

NB: Please note that the total is not a distinct count, there may be double counting if a applicant lodged a reconsideration application more than once.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Approved** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Paid** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Declined** | **0** | **0** | **0** | **0** | **0** | **0** |
| **% approved** |  |  |  |  |  |  |
| **% declined** |  |  |  |  |  |  |
| **% Paid vs Approved** | **0.00%** | **0.00%** | **0.00%** | **0.00%** | **0.00%** | **0.00%** |
| **Number not paid** | **0** | **0** | **0** | **0** | **0** | **0** |

**Table 64: Education level of Covid SRD applicants**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Province** | **No schooling** | **Primary school** | **Grade 10** | **Grade 12** | **Tertiary** | **Total** |
| Eastern Cape | 88678 | 344757 | 860298 | 607784 | 109601 | 2011118 |
| Free State | 33047 | 88738 | 337581 | 327962 | 55416 | 842744 |
| Gauteng | 83172 | 175734 | 1156523 | 1450027 | 285392 | 3150848 |
| KwaZulu Natal | 136790 | 322098 | 1201573 | 1627090 | 232059 | 3519610 |
| Limpopo | 53282 | 146710 | 834910 | 802300 | 183510 | 2020712 |
| Mpumalanga | 46022 | 111387 | 488343 | 618501 | 91218 | 1355471 |
| North West | 54500 | 133779 | 404208 | 403324 | 59630 | 1055441 |
| Northern Cape | 16805 | 49029 | 134910 | 114190 | 16608 | 331542 |
| Western Cape | 31805 | 142523 | 598555 | 423312 | 61209 | 1257404 |
| **Total** | **544101** | **1514755** | **6016901** | **6374490** | **1094643** | **15544890** |
| **%** | **3.5%** | **9.7%** | **38.7%** | **41.0%** | **7.0%** | **100%** |

**Table 65: Educational Status of Approved Applicants**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Province** | **No schooling** | **Primary school** | **Grade 10** | **Grade 12** | **Tertiary** | **Total** |
| Eastern Cape | 66399 | 286027 | 665315 | 402347 | 54898 | 1474986 |
| Free State | 24236 | 73467 | 269263 | 232745 | 33929 | 633640 |
| Gauteng | 58511 | 145757 | 884584 | 938692 | 163398 | 2190942 |
| KwaZulu Natal | 96226 | 255233 | 942474 | 1120702 | 134973 | 2549608 |
| Limpopo | 38130 | 125567 | 689174 | 597082 | 118367 | 1568320 |
| Mpumalanga | 30110 | 91651 | 381850 | 428858 | 53009 | 985478 |
| North West | 41218 | 111421 | 319484 | 285483 | 37920 | 795526 |
| Northern Cape | 11405 | 36577 | 96268 | 73765 | 10156 | 228171 |
| Western Cape | 18407 | 97633 | 369306 | 222892 | 29689 | 737927 |
| **Total** | **384642** | **1223333** | **4617718** | **4302566** | **636339** | **11164598** |
| **% of approved applicants** | **3.4%** | **11.0%** | **41.4%** | **38.5%** | **5.7%** | **100.0%** |
| **% of applicants** | **71%** | **81%** | **77%** | **67%** | **58%** | **72%** |

**Table 66: Employment history of Covid SRD applicants**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Province** | **Never Employed** | **1-2 years** | **2-5 years** | **5-10 years** | **Total** |
| Eastern Cape | 1361931 | 309687 | 184527 | 154973 | 2011118 |
| Free State | 542577 | 132028 | 89293 | 78846 | 842744 |
| Gauteng | 1576126 | 664738 | 475786 | 434198 | 3150848 |
| KwaZulu Natal | 2449161 | 508447 | 305079 | 256923 | 3519610 |
| Limpopo | 1504786 | 255253 | 140241 | 120432 | 2020712 |
| Mpumalanga | 904955 | 215841 | 129619 | 105056 | 1355471 |
| North West | 677892 | 165384 | 109427 | 102738 | 1055441 |
| Northern Cape | 180360 | 70633 | 46066 | 34483 | 331542 |
| Western Cape | 460687 | 380454 | 242621 | 173642 | 1257404 |
| **Total** | **9658475** | **2702465** | **1722659** | **1461291** | **15544890** |
| **%** | **62%** | **17%** | **11%** | **9%** | **100%** |

**Table 67: Total Asylum seeker and SPH applications by gender**

|  |  |  |  |
| --- | --- | --- | --- |
| **Province** | **Female** | **Male** | **Total** |
| Eastern Cape | 822 | 795 | 1617 |
| Free State | 939 | 901 | 1840 |
| Gauteng | 4689 | 4694 | 9383 |
| KwaZulu Natal | 1420 | 1474 | 2894 |
| Limpopo | 990 | 1007 | 1997 |
| Mpumalanga | 624 | 551 | 1175 |
| North West | 698 | 711 | 1409 |
| Northern Cape | 147 | 152 | 299 |
| Western Cape | 858 | 921 | 1779 |
| **Total** | **11187** | **11206** | **22393** |
| **%** | **50%** | **50%** | **100%** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Table 68: Total Asylum seeker & SPH Distinct Applications by Citizenship**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Province** | **Angola SPH** | **Asylum seeker** | **Lesotho SPH** | **Zimbabwe SPH** | **Total** | | Eastern Cape | 188 | 418 | 541 | 470 | 1617 | | Free State | 22 | 266 | 1488 | 64 | 1840 | | Gauteng | 74 | 1851 | 4405 | 3053 | 9383 | | KwaZulu Natal | 264 | 1107 | 1070 | 453 | 2894 | | Limpopo | 72 | 311 | 1150 | 464 | 1997 | | Mpumalanga | 67 | 223 | 664 | 221 | 1175 | | North West | 59 | 224 | 924 | 202 | 1409 | | Northern Cape | 42 | 95 | 111 | 51 | 299 | | Western Cape | 118 | 1119 | 225 | 317 | 1779 | | **Total** | **906** | **5614** | **10578** | **5295** | **22393** | | **%** | **4%** | **25%** | **47%** | **24%** | **100%** |   **Table 69: Total asylum seekers approved vs paid as at 01 March 2022**   |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Province** | **Approved 202108** | **Paid 202108** | **% Paid August** | **Approved 202109** | **Paid 202109** | % Paid Sept | **Approved 202110** | **Paid 202110** | % Paid Oct | **Approved 202111** | **Paid 202111** | % Paid Nov | | Eastern Cape | 432 | 432 | 100% | 546 | 546 | 100% | 581 | 581 | 100% | 599 | 599 | 100% | | Free State | 620 | 620 | 100% | 819 | 818 | 100% | 890 | 889 | 100% | 929 | 928 | 100% | | Gauteng | 4909 | 4909 | 100% | 5970 | 5970 | 100% | 6349 | 6349 | 100% | 6510 | 6510 | 100% | | KwaZulu Natal | 763 | 763 | 100% | 940 | 940 | 100% | 1017 | 1017 | 100% | 1042 | 1042 | 100% | | Limpopo | 387 | 387 | 100% | 507 | 507 | 100% | 544 | 544 | 100% | 562 | 562 | 100% | | Mpumalanga | 228 | 228 | 100% | 283 | 283 | 100% | 305 | 305 | 100% | 319 | 319 | 100% | | North West | 515 | 515 | 100% | 666 | 666 | 100% | 730 | 730 | 100% | 747 | 747 | 100% | | Northern Cape | 84 | 84 | 100% | 104 | 104 | 100% | 110 | 110 | 100% | 120 | 120 | 100% | | Western Cape | 703 | 703 | 100% | 817 | 817 | 100% | 888 | 888 | 100% | 920 | 920 | 100% | | **Total** | **8641** | **8641** | 100% | **10652** | **10651** | 100% | **11414** | **11413** | 100% | **11748** | **11747** | 100% | |  |  |  |

|  |
| --- |
| **INDICATOR 7: NATURE OF DATA QUALITY** |

**KPA 7: GRANT DATA INTEGRITY**

**Table 70: Number of Social Grants with Power of Attorney by Grant Type as at the end of February 2022**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Period** | **PROCURATOR TYPES** | **CDG** | **COMB** | **CSG** | **DG** | **FCG** | **GIA** | **OAG** | **WVG** | **Grant Total** |
| **April 2021** | ADMINISTRATOR | 15 |  | 1 393 | 5 607 | 55 | 5 643 | 9 812 |  | 22 525 |
| GORVENMENT CARE |  |  |  | 1 |  |  |  |  | 1 |
| PROCURATOR | 112 | 5 | 6 507 | 28 595 | 357 | 38 895 | 61 024 | 3 | 135 498 |
| **Grand Total** | **127** | **5** | **7 900** | **34 203** | **412** | **44 538** | **70 836** | **3** | **158 024** |
| **May 2021** | ADMINISTRATOR | 14 |  | 1 381 | 5 578 | 58 | 5 607 | 9 698 |  | 22 336 |
| GORVENMENT CARE |  |  |  | 2 |  |  |  |  | 2 |
| PROCURATOR | 114 | 5 | 6 468 | 28 470 | 375 | 38 817 | 60 664 | 2 | 134 915 |
| **Grand Total** | **128** | **5** | **7 849** | **34 050** | **433** | **44 424** | **70 362** | **2** | **157 253** |
| **June 2021** | ADMINISTRATOR | 14 |  | 1 360 | 5 527 | 56 | 5 537 | 9 520 |  | 22 014 |
| GORVENMENT CARE |  |  |  | 2 |  |  |  |  | 2 |
| PROCURATOR | 112 | 5 | 6 402 | 28 268 | 382 | 38 544 | 59 839 | 2 | 133 554 |
| **Grand Total** | **126** | **5** | **7 762** | **33 797** | **438** | **44 081** | **69 359** | **2** | **155 570** |
| **July 2021** | ADMINISTRATOR | 15 |  | 1 347 | 5 483 | 56 | 5 459 | 9 304 |  | 21 664 |
| GORVENMENT CARE |  |  |  | 2 |  |  |  |  | 2 |
| PROCURATOR | 110 | 5 | 6 322 | 28 017 | 386 | 37 977 | 58 668 | 2 | 131 487 |
| **Grand Total** | **125** | **5** | **7 669** | **33 502** | **442** | **43 436** | **67 972** | **2** | **153 153** |
| **August 2021** | ADMINISTRATOR | 14 |  | 1 323 | 5 425 | 58 | 5 343 | 9 070 |  | 21 233 |
| GORVENMENT CARE |  |  |  | 2 |  |  |  |  | 2 |
| PROCURATOR | 103 | 4 | 6 211 | 27 725 | 387 | 37 205 | 57 165 | 2 | 128 802 |
| **Grand Total** | **117** | **4** | **7 534** | **33 152** | **445** | **42 548** | **66 235** | **2** | **150 037** |
| **September 2021** | ADMINISTRATOR | 15 |  | 1 310 | 5 369 | 59 | 5 251 | 8 908 |  | 20 912 |
| GORVENMENT CARE |  |  |  | 2 |  |  |  |  | 2 |
| PROCURATOR | 100 | 4 | 6 096 | 27 522 | 390 | 36 863 | 56 427 | 2 | 127 404 |
| **Grand Total** | **115** | **4** | **7 406** | **32 893** | **449** | **42 114** | **65 335** | **2** | **148 318** |
| **October 2021** | ADMINISTRATOR | 15 |  | 1 306 | 5 341 | 62 | 5 201 | 8 796 |  | 20 721 |
| GORVENMENT CARE |  |  |  | 1 |  |  |  |  | 1 |
| PROCURATOR | 100 | 4 | 6 092 | 27 354 | 401 | 36 563 | 55 791 | 2 | 126 307 |
| **Grand Total** | **115** | **4** | **7 398** | **32 696** | **463** | **41 764** | **64 587** | **2** | **147 029** |
| **November 2021** | ADMINISTRATOR | 15 |  | 1 302 | 5 321 | 37 | 5 197 | 8 736 |  | 20 608 |
| GORVENMENT CARE |  |  |  | 1 |  |  |  |  | 1 |
| PROCURATOR | 99 | 4 | 6 038 | 27 231 | 257 | 36 438 | 55 433 | 2 | 125 502 |
| **Grand Total** | **114** | **4** | **7 340** | **32 553** | **294** | **41 635** | **64 169** | **2** | **146 111** |
| **December 2021** | ADMINISTRATOR | 15 |  | 1 291 | 5 287 | 37 | 5 164 | 8 649 |  | 20 443 |
| GORVENMENT CARE |  |  |  | 1 |  |  |  |  | 1 |
| PROCURATOR | 100 | 4 | 5 982 | 27 034 | 256 | 36 153 | 54 867 | 2 | 124 398 |
| **Grand Total** | **115** | **4** | **7 273** | **32 322** | **293** | **41 317** | **63 516** | **2** | **144 842** |
| **January 2022** | ADMINISTRATOR | 16 |  | 1 279 | 5 235 | 38 | 5 081 | 8 498 |  | 20 147 |
| GORVENMENT CARE |  |  |  | 1 |  |  |  |  | 1 |
| PROCURATOR | 102 | 4 | 5 933 | 26 768 | 267 | 35 657 | 53 985 | 2 | 122 718 |
| **Grand Total** | **118** | **4** | **7 212** | **32 004** | **305** | **40 738** | **62 483** | **2** | **142 866** |
| **February 2022** | ADMINISTRATOR | 16 |  | 1 269 | 5 194 | 43 | 5 040 | 8 389 |  | 19 951 |
| GORVENMENT CARE |  |  |  | 2 |  |  |  |  | 2 |
| PROCURATOR | 103 | 5 | 5 882 | 26 607 | 276 | 35 385 | 53 406 | 2 | 121 666 |
| **Grand Total** | **119** | **5** | **7 151** | **31 803** | **319** | **40 425** | **61 795** | **2** | **141 619** |
| **March 2022** | ADMINISTRATOR |  |  |  |  |  |  |  |  |  |
| GORVENMENT CARE |  |  |  |  |  |  |  |  |  |
| PROCURATOR |  |  |  |  |  |  |  |  |  |
| **Grand Total** |  |  |  |  |  |  |  |  |  |

*Source: BI SharePoint cube*

|  |
| --- |
| Table 70 illustrates that **141 619** social grants using the power of attorneys across South Africa’s 9 regions. |

**Table 71: Number of beneficiaries by Citizenship Status as at the end of February 2022**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Region** | **Grant Type** | **Permanent Resident** | **Refugee** | **South African Citizen** | **Unspecified** | **Total** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Eastern Cape** |  | **981** | **776** | **1 948 621** | **3** | **1 950 381** |
| Care Dependency Grant | 7 | 23 | 22 828 |  | 22 858 |
| Child Support Grant | 209 | 698 | 1 076 617 | 2 | 1 077 526 |
| Disability Grant | 26 | 35 | 173 895 | 1 | 173 957 |
| Foster Care Grant | 12 |  | 47 439 |  | 47 451 |
| Grant-In-Aid | 9 |  | 35 674 |  | 35 683 |
| Old Age Grant | 718 | 20 | 592 162 |  | 592 900 |
| War Veteran’s Grant |  |  | 6 |  | 6 |
| **Free State** |  | **1 200** | **174** | **740 099** |  | **741 473** |
| Care Dependency Grant | 10 | 1 | 8 723 |  | 8 734 |
| Child Support Grant | 313 | 173 | 417 582 |  | 418 068 |
| Disability Grant | 27 |  | 74 470 |  | 74 497 |
| Foster Care Grant | 11 |  | 15 018 |  | 15 029 |
| Grant-In-Aid | 8 |  | 11 389 |  | 11 397 |
| Old Age Grant | 831 |  | 212 917 |  | 213 748 |
| **Gauteng** |  | **17 457** | **9 827** | **2 016 716** | **1** | **2 044 001** |
| Care Dependency Grant | 96 | 79 | 20 684 |  | 20 859 |
| Child Support Grant | 3 593 | 6 528 | 1 166 306 | 1 | 1 176 428 |
| Disability Grant | 277 | 42 | 112 584 |  | 112 903 |
| Foster Care Grant | 39 | 1 | 26 264 |  | 26 304 |
| Grant-In-Aid | 60 | 4 | 11 130 |  | 11 194 |
| Old Age Grant | 13 392 | 3 173 | 679 741 |  | 696 306 |
| War Veteran’s Grant |  |  | 7 |  | 7 |
| **Kwazulu Natal** |  | **2 209** | **857** | **2 750 731** | **5** | **2 753 802** |
| Care Dependency Grant | 21 | 33 | 38 091 |  | 38 145 |
| Child Support Grant | 276 | 748 | 1 637 376 | 3 | 1 638 403 |
| Disability Grant | 43 | 25 | 220 356 | 1 | 220 425 |
| Foster Care Grant | 5 | 3 | 38 150 |  | 38 158 |
| Grant-In-Aid | 36 | 4 | 81 223 |  | 81 263 |
| Old Age Grant | 1 828 | 44 | 735 531 | 1 | 737 404 |
| War Veteran’s Grant |  |  | 4 |  | 4 |
| **Limpopo** |  | **7 875** | **232** | **1 738 470** | **5** | **1 746 582** |
| Care Dependency Grant | 45 | 2 | 16 531 |  | 16 578 |
| Child Support Grant | 4 396 | 208 | 1 057 889 | 5 | 1 062 498 |
| Disability Grant | 230 | 3 | 94 613 |  | 94 846 |
| Foster Care Grant | 99 |  | 24 997 |  | 25 096 |
| Grant-In-Aid | 106 |  | 55 519 |  | 55 625 |
| Old Age Grant | 2 999 | 19 | 488 921 |  | 491 939 |
| **Mpumalanga** |  | **8 059** | **327** | **1 039 603** | **1** | **1 047 990** |
| Care Dependency Grant | 45 | 4 | 11 310 |  | 11 359 |
| Child Support Grant | 2 581 | 314 | 650 584 |  | 653 479 |
| Disability Grant | 352 | 4 | 75 268 |  | 75 624 |
| Foster Care Grant | 62 |  | 14 316 |  | 14 378 |
| Grant-In-Aid | 193 | 1 | 23 690 |  | 23 884 |
| OldAge Grant | 4 826 | 4 | 264 435 | 1 | 269 266 |
| **North West** |  | **1 111** | **113** | **879 119** | **3** | **880 346** |
| Care Dependency Grant | 7 | 1 | 9 481 |  | 9 489 |
| Child Support Grant | 267 | 111 | 496 327 | 1 | 496 706 |
| Disability Grant | 27 |  | 61 427 |  | 61 454 |
| Foster Care Grant | 5 |  | 16 300 | 1 | 16 306 |
| Grant-In-Aid | 2 |  | 17 591 |  | 17 593 |
| Old Age Grant | 803 | 1 | 277 992 | 1 | 278 797 |
| WarVeteran’s Grant |  |  | 1 |  | 1 |
| **Northern Cape** |  | **240** | **44** | **353 019** |  | **353 303** |
| Care Dependency Grant | 2 | 3 | 5 566 |  | 5 571 |
| Child Support Grant | 46 | 37 | 181 039 |  | 181 122 |
| Disability Grant | 23 | 3 | 46 472 |  | 46 498 |
| Foster Care Grant | 1 |  | 6 587 |  | 6 588 |
| Grant-In-Aid | 15 |  | 20 498 |  | 20 513 |
| Old Age Grant | 153 | 1 | 92 856 |  | 93 010 |
| WarVeteran’s Grant |  |  | 1 |  | 1 |
| **Western Cape** |  | **2 484** | **3 663** | **1 217 294** | **1** | **1 223 442** |
| Care Dependency Grant | 45 | 122 | 15 895 |  | 16 062 |
| Child Support Grant | 618 | 3 126 | 632 294 | 1 | 636 039 |
| Disability Grant | 83 | 196 | 145 352 |  | 145 631 |
| Foster Care Grant | 11 | 8 | 20 149 |  | 20 168 |
| Grant-In-Aid | 30 | 21 | 23 923 |  | 23 974 |
| Old Age Grant | 1 697 | 190 | 379 675 |  | 381 562 |
| WarVeteran’s Grant |  |  | 6 |  | 6 |
| **Total** |  | **41 616** | **16 013** | **12 683 672** | **19** | **12 741 320** |

**Table 72: Total Number of Medical Review completed for April 2021 – February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **April 2021** | **May 2021** | **June 2021** | **July 2021** | **Aug.2021** | **Sept. 2021** | **Oct. 2021** | **Nov. 2021** | **Dec. 2021** | **Jan. 2022** | **Febr. 2022** | **Mar. 2022** | **Total** |
| EC | 1 | 2 | 0 | 3 | 0 | 4 | 5 | 0 | 1 | 7 | 0 |  | 16 |
| FS | 0 | 0 | 0 | 4 | 0 | 0 | 3 | 1 | 0 | 6 | 1 |  | 9 |
| GP | 13 | 5 | 10 | 1 | 8 | 4 | 9 | 15 | 3 | 4 | 11 |  | 79 |
| KZN | 151 | 185 | 154 | 95 | 112 | 125 | 195 | 277 | 110 | 115 | 190 |  | 1 594 |
| LP | 9 | 14 | 6 | 6 | 8 | 17 | 7 | 11 | 9 | 14 | 26 |  | 113 |
| MP | 6 | 14 | 34 | 20 | 29 | 43 | 48 | 40 | 22 | 47 | 57 |  | 313 |
| NC | 0 | 0 | 2 | 0 | 0 | 2 | 3 | 6 | 4 | 0 | 0 |  | 17 |
| NW | 9 | 16 | 8 | 3 | 10 | 6 | 10 | 20 | 11 | 21 | 17 |  | 110 |
| WC | 2 | 7 | 2 | 2 | 2 | 4 | 5 | 5 | 5 | 3 | 2 |  | 36 |
| **Total** | **191** | **243** | **216** | **134** | **169** | **205** | **285** | **375** | **165** | **217** | **304** |  | **2 287** |

|  |
| --- |
| Table 72 illustrates that a total of **2 287** medical review as at end **February 2022** |

**Table 73: Total Number of Life Certifications completed for April 21- February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **April 2021** | **May 2021** | **June 2021** | **July 2021** | **Aug.2021** | **Sept. 2021** | **Oct. 2021** | **Nov. 2021** | **Dec. 2021** | **Jan. 2022** | **Febr. 2022** | **Mar. 2022** | **Total** |
| EC | 697 | 971 | 1 115 | 969 | 1 006 | 1 245 | 1 163 | 1 413 | 905 | 295 | 552 |  | 10 331 |
| FS | 322 | 451 | 328 | 311 | 436 | 549 | 464 | 630 | 343 | 318 | 349 |  | 4 501 |
| GP | 305 | 360 | 274 | 243 | 517 | 459 | 474 | 503 | 286 | 262 | 307 |  | 3 990 |
| KZN | 1 442 | 1 860 | 1 789 | 1 128 | 1 675 | 1 776 | 3 525 | 3 277 | 2 137 | 990 | 1 782 |  | 21 381 |
| LP | 258 | 598 | 481 | 313 | 191 | 310 | 350 | 494 | 381 | 218 | 349 |  | 3 943 |
| MP | 242 | 202 | 175 | 148 | 240 | 357 | 246 | 480 | 325 | 215 | 234 |  | 2 864 |
| NC | 77 | 63 | 95 | 76 | 67 | 88 | 96 | 134 | 103 | 66 | 73 |  | 938 |
| NW | 236 | 308 | 259 | 223 | 257 | 308 | 285 | 633 | 294 | 192 | 309 |  | 3 304 |
| WC | 443 | 516 | 460 | 400 | 320 | 555 | 553 | 563 | 402 | 274 | 417 |  | 4 903 |
| **Total** | **4 022** | **5 329** | **4 976** | **3 811** | **4 709** | **5 647** | **7 156** | **8 127** | **5 176** | **2 830** | **4 372** |  | **56 155** |

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

|  |
| --- |
| Table 73 illustrates that during **4 372** beneficiaries were life certified in **February 2022**. |

**Table 74: Foster Child Grants Life Certified and Admin Reviews Completed from April – February 2022**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Grant Type** | **Life certificate completed** | **Admin review completed** | **Suspended failed to review** | **Suspended failed to life certify** | **Total** |
| EC | 4 147 | 976 | 4 | 4 | 5 131 |
| FS | 1 246 | 710 | 1 | 0 | 1 957 |
| GP | 1 042 | 825 | 4 | 2 | 1 873 |
| KZN | 3 996 | 1 977 | 5 | 3 | 5 981 |
| LP | 800 | 413 | 1 | 1 | 1 215 |
| MP | 386 | 259 | 2 | 0 | 647 |
| NCA | 124 | 63 | 2 | 0 | 189 |
| NW | 440 | 176 | 2 | 2 | 620 |
| WC | 1 019 | 1 024 | 5 | 0 | 2 048 |
| **Total** | **13 200** | **6 423** | **26** | **12** | **19 661** |

*Source: ozdow/socbmu/p/REVIEWS/P/REPORT2*

|  |
| --- |
| Table Table 74: illustrates that **19 661** Foster Child Grants were reviewed for end of February 2022. |

**Table 75: Number of Beneficiaries with Invalid ID Numbers (Including system generated) as at the end of February 2022**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **Beneficiary Identity Number Validity** | **CDG** | **CSG** | **Combination** | **DG** | **FCG** | **GIA** | **OAG** | **Grand Total** |
| EC | Identity Number Invalid |  | 1 |  |  |  |  | 1 | 2 |
| Quad 7 - No Current Valid Identity Number | 23 | 687 |  | 83 |  | 5 | 185 | 983 |
| FS | Identity Number Invalid |  |  |  |  | 1 |  |  | 1 |
| Quad 7 - No Current Valid Identity Number |  | 147 |  | 10 |  | 1 | 46 | 204 |
| GP | Identity Number Invalid |  |  |  |  | 1 |  |  | 1 |
| Quad 7 - No Current Valid Identity Number | 44 | 5 160 | 1 | 73 | 7 | 22 | 4 030 | 9 337 |
| KZN | Identity Number Invalid |  |  |  |  | 7 |  |  | 7 |
| Quad 7 - No Current Valid Identity Number | 14 | 392 |  | 107 | 1 | 29 | 173 | 716 |
| LP | Quad 7 - No Current Valid Identity Number | 1 | 223 |  | 23 | 1 | 6 | 128 | 382 |
| MP | Quad 7 - No Current Valid Identity Number | 4 | 304 |  | 40 |  | 14 | 224 | 586 |
| NW | Quad 7 - No Current Valid Identity Number | 1 | 352 |  | 52 | 1 | 7 | 159 | 572 |
| NC | Quad 7 - No Current Valid Identity Number | 1 | 15 |  | 10 |  | 2 | 8 | 36 |
| WC | Identity Number Invalid |  |  |  |  | 13 |  |  | 13 |
| Quad 7 - No Current Valid Identity Number | 90 | 2 351 |  | 202 | 9 | 39 | 277 | 2 968 |
| **Total** |  | **178** | **9 632** | **1** | **600** | **41** | **125** | **5 231** | **15 808** |

*Source: SASSA BI data warehouse*

Table 75 illustrates that a total of **15 808** beneficiaries with Invalid ID Numbers (Including system generated) and most captured were in Gauteng at followed by Western Cape at **9 338 and 2 981** respectively**.** With CSG and OAG leading other grant types in terms of numbers, with **9 632 and 5 231** respectively.

**Table 76: Number of Children with Invalid ID Numbers (Including system generated) as at the end of February 2022**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Region** | **Child Identity Number Validity** | **Care Dependency Grant** | **Child Support Grant** | **Foster Care Grant** | **Grand Total** |
| **Eastern Cape** |  | **44** | **2 548** | **56** | **2 648** |
| Identity Number Invalid | 10 | 610 | 56 | 676 |
| Quad 7 - No Current Valid Identity Number | 30 | 1 937 |  | 1 967 |
| Quad 8 - Duplicated Identity Numbers | 3 |  |  | 3 |
| Quad 9 - Legacy Identity Numbers | 1 | 1 |  | 2 |
| **Free State** |  | **7** | **475** | **168** | **650** |
| Identity Number Invalid | 7 | 311 | 150 | 468 |
| Quad 7 - No Current Valid Identity Number |  | 161 |  | 161 |
| Quad 9 - Legacy Identity Numbers |  | 3 | 18 | 21 |
| **Gauteng** |  | **108** | **15 202** | **434** | **15 744** |
| Identity Number Invalid | 8 | 604 | 433 | 1 045 |
| Quad 7 - No Current Valid Identity Number | 100 | 14 596 |  | 14 696 |
| Quad 8 - Duplicated Identity Numbers |  | 2 |  | 2 |
| Quad 9 - Legacy Identity Numbers |  |  | 1 | 1 |
| **Kwazulu Natal** |  | **37** | **2 250** | **201** | **2 488** |
| Identity Number Invalid | 12 | 635 | 201 | 848 |
| Quad 7 - No Current Valid Identity Number | 25 | 1 612 |  | 1 637 |
| Quad 8 - Duplicated Identity Numbers |  | 3 |  | 3 |
| **Limpopo** |  | **7** | **910** | **39** | **956** |
| Identity Number Invalid | 5 | 637 | 39 | 681 |
| Quad 7 - No Current Valid Identity Number | 2 | 273 |  | 275 |
| **Mpumalanga** |  | **6** | **833** | **14** | **853** |
| Identity Number Invalid | 3 | 252 | 14 | 269 |
| Quad 7 - No Current Valid Identity Number | 3 | 581 |  | 584 |
| **North West** |  | **4** | **592** | **27** | **623** |
| Identity Number Invalid | 1 | 237 | 27 | 265 |
| Quad 7 - No Current Valid Identity Number | 3 | 355 |  | 358 |
| **Northern Cape** |  | **5** | **151** | **11** | **167** |
| Identity Number Invalid | 2 | 55 | 11 | 68 |
| Quad 7 - No Current Valid Identity Number | 3 | 96 |  | 99 |
| **Western Cape** |  | 159 | 8 **953** | 839 | 9 **951** |
| Identity Number Invalid | **65** | **3 232** | **781** | **4 078** |
| Quad 7 - No Current Valid Identity Number | 83 | 4 896 |  | 4 979 |
| Quad 8 - Duplicated Identity Numbers | 2 | 275 | 33 | 310 |
| Quad 9 - Legacy Identity Numbers | 9 | 550 | 25 | 584 |
| **Grand Total** |  | **377** | **31 914** | **1 789** | **34 080** |

|  |
| --- |
| **INDICATOR 8: NUMBER SOCIAL GRANTS LAPSED** |

**KRA 9: LAPSED DATA**

**Table 77: Total Number of Lapsed Social Grants by Region for April – February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **April 21** | **May 21** | **June 21** | **July 21** | | **Aug.21** | | **Sept.21** | | **Oct.21** | **Nov.21** | **Dec.21** | **Jan.22** | **Febr.22** | **Mar.22** | **Total** |
| EC | 22 510 | 15 089 | 24 256 | 8 570 | 10 913 | | 31 729 | | 24 237 | | 24 888 | 25 039 | 19 463 | 10 352 |  | 216 664 |
| FS | 8 677 | 6 267 | 10 272 | 7 054 | 5 321 | | 13 587 | | 9 798 | | 11 636 | 11 020 | 9 472 | 5 876 |  | 98 866 |
| GP | 21 267 | 13 854 | 25 008 | 15 804 | 12 300 | | 29 600 | | 22 729 | | 16 631 | 23 890 | 21 414 | 14 201 |  | 216 451 |
| KZN | 32 716 | 20 163 | 29 545 | 15 280 | 15 065 | | 85 968 | | 46 735 | | 45 843 | 32 976 | 23 590 | 25 488 |  | 372 573 |
| LP | 17 962 | 10 931 | 16 847 | 15 028 | 8 331 | | 22 747 | | 18 378 | | 17 014 | 21 812 | 17 278 | 9 578 |  | 175 258 |
| MP | 12 078 | 7 368 | 11 198 | 9 464 | 5 518 | | 15 334 | | 12 199 | | 10 143 | 13 745 | 10 918 | 5 386 |  | 113 032 |
| NC | 4 850 | 3 598 | 6 372 | 4 878 | 4 397 | | 10 592 | | 5 137 | | 5 528 | 6 004 | 6 471 | 5 307 |  | 62 871 |
| NW | 10 297 | 6 701 | 11 595 | 9 594 | 6 146 | | 14 937 | | 10 734 | | 10 908 | 12 343 | 9 396 | 5 357 |  | 107 741 |
| WC | 13 641 | 10 206 | 17 262 | 13 415 | 12 518 | | 26 587 | | 17 729 | | 10 978 | 17 319 | 15 942 | 13 966 |  | 169 107 |
| **Total** | **143 998** | **94 177** | **152 355** | **99 087** | **80 509** | | **251 081** | | **167 676** | | **153 569** | **164 148** | **133 944** | **95 511** |  | **1 532 563** |

**Table 78: Total Number of Social Grants Lapsed per Grant Type for April – February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Grant type** | **April 21** | **May 21** | **June 21** | **July 21** | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan.22** | **Febr.22** | **Mar.22** | **Total** |
| OAG | 17 343 | 16 364 | 32 222 | 32 100 | 34 856 | 57 371 | 2 116 | 12 610 | 17 253 | 24 652 | 17 937 |  | 215 349 |
| DG | 9 725 | 9 477 | 36 752 | 21 561 | 22 757 | 46 799 | 111 447 | 22 366 | 34 867 | 46 186 | 38 685 |  | 329 003 |
| WV | 4 |  | 2 | 2 | 3 | 8 |  |  |  | 1 |  |  | 20 |
| CSG | 113 086 | 65 497 | 76 017 | 42 866 | 20 288 | 135 354 | 29 590 | 25 553 | 108 720 | 60 031 | 31 859 |  | 524 124 |
| CDG | 2 596 | 1 436 | 2 979 | 908 | 781 | 4 451 | 3 493 | 1 620 | 1 465 | 1 526 | 1 537 |  | 21 327 |
| FCG | 1 244 | 1 403 | 4 383 | 1 650 | 1 824 | 7 098 | 21 030 | 91 420 | 1 843 | 1 548 | 2 001 |  | 133 601 |
| **Total** | **143 998** | **94 177** | **152 355** | **99 087** | **80 509** | **251 081** | **167 676** | **153 569** | **164 148** | **133 944** | **92 019** |  | **1 532 563** |

|  |
| --- |
| **INDICATOR 9: NUMBER OF BENEFICIARIES PAID** |

**KRA 9: BENEFICIARY PAYMENT DETAILS AND TRENDS**

**Table 79: Summary of Beneficiaries Per Bank from April 21 to March 2022 (March 2021 to February 2021 payment files)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **202103** | **202104** | **202105** | **202106** | **202107** | **202108** | **202109** | **202110** | **202111** | **202112** | **202201** | **202202** | **202203** |
| ABSA BANK | 318367 | 328053 | 333791 | 339807 | 345540 | 347657 | 350998 | 351333 | 357489 | 360846 | 363674 | 365269 | 370033 |
| AFRICAN BANK | 18805 | 19891 | 20523 | 21305 | 22164 | 22586 | 23201 | 23703 | 24536 | 25052 | 25626 | 26027 | 26721 |
| ALBARAKA BANK | 229 | 240 | 248 | 253 | 264 | 268 | 280 | 284 | 294 | 301 | 304 | 304 | 308 |
| BANK ZERO MUTUAL BANK |  |  |  |  |  |  |  | 1 | 1 | 1 |  | 1 |  |
| BIDVEST BANK | 16623 | 17156 | 17457 | 17816 | 18098 | 18205 | 18454 | 18456 | 18801 | 19015 | 19146 | 19272 | 19551 |
| CAPITEC BANK | 1055482 | 1130714 | 1178973 | 1230503 | 1283309 | 1312746 | 1351977 | 1374864 | 1429102 | 1465599 | 1498848 | 1530347 | 1584657 |
| DISCOVERY BANK | 7 | 12 | 18 | 21 | 28 | 29 | 33 | 43 | 56 | 67 | 83 | 99 | 117 |
| FINBOND MUTUAL | 46119 | 46344 | 46441 | 46280 | 46108 | 45959 | 46018 | 45743 | 45944 | 45856 | 45758 | 45289 | 44995 |
| FINBOND NET1 | 9232 | 9594 | 9817 | 10045 | 9851 | 9559 | 9171 | 8232 | 7457 | 6863 | 6277 | 5718 | 5321 |
| FIRSTRAND BANK | 411878 | 421618 | 425978 | 434179 | 439567 | 442442 | 446507 | 445713 | 454702 | 458737 | 462325 | 464650 | 470303 |
| FNB |  |  |  |  |  | 1 |  |  |  |  |  |  |  |
| GRINDROD BANK | 953811 | 960857 | 962514 | 965196 | 969397 | 970700 | 972520 | 971991 | 983611 | 988989 | 993725 | 995047 | 1000127 |
| GROBANK LTD | 14885 | 14806 | 14654 | 14526 | 14379 | 14287 | 14201 | 14059 | 13944 | 13858 | 13847 | 13624 | 13447 |
| HABIB OVERSEAS | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 |
| HBZ BANK | 15 | 15 | 15 | 15 | 15 | 15 | 14 | 15 | 16 | 17 | 18 | 19 | 19 |
| HSBC BANK | 2 |  |  |  |  |  |  |  | 1 |  |  |  |  |
| INVESTEC BANK LTD | 72 | 72 | 72 | 73 | 74 | 73 | 72 | 73 | 72 | 73 | 72 | 71 | 71 |
| ITHALA | 16393 | 17242 | 17703 | 18125 | 18587 | 18716 | 19043 | 18956 | 19213 | 19750 | 19940 | 19976 | 20408 |
| KWAZULU FIN&INV (ITH |  |  |  |  |  |  |  |  |  | 1 | 1 |  |  |
| MERCANTILE BANK | 310 | 310 | 309 | 310 | 306 | 305 | 308 | 308 | 307 | 308 | 307 | 309 | 314 |
| NEDBANK INCORP BOE | 12 | 12 | 12 | 12 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 |
| NEDBANK LIMITED | 363652 | 374164 | 380468 | 387772 | 395019 | 398055 | 403088 | 404257 | 412164 | 417118 | 421272 | 424284 | 431675 |
| POSTBANK | 7877378 | 7811669 | 7759674 | 7703771 | 7641631 | 7586403 | 7525515 | 7402370 | 7401891 | 7373685 | 7318648 | 7259204 | 7204299 |
| SASFIN | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 4 | 4 |
| STANDARD CHARTERED | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 1 |
| STANDARD SA | 275864 | 288132 | 296581 | 306428 | 316411 | 320438 | 326011 | 329312 | 338517 | 344481 | 350068 | 353804 | 362247 |
| STATE BANK OF INDIA | 1 | 1 |  |  |  |  |  |  |  |  |  |  |  |
| TYMEBANK | 1662 | 2634 | 3159 | 3831 | 5032 | 5577 | 6316 | 7006 | 8876 | 9966 | 11472 | 12590 | 14487 |
| VBS MUTUAL | 1 |  |  |  |  |  |  |  | 1 | 1 |  |  |  |
| **Grand Total** | **11380805** | **11443543** | **11468413** | **11500274** | **11525799** | **11514040** | **11513747** | **11416739** | **11517016** | **11550605** | **11551432** | **11535925** | **11569121** |

**Figure 6**

**Table 80: Summary of Beneficiaries Paid in Namibia April to March 2022 (March to February 2021 payment files)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **BRANCHES** | **202103** | **202104** | **202105** | **202106** | **202107** | **202108** | **202109** | **202110** | **202111** | **202112** | **202201** | **202202** | **202203** |
| **BANK WINDHOEK** | **31** | **30** | **30** | **29** | **29** | **27** | **25** | **23** | **23** | **23** | **23** | **23** | **23** |
| BANK WINDHOEK : OMUTHIYA | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| BANK WINDHOEK : SWAKOPMUND | 1 | 1 | 1 | 1 | 1 |  |  |  |  |  |  |  |  |
| BANK WINDHOEK : WALVIS BAAI | 29 | 28 | 28 | 27 | 27 | 26 | 24 | 22 | 22 | 22 | 22 | 22 | 22 |
| **FIRSTRAND BANK** | **129** | **129** | **129** | **128** | **129** | **128** | **129** | **126** | **126** | **126** | **126** | **126** | **126** |
| FIRSTRAND BANK : H/O ADMIN WIN | 129 | 129 | 129 | 128 | 129 | 127 | 128 | 125 | 125 | 125 | 125 | 125 | 125 |
| FIRSTRAND BANK : OSHIKANGO |  |  |  |  |  | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| **NEDBANK NAMIBIA** | **89** | **88** | **88** | **87** | **86** | **81** | **82** | **76** | **76** | **75** | **74** | **73** | **73** |
| NEDBANK NAMIBIA : INDEPENDENCE | 1 | 1 | 1 | 1 | 1 | 1 | 1 |  |  |  |  |  |  |
| NEDBANK NAMIBIA : KATATURA | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| NEDBANK NAMIBIA : KUISEBMOND | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| NEDBANK NAMIBIA : MAIN BRANCH | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| NEDBANK NAMIBIA : ONDANGWA | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| NEDBANK NAMIBIA : OSHIKANGO | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 |  |  |  |  |
| NEDBANK NAMIBIA : SWAKOPMUND | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 |
| NEDBANK NAMIBIA : WALVISBAY | 74 | 73 | 73 | 72 | 72 | 67 | 68 | 64 | 63 | 63 | 62 | 62 | 62 |
| **STANDARD NAMIBIA** | **1** | **1** | **1** | **1** | **1** | **1** | **1** | **1** | **1** | **1** | **1** | **1** | **1** |
| STANDARD NAMIBIA : STANDARD BA | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| **Grand Total** | **250** | **248** | **248** | **245** | **245** | **237** | **237** | **226** | **226** | **225** | **224** | **223** | **223** |

**Table 81: Summary of the Number of Beneficiaries by Social Grant Type Paid from April to March 2022 (March to February 2021 payment files)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Row Labels** | **202103** | **202104** | **202105** | **202106** | **202107** | **202108** | **202109** | **202110** | **202111** | **202112** | **202201** | **202202** | **202203** |
| Care Dependency Grant | 139864 | 140566 | 140666 | 141090 | 141741 | 141771 | 141925 | 137814 | 141139 | 142071 | 143601 | 143522 | 144115 |
| Child Support Grant | 7253388 | 7264985 | 7270285 | 7280974 | 7292022 | 7292639 | 7298990 | 7208272 | 7292824 | 7318021 | 7327681 | 7331670 | 7350027 |
| Combination | 7009 | 7144 | 7206 | 7231 | 7286 | 7287 | 7283 | 7170 | 7253 | 7224 | 6487 | 6479 | 6656 |
| Disability Grant | 934153 | 989657 | 1007481 | 1023520 | 1040588 | 1037813 | 1040157 | 1036735 | 1042643 | 1042175 | 1037392 | 1006175 | 1003161 |
| Foster Child Grant | 212144 | 222121 | 228615 | 234611 | 239531 | 241726 | 244498 | 244134 | 249262 | 251219 | 191706 | 193547 | 202691 |
| Old Age Grant | 3704993 | 3715248 | 3720836 | 3729481 | 3731115 | 3718340 | 3708152 | 3701661 | 3715072 | 3722282 | 3730948 | 3733641 | 3750314 |
| Unclaimed Benefits | 2 | 22 | 15 | 5 | 5 | 2 | 5 | 6 | 11 | 11 | 5 | 6 | 9 |
| War Veterans Grant | 42 | 40 | 36 | 36 | 36 | 34 | 31 | 27 | 27 | 27 | 27 | 26 | 26 |
| **Grand Total** | **12251595** | **12339783** | **12375140** | **12416948** | **12452324** | **12439612** | **12441041** | **12335819** | **12448231** | **12483030** | **12437847** | **12415066** | **12456999** |

**Table 82: Summary of Beneficiaries Paid Per Payment Method from April 2021 – January 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Payment Method** | **April 21** | **May 21** | **June 21** | **July 21** | **Aug. 21** | **Sep. 21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan.22** | **Feb.22** | **Mar 22** |
| GRINROD BANK | 960857 | 962514 | 965196 | 969397 | 970700 | 972520 | 971991 | 983611 | 988989 | 993725 | 995047 | 1000127 |
| SAPO/POST BANK | 7811669 | 7759674 | 7703771 | 7641631 | 7586403 | 7525515 | 7402370 | 7401891 | 7373685 | 7318648 | 7259204 | 7204299 |
| ACB/BANKS | 2746225 | 2831307 | 2914771 | 2956937 | 3015712 | 3042378 | 3131514 | 3187931 | 3239059 | 2746225 | 3281674 | 3364695 |
| **TOTAL** | **11443543** | **11468413** | **11500274** | **11525799** | **11514040** | **11513747** | **11416739** | **11517016** | **11550605** | **11551432** | **11535925** | **11569121** |

|  |
| --- |
| ***INDICATOR 10: NUMBER AND EXPENDITURE******OF SOCIAL RELIEF OF DISTRESS (SRD) DISBURSED*** |

**KRA 10: ACTUAL SRD AWARDED AND EXPENDITURE**

**Table 83: Number of Social Relief of Distress Disbursed as at end of February 2022**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Region** | **Cash** | **Food Parcel** | **School Uniform** | **Disaster** | **Voucher** | **Total** |
| EC | 845 | 2 046 | 475 |  | 3 366 | 845 |
| FS |  | 50 | 55 |  | 105 |  |
| GP | 1 770 | 9 | 4 |  | 1 783 | 1 770 |
| KZN | 10 | 3 083 | 33 | 1 554 | 4 680 | 10 |
| LP | 5 147 | 623 | 18 |  | 5 788 | 5 147 |
| MP | 167 | 916 | 1 |  | 1 084 | 167 |
| NW | 5 | 321 | 10 | 112 | 448 | 5 |
| NC | 1 193 | 84 | 30 | 48 | 1 355 | 1 193 |
| WC | 8 |  | 184 |  | 192 | 8 |
| **Total** | **9 145** | **7 132** | **810** | **1 714** | **18 801** | **9 145** |

***Source: BI Solution SharePoint***

**Table 84: Number of Beneficiaries Receiving Social Relief of Distress per Category April 21 – February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SRD Type** | **Mar 21** | **April 21** | **May 21** | **June 21** | **July 21** | **Aug 21** | **Sep 21** | **Oct 21** | **Nov 21** | **Dec 21** | **Jan 22** | **Feb 22** | **March 22** | **Total** | **% processed** |
| Cash | 2 798 | 67 | 30 | 131 | 199 | 398 | 1,779 | 1,886 | 8 743 | 8 328 | 7 935 | 9 145 |  | 38 044 | 24,18% |
| Food Parcel | 237 | 62 | 68 | 61 | 22 | 9 | 72 | 17 | 79 | 52 | 16 |  |  | 427 | 0.27% |
| School Uniform | 221 | 1 979 | 9 053 | 5 423 | 2 927 | 2 017 | 7,124 | 5,201 | 11 935 | 6 400 | 2 378 | 7 132 |  | 56 625 | 35,99% |
| Disaster |  |  |  |  |  |  | 71 | 275 | 435 | 636 | 516 | 810 |  | 2 743 | 1.74% |
| Voucher | 306 | 121 | 3 733 | 22 954 | 14 575 | 10 745 | 27,898 | 614 | 658 | 369 | 1 444 | 1 714 |  | 59 505 | 37.82% |
| **Total** | **3 562** | **2 229** | **12 884** | **28 569** | **17 723** | **13 169** | **36 944** | **7993** | **21 850** | **15 785** | **12 289** | **18 801** |  | **157 344** | **100.00%** |

**Table 85: Expenditure on Social Relief of Distress Disbursed April 21 – February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Regions** | **Budget Allocation**  **21/22** | **April 21**  **R000** | **May 21**  **R000** | **June 21 R000** | **July 21**  **R000** | **Aug. 21**  **R000** | **Sept. 21**  **R000** | **Oct. 21**  **R000** | **Nov. 21**  **R000** | **Dec. 21**  **R000** | **Jan.22**  **R000** | **Feb.22**  **R000** | **Mar.22**  **R000** | **Total**  **R000** |
| EC | 62 540 800 | 1 189 | 1 458 | 1 404 | 1 629 | 723 | 1 898 | 1 464 | 710 | 1 727 | 2 305 | 2 290 |  |  |
| FS | 23 452 800 | 16 | 5 | 2 | 435 | 492 | 782 | 523 | 1 128 | 1 247 | 479 | 383 |  |  |
| GP | 58 632 000 | 61 | 9 | 26 | 9 | 280 | 137 | 66 | 717 | 411 | 1 071 | 555 |  |  |
| KZN | 85 993 600 | 1 426 | 285 | 1 563 | 7 542 | 7 576 | 5 499 | 2 944 | 1 250 | 1 463 | 1 111 | 3 844 |  |  |
| LP | 54 723 200 | 158 | 1 392 | 730 | 1 868 | 2 224 | 3 755 | 3 394 | 2 111 | 3 159 | 1 331 | 1 117 |  |  |
| MP | 31 270 400 | 46 | 1 917 | 772 | 765 | 955 | 474 | 358 | 9 | 64 | 29 | 1 |  |  |
| NC | 11 726 400 | 242 | 7 | 47 | 41 | 29 | 336 | 165 | 576 | 858 | 557 | 514 |  |  |
| NW | 27 361 600 | 46 | 44 | 320 | 653 | 1 260 | 1 115 | 683 | 1 190 | 1 423 | 407 | 717 |  |  |
| WC | 35 179 200 | 63 | 551 | 83 | 359 | 697 | 136 | 674 | 1 522 | 480 | 1 060 | 457 |  |  |
| **Nat.** | **390 880 000** | **1 189** | **5 665** | **4 948** | **13 301** | **14 236** | **14 135** | **10 271** | **9 213** | **10 832** | **8 349** | 9 876 |  |  |

*Data source: Finance branch SASSA head office*

|  |
| --- |
| **INDICATOR11: NUMBER OF APPLICATIONS AND BENEFICIARIES IN RESPCET OF THE COVID19 SRD GRANT** |

**KRA 11: BUDGET AND EXPENDITURE OF THE COVID 19 SRD GRANT**

**Table 86: COVID 19 SRD Expenditure: April 21 – February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Regions** | **Budget**  **21/22** | **April 21**  **R000** | **May 21**  **R000** | **June 21**  **R000** | **July 21**  **R000** | **Aug. 21**  **R000** | **Sept. 21**  **R000** | **Oct. 21**  **R000** | **Nov. 201**  **R000** | **Dec. 21**  **R000** | **Jan.22**  **R000** | **Feb.22**  **R000** | **Mar.22**  **R000** | **Total**  **R000** |
| EC | 238 294 178 | 454 550 | 44 862 | 111 711 | 45 707 | 96 264 | 142 415 | 738 326 | 566 151 | 478 121 | 512 648 | 493 991 |  |  |
| FS | 238 294 178 | 194 222 | 18 367 | 33 143 | 21 895 | 49 807 | 54 251 | 314 953 | 246 960 | 200 048 | 217 305 | 210 168 |  |  |
| GP | 238 294 178 | 753 600 | 72 219 | 140 238 | 104 284 | 177 615 | 221 358 | 1 099 605 | 796 650 | 712 535 | 759 631 | 731 215 |  |  |
| KZN | 238 294 178 | 776 348 | 78 696 | 180 831 | 84 175 | 185 272 | 265 588 | 1 312 593 | 984 003 | 835 735 | 880 534 | 837 279 |  |  |
| LP | 238 294 178 | 498 736 | 43 953 | 99 868 | 54 324 | 131 824 | 217 398 | 871 764 | 577 937 | 522 885 | 542 876 | 515 440 |  |  |
| MP | 238 294 178 | 299 672 | 29 503 | 57 953 | 34 769 | 76 332 | 120 025 | 520 391 | 369 082 | 324 581 | 344 407 | 328 378 |  |  |
| NC | 238 294 178 | 72 001 | 7 814 | 13 493 | 9 465 | 14 185 | 18 728 | 108 057 | 82 997 | 69 638 | 76 268 | 72 715 |  |  |
| NW | 238 294 178 | 251 642 | 26 598 | 52 088 | 32 165 | 62 307 | 76 389 | 409 577 | 306 298 | 259 545 | 278 938 | 268 808 |  |  |
| WC | 238 294 178 | 239 011 | 27 096 | 50 686 | 37 584 | 52 021 | 56 141 | 329 345 | 263 683 | 221 972 | 250 315 | 248 009 |  |  |
| **NATIONAL** | **2 144 647 608** | **3 539 780** | **349 108** | **740 012** | **424 369** | **845 626** | **1 172 294** | **5 704 611** | **4 193 760** | **3 625 060** | **3 862 922** | **3 706 003** |  |  |

|  |
| --- |
| **INDICATOR 12 : EXPENDITURE ON SOCIAL GRANTS** |

**KPA 12: EXPENDITURE ON SOCIAL ASSISTANCE FOR APRIL 21- FEBRUARY 2022**

**Table 87: National Social Grants Expenditure (Rands)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| GRANT TYPE | Budget | APR | MAY | JUN | JUL | AUG | SEPT | OCT | NOV | | DEC | JAN | FEB | MAR | Total |
| 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | | 2021 | 2022 | 2022 | 2022 |
| 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 | 86 486 656 000 | 7 001 586 | 6 983 564 | 7 036 248 | 7 031 046 | 6 989 664 | 6 976 931 | 6 962 301 | | 7 001 387 | 7 001 385 | 7 025 507 | 7 026 834 |  |  |
| WVG | 1 197 000 | 76 | 68 | 45 | 68 | 64 | 59 | 40 | | 51 | 51 | 51 | 49 |  |  |
| DG | 23 578 935 000 | 2 023 388 | 1 972 882 | 1 998 362 | 2 042 537 | 2 006 943 | 2 026 012 | 2 005 920 | | 2 029 341 | 2 017 471 | 2 034 899 | 1 944 073 |  |  |
| GIA | 1 600 052 000 | 125 316 | 124 782 | 126 178 | 127 671 | 126 488 | 126 443 | 126 260 | | 127 367 | 128 169 | 130 703 | 128 791 |  |  |
| FCG | 4 338 120 000 | 370 282 | 369 772 | 384 759 | 390 044 | 376 122 | 390 113 | 304 129 | | 396 034 | 393 836 | 292 903 | 293 481 |  |  |
| CDG | 3 658 015 000 | 289 020 | 287 558 | 289 358 | 291 607 | 290 087 | 290 782 | 282 057 | | 295 505 | 293 120 | 295 942 | 292 702 |  |  |
| CSG | 73 317 920 000 | 6 029 402 | 6 021 463 | 6 044 495 | 6 055 174 | 6 038 877 | 6 048 873 | 5 980 081 | | 6 102 200 | 6 078 953 | 6 086 076 | 6 076 058 |  |  |
| Sub Total | 192 980 895 000 | 15 839 069 | 15 760 090 | 15 879 446 | 15 938 148 | 15 828 245 | 15 859 213 | 15 660 789 | | 15 951 886 | 15 912 984 | 15 866 081 | 15 761 988 |  |  |
| Other(SRD) | 390 880 000 | 3 246 | 5 665 | 4 948 | 13 301 | 14 236 | 14 135 | 10 271 | | 9 213 | 10 832 | 8 349 | 9 876 |  |  |
| COVID-19 | 2 144 647 608 | 3 539 780 | 349 108 | 740 012 | 424 369 | 845 626 | 1 172 294 | 5 704 611 | | 4 193 760 | 3 625 060 | 3 862 922 | 3 706 003 |  |  |
| Total | 195 516 422 608 | 19 382 095 | 16 114 863 | 16 624 406 | 16 375 817 | 16 688 107 | 17 045 641 | 21 375 671 | | 20 154 858 | 19 548 875 | 19 737 352 | 19 477 867 |  |  |

**Table 88: Eastern Cape Social Grants Expenditure (Rands)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **GRANT TYPE** | **Budget** | **APRIL** | **MAY** | **JUN** | **JUL** | **AUG** | **SEPT** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** | **MAR** | **Total** |
| **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2022** | **2022** | **2022** |
| **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 | 14 090 425 596 | 1 117 636 | 1 116 607 | 1 119 735 | 1 121 327 | 1 118 209 | 1 114 652 | 1 111 105 | 1 114 890 | 1 113 271 | 1 115 044 | 1 114 068 |  |  |
| WVG | 265 437 | 15 | 15 | 15 | 15 | 15 | 13 | - | 11 | 11 | 11 | 11 |  |  |
| DG | 4 140 551 859 | 344 587 | 338 836 | 340 575 | 342 603 | 340 198 | 341 375 | 334 209 | 331 041 | 327 975 | 341 404 | 335 156 |  |  |
| GIA | 195 705 922 | 15 303 | 15 281 | 15 596 | 15 912 | 15 812 | 15 943 | 15 619 | 15 385 | 15 365 | 16 693 | 16 484 |  |  |
| FCG | 897 672 901 | 87 225 | 81 974 | 81 286 | 81 380 | 80 474 | 80 748 | - | 81 717 | 81 589 | 62 528 | 62 822 |  |  |
| CDG | 561 962 738 | 44 515 | 44 204 | 44 670 | 44 782 | 44 646 | 44 697 | 42 786 | 44 281 | 43 751 | 45 231 | 45 157 |  |  |
| CSG | 11 058 183 934 | 907 232 | 907 683 | 910 304 | 912 139 | 911 113 | 911 490 | 903 652 | 919 604 | 915 103 | 914 039 | 913 158 |  |  |
| **Sub Total** | **30 944 768 390** | **2 516 513** | **2 504 599** | **2 512 180** | **2 518 156** | **2 510 465** | **2 508 918** | **2 407 371** | **2 506 928** | **2 497 066** | **2 494 950** | **2 486 855** |  |  |
| Other(SRD) | 62 540 800 | 1 189 | 1 458 | 1 404 | 1 629 | 723 | 1 898 | 1 464 | 710 | 1 727 | 2 305 | 2 290 |  |  |
| COVID-19 | 238 294 178 | 454 550 | 44 862 | 111 711 | 45 707 | 96 264 | 142 415 | 738 326 | 566 151 | 478 121 | 512 648 | 493 991 |  |  |
| **Total** | **31 245 603 369** | **2 972 252** | **2 550 920** | **2 625 295** | **2 565 492** | **2 607 452** | **2 653 231** | **3 147 161** | **3 073 789** | **2 976 913** | **3 009 902** | **2 983 136** |  |  |

**89: Free State Social Grants Expenditure (Rands)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **GRANT TYPE** | **Budget** | **APR** | **MAY** | **JUN** | **JUL** | **AUG** | **SEPT** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** | **MAR** | **Total** |
|  | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2022** | **2022** | **2022** |
|  | **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 | 4 935 359 372 | 401 093 | 399 956 | 400 465 | 399 362 | 398 397 | 397 143 | 397 060 | 398 514 | 398 073 | 399 233 | 399 019 |  |  |
| WV | - | - | - | - | - | - | - | - | - | - | - |  |  |  |
| DG | 1 722 509 225 | 152 915 | 145 719 | 148 052 | 152 221 | 150 218 | 150 919 | 150 127 | 152 809 | 151 886 | 150 125 | 142 453 |  |  |
| GIA | 58 042 949 | 4 834 | 4 757 | 4 838 | 4 958 | 4 918 | 4 916 | 4 977 | 5 143 | 5 144 | 5 293 | 5 172 |  |  |
| FC | 304 604 559 | 28 939 | 28 656 | 29 065 | 28 972 | 28 489 | 28 561 | 28 218 | 28 834 | 28 659 | 19 645 | 19 429 |  |  |
| CDG | 213 344 128 | 16 893 | 16 796 | 16 783 | 16 884 | 16 858 | 16 813 | 16 575 | 17 174 | 17 155 | 17 181 | 16 959 |  |  |
| CSG | 3 984 997421 | 330 277 | 329 413 | 329 798 | 330 316 | 329 663 | 329 705 | 328 179 | 332 740 | 331 620 | 331 149 | 330 916 |  |  |
| **Sub Total** | **11 218 857 656** | **934 951** | **925 297** | **929 000** | **932 713** | **928 543** | **928 056** | **925 134** | **935 215** | **932 537** | **922 626** | 913 949 |  |  |
| Other(SRD) | 23 452 800 | 16 | 5 | 2 | 435 | 492 | 782 | 523 | 1 128 | 1 247 | 479 | 383 |  |  |
| COVID-19 | 238 294 178 | 194 222 | 18 367 | 33 143 | 21 895 | 49 807 | 54 251 | 314 953 | 246 960 | 200 048 | 217 305 | 210 168 |  |  |
| **Total** | **11 480 604 635** | **1 129 189** | **943 669** | **962 145** | **955 044** | **978 842** | **983 090** | **1 240 611** | **1 183 302** | **1 133 831** | **1 140 410** | **1 124 499** |  |  |

**Table 90: Gauteng Social Grants Expenditure (Rands)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **GRANT TYPE** | **BUDGET** | **APRIL** | **MAY** | **JUNE** | **JUlY** | **AUG** | **SEPT** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** | **MAR** | **Total** |
| **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2022** | **2022** | **2022** |
| **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 | 15 730 761 026.16 | 1 274 516 | 1 278 031 | 1 283 130 | 1 285 802 | 1 270 552 | 1 273 611 | 1 276 482 | 1 286 892 | 1 290 750 | 1 297 769 | 1 300 455 |  |  |
| WV | 338 882.7 | 21 | 19 | 19 | 19 | 17 | 13 | 13 | 13 | 13 | 13 | 13 |  |  |
| DG | 2 604 098 218.50 | 241 276 | 234 140 | 236 355 | 239 254 | 232 104 | 233 767 | 232 536 | 236 736 | 236 825 | 237 729 | 222 720 |  |  |
| GIA | 51 013 461.68 | 4 714 | 4 772 | 4 862 | 4 940 | 4 837 | 4 892 | 4 921 | 5 031 | 5 114 | 5 167 | 5 127 |  |  |
| FC | 596 389 159.25 | 41 790 | 43 553 | 48 267 | 48 609 | 46 448 | 52 523 | 52 161 | 51 178 | 53 250 | 38 166 | 37 602 |  |  |
| CDG | 494 035 088.77 | 39 272 | 39 435 | 39 786 | 40 023 | 39 789 | 40 120 | 39 016 | 40 995 | 41 277 | 41 137 | 40 621 |  |  |
| CSG | 11 133 913 627.48 | 921 621 | 920 861 | 923 850 | 926 007 | 922 388 | 925 258 | 912 507 | 938 619 | 931 380 | 930 810 | 931 058 |  |  |
| **Sub Total** | **30 610 549 464.57** | **2 523 211** | **2 520 810** | **2 536 268** | **2 544 654** | **2 516 136** | **2 530 185** | **2 517 636** | **2 559 464** | **2 558 608** | **2 550 791** | **2 537 596** |  |  |
| Other(SRD) | 58 632 000.00 | 61 | 9 | 26 | 9 | 280 | 137 | 66 | 717 | 411 | 1 071 | 555 |  |  |
| COVID-19 | 238 294 178.67 | 753 600 | 72 219 | 140 238 | 104 284 | 177 615 | 221 358 | 1 099 605 | 796 650 | 712 535 | 759 631 | 731 215 |  |  |
| **Total** | **30 907 475 643** | **3 276 872** | **2 593 038** | **2 676 532** | **2 648 947** | **2 694 030** | **2 751 680** | **3 617 307** | **3 356 832** | **3 271 555** | **3 311 493** | **3 269 367** |  |  |

*Data source: Finance branch SASSA head offices*

**Table 91: KwaZulu-Natal Social Grants Expenditure (Rands)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **GRANT TYPE** | **BUDGET** | **APRIL** | **MAY** | **JUNE** | **JUL** | **AUG** | **SEPT** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** | **MAR** | **Total** |
| **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2022** | **2022** | **2022** |
| **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 | 17 173 851 948 | 1 375 398 | 1 374 939 | 1 377 816 | 1 382 181 | 1 375 950 | 1 374 867 | 1 364 856 | 1 375 699 | 1 375 952 | 1 381 681 | 1 381 891 |  |  |
| WVG | 142 616 | 9 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 |  |  |
| DG | 5 140 913 002 | 423 894 | 418 745 | 429 754 | 438 009 | 427 759 | 435 119 | 430 581 | 437 509 | 435 591 | 436 458 | 417 223 |  |  |
| GIA | 482 706 674 | 36 464 | 36 507 | 36 863 | 37 172 | 36 847 | 36 735 | 36 656 | 37 020 | 37 302 | 37 608 | 37 192 |  |  |
| FCG | 791 308 732 | 64 015 | 69 248 | 73 998 | 79 179 | 72 295 | 78 392 | 75 176 | 81 165 | 79 249 | 56 342 | 56 483 |  |  |
| CDG | 940 246 809 | 73 957 | 73 635 | 74 203 | 74 863 | 74 066 | 74 235 | 71 574 | 75 543 | 74 531 | 75 582 | 74 701 |  |  |
| CSG | 16 744 403 126 | 1 369 741 | 1 368 537 | 1 372 463 | 1 374 577 | 1 368 701 | 1 370 162 | 1 355 702 | 1 360 493 | 1 374 440 | 1 381 958 | 1 375 706 |  |  |
| **Sub Total** | **41 273 572 910** | **3 343 479** | **3 341 619** | **3 365 105** | **3 385 989** | **3 355 625** | **3 369 518** | **3 334 553** | **3 367 437** | **3 377 073** | **3 369 637** | **3 343 204** |  |  |
| Other(SRD) | 85 993 600 | 1 426 | 285 | 1 563 | 7 542 | 7 576 | 5 499 | 2 944 | 1 250 | 1 463 | 1 111 | 3 844 |  |  |
| COVID-19 | 238 294 178 | 776 348 | 78 696 | 180 831 | 84 175 | 185 272 | 265 588 | 1 312 593 | 984 003 | 835 735 | 880 534 | 837 279 |  |  |
| **Total** | **41 597 860 690** | **4 121 252** | **3 420 600** | **3 547 499** | **3 477 706** | **3 548 474** | **3 640 606** | **4 650 089** | **4 352 690** | **4 214 271** | **4 251 282** | **4 184 327** |  |  |

**Table 92: Limpopo Social Grants Expenditure (Rands)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **GRANT TYPE** | **Budget 21/22** | **APR** | **MAY** | **JUN** | **JUL** | **AUG** | **SEPT** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** | **MAR** | **Total** |
| **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2022** | **2022** | **2022** |
| **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 | 11 404 481 644 | 923 917 | 907 200 | 942 129 | 927 697 | 922 615 | 919 596 | 918 107 | 921 484 | 919 317 | 920 967 | 923 176 |  |  |
| WVG | 49 855 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 2 |  |  |
| DG | 2 248 367 798 | 197 059 | 188 887 | 192 063 | 193 205 | 191 872 | 193 756 | 192 036 | 195 109 | 194 263 | 189 088 | 180 631 |  |  |
| GIA | 331 629 701 | 25 251 | 25 092 | 25 420 | 25 635 | 25 292 | 25 248 | 25 273 | 25 570 | 25 759 | 25 886 | 25 411 |  |  |
| FCG | 518 828 886 | 48 928 | 44 242 | 46 410 | 46 945 | 44 904 | 44 477 | 44 643 | 45 298 | 45 179 | 32 261 | 33 414 |  |  |
| CDG | 397 117 765 | 31 552 | 31 253 | 31 681 | 31 851 | 31 862 | 31 860 | 31 210 | 32 613 | 32 299 | 32 461 | 32 095 |  |  |
| CSG | 10 923 084 011 | 903 775 | 901 212 | 909 141 | 910 207 | 909 044 | 910 954 | 902 441 | 922 807 | 916 732 | 916 651 | 917 602 |  |  |
| Sub Total | **25 823 559 663** | **2 130 487** | **2 097 889** | **2 146 849** | **2 135 542** | **2 125 594** | **2 125 894** | **2 113 712** | **2 142 882** | **2 133 550** | **2117 315** | **2 112 331** |  |  |
| Other(SRD) | 54 723 200 | 158 | 1 392 | 730 | 1 868 | 2 224 | 3 755 | 3 394 | 2 111 | 3 159 | 1 331 | 1 117 |  |  |
| COVID-19 | 238 294 178 | 498 736 | 43 953 | 99 868 | 54 324 | 131 824 | 217 398 | 871 764 | 577 937 | 522 885 | 542 876 | 515 440 |  |  |
| **Total** | **26 116 577 042** | **2 629 380** | **2 143 233** | **2 247 447** | **2 191 735** | **2 259 642** | **2 347 047** | **2 988 870** | **2 722 929** | **2 659 595** | **2 661 521** | **2 628 888** |  |  |

**Table 93: Mpumalanga Social Grants Expenditure (Rands)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **GRANT TYPE** | **Budget 21/22** | **APR** | **MAY** | **JUN** | **JUL** | **AUG** | **SEPT** | **OCT** | **NOV** | **DEC** | | **JAN** | **FEB** | **MAR** | **Total** |
| **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | | **2022** | **2022** | **2022** |
| **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 | 6 183 130 162 | 503 970 | 503 320 | 505 227 | 504 345 | 502 406 | 501 645 | 500 746 | 503 829 | 503 376 | 504 533 | | 504 993 |  |  |
| WVG | 17 208 | - | - | - | - | - | - | - | - | - | - | | - |  |  |
| DG | 1 776 580 972 | 153 132 | 144 990 | 142 087 | 148 012 | 147 321 | 150 486 | 149 573 | 152 466 | 151 801 | 151 350 | | 144 282 |  |  |
| GIA | 136 511 283 | 10 995 | 10 763 | 10 662 | 10 829 | 10 740 | 10 811 | 10 798 | 10 946 | 11 025 | 11 136 | | 10 937 |  |  |
| FCG | 331 701 198 | 23 501 | 25 169 | 27 004 | 26 873 | 26 107 | 27 131 | 26 929 | 27 272 | 27 189 | 19 119 | | 18 983 |  |  |
| CDG | 277 171 138 | 22 032 | 21 659 | 21 444 | 21 754 | 21 695 | 21 858 | 21 406 | 22 506 | 22 381 | 22 396 | | 22 067 |  |  |
| CSG | 6 573 404 270 | 537 852 | 537 538 | 540 100 | 540 888 | 539 940 | 542 479 | 536 804 | 551 363 | 548 112 | 548 628 | | 547 789 |  |  |
| Sub Total | **15 278 516 235** | **1 251 483** | **1 243 439** | **1 246 524** | **1 252 701** | **1 248 210** | **1 254 410** | **1 246 256** | **1 268 382** | **1 263 885** | **1 257 163** | | **1 249 052** |  |  |
| Other(SRD) | 31 270 400 | 46 | 1 917 | 772 | 765 | 955 | 474 | 358 | 9 | 64 | 29 | | 1 |  |  |
| COVID-19 | 238 294 178 | 299 672 | 29 503 | 57 953 | 34 769 | 76 332 | 120 025 | 520 391 | 369 082 | 324 581 | 344 407 | | 328 378 |  |  |
| **Total** | **15 548 080 814** | **1 551 200** | **1 274 858** | **1 305 249** | **1 288 235** | **1 325 497** | **1 374 909** | **1 767 004** | **1 637 473** | **1 588 529** | **1 601 599** | | **1 577 430** |  |  |

**Table 94: Northern Cape Social Grants Expenditure (Rands)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **GRANT TYPE** | **Budget**  **21/22** | **APR** | **MAY** | **JUN** | **JUL** | **AUG** | **SEPT** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** | **MAR** | **Total** |
| **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2022** | **2022** | **2022** |
| **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 | 2 116 999 540 | 175 045 | 174 929 | 175 093 | 174 179 | 174 009 | 173 234 | 172 667 | 173 593 | 173 464 | 173 847 | 173 431 |  |  |
| WVG | 17 093 | 2 | 2 | - | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |  |  |
| DG | 1 074 657 462 | 102 797 | 98 340 | 99 160 | 101 335 | 98 611 | 99 185 | 98 496 | 98 939 | 97 687 | 98 852 | 91 582 |  |  |
| GIA | 106 374 604 | 8 559 | 8 607 | 8 767 | 8 855 | 8 846 | 8 876 | 8 985 | 9 118 | 9 223 | 9 458 | 9 316 |  |  |
| FCG | 134 437 284 | 12 007 | 12 067 | 12 245 | 11 836 | 11 969 | 11 831 | 11 567 | 11 826 | 11 598 | 9 210 | 9 168 |  |  |
| CDG | 139 321 940 | 11 091 | 11 074 | 11 029 | 11 104 | 11 161 | 11 148 | 10 855 | 11 297 | 11 211 | 11 274 | 10 924 |  |  |
| CSG | 1 848 449 161 | 151 826 | 151 336 | 151 828 | 152 209 | 152 206 | 152 315 | 149 784 | 155 005 | 153 121 | 153 207 | 153 040 |  |  |
| **Sub Total** | **5 420 257 087** | **461 327** | **456 355** | **458 123** | **459 519** | **456 803** | **456 591** | **452 356** | **459 780** | **456 307** | **455 849** | **447 463** |  |  |
| Other(SRD) | 11 726 400 | 242 | 7 | 47 | 41 | 29 | 336 | 165 | 576 | 858 | 557 | 514 |  |  |
| COVID-19 | 238 294 178 | 72 001 | 7 814 | 13 493 | 9 465 | 14 185 | 18 728 | 108 057 | 82 997 | 69 638 | 76 268 | 72 715 |  |  |
| **Total** | **5 670 277 667** | **533 569** | **464 175** | **471 662** | **469 025** | **471 017** | **475 655** | **560 578** | **543 352** | **526 803** | **532 674** | **520 691** |  |  |

***Data source: Finance branch SASSA head office***

**Table 95: North West Social Grants Expenditure (Rands)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **GRANT TYPE** | **BUDGET** | **APRIL** | **MAY** | **JUNE** | **JUL** | **AUG** | **SEPT** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** | **MAR** | **Total** |
| **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2022** | **2022** | **2022** |
| **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 | 6 462 077 497 | 525 614 | 524 742 | 526 249 | 525 522 | 521 820 | 520 064 | 519 676 | 521 768 | 521 130 | 522 780 | 523 270 |  |  |
| WVG | 21 179 | 2 | 2 | - | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |  |  |
| DG | 1 494 470 766 | 126 597 | 122 877 | 125 156 | 125 835 | 124 822 | 125 127 | 123 300 | 125 126 | 124 080 | 122 462 | 118 631 |  |  |
| GIA | 97 911 184 | 7 953 | 7 896 | 8 017 | 8 041 | 8 021 | 7 984 | 8 032 | 8 114 | 8 131 | 8 204 | 8 083 |  |  |
| FCG | 343 172 550 | 29 067 | 30 012 | 30 846 | 30 106 | 29 649 | 30 861 | 29 420 | 31 450 | 30 695 | 22 359 | 22 751 |  |  |
| CDG | 235 635 830 | 18 850 | 18 714 | 18 790 | 18 897 | 18 838 | 18 820 | 17 921 | 19 426 | 19 007 | 18 816 | 18 659 |  |  |
| CSG | 5 086 226 099 | 417 572 | 416 880 | 418 279 | 419 079 | 418 545 | 419 401 | 406 196 | 432 610 | 420 765 | 421 498 | 421 240 |  |  |
| **Sub Total** | **13 719 515 109** | **1 125 654** | **1 121 122** | **1 127 337** | **1 127 482** | **1 121 696** | **1 122 259** | **1 104 548** | **1 138 496** | **1 123 810** | **1 116 121** | **1 112 636** |  |  |
| Other(SRD) | 27 361 600 | 46 | 44 | 320 | 653 | 1 260 | 1 115 | 683 | 1 190 | 1 423 | 407 | 717 |  |  |
| COVID-19 | 238 294 178 | 251 642 | 26 598 | 52 088 | 32 165 | 62 307 | 76 389 | 409 577 | 306 298 | 259 545 | 278 938 | 268 808 |  |  |
| **Total** | **13 985 170 889** | **1 377 343** | **1 147 764** | **1 179 745** | **1 160 299** | **1 185 263** | **1 199 764** | **1 514 807** | **1 445 984** | **1 384 778** | **1 395 466** | **1 382 161** |  |  |

*Data source: Finance branch SASSA head office*

**Table 96: Western Cape Social Grants Expenditure (Rands)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **GRANT TYPE** | **Budget** | **April** | **MAY** | **JUN** | **JUL** | **AUG** | **SEPT** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** | **MAR** | **Total** |
| **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2021** | **2022** | **2022** | **2022** |
| **R000** | **R'000** | **R'000** | **R'000** | **R'000** | **R'000** | **R'000** | **R'000** | **R'000** | **R'000** | **R'000** | **R'000** |
| OAG | 8 389 569 211 | 704 397 | 703 842 | 706 405 | 710 632 | 705 706 | 702 118 | 701 603 | 704 719 | 706 051 | 709 653 | 706 530 |  |  |
| WVG | 344 725 | 23 | 19 | - | 19 | 17 | 17 | 13 | 13 | 13 | 13 | 11 |  |  |
| DG | 3 376 785 694 | 281 130 | 280 349 | 285 159 | 302 063 | 294 036 | 296 277 | 295 062 | 299 606 | 297 362 | 307 430 | 291 394 |  |  |
| GIA | 140 156 216 | 11 242 | 11 107 | 11 154 | 11 330 | 11 176 | 11 039 | 11 000 | 11 041 | 11 106 | 11 260 | 11 068 |  |  |
| FCG | 420 004 726 | 34 809 | 34 851 | 35 638 | 36 145 | 35 787 | 35 588 | 36 016 | 37 293 | 36 428 | 33 274 | 32 831 |  |  |
| CDG | 399 179 561 | 30 857 | 30 789 | 30 973 | 31 451 | 31 174 | 31 233 | 30 714 | 31 670 | 31 508 | 31 864 | 31 519 |  |  |
| CSG | 5 965 258 345 | 489 507 | 488 004 | 488 733 | 489 751 | 487 276 | 487 109 | 484 816 | 488 959 | 487 680 | 488 136 | 485 548 |  |  |
| **Sub Total** | **18 691 298 480** | **1 551 965** | **1 548 960** | **1 558 061** | **1 581 391** | **1 565 171** | **1 563 382** | **1 559 224** | **1 573 302** | **1 570 149** | **1 581 630** | **1 558 902** |  |  |
| Other(SRD) | 35 179 200 | 63 | 551 | 83 | 359 | 697 | 136 | 674 | 1 522 | 480 | 1 060 | 457 |  |  |
| COVID-19 | 238 294 178 | 239 011 | 27 096 | 50 686 | 37 584 | 52 021 | 56 141 | 329 345 | 263 683 | 221 972 | 250 315 | 248 009 |  |  |
| **Total** | **18 964 771 859** | **1 791 038** | **1 576 607** | **1 608 830** | **1 619 334** | **1 617 888** | **1 619 660** | **1 889 243** | **1 838 507** | **1 792 601** | **1 833 005** | **1 807 368** |  |  |

*Data source: Finance branch SASSA head office*

|  |
| --- |
| **INDICATOR 13: NUMBER CALL CENTRE RESPONSES** |

**KRA 13: CALL CENTRE AND ENQUIRIES MANAGEMENT**

In December 2020 Altron was appointed to handle Special COVID-19 SRD grant calls and emails including backlog thereof. Their services continued until the 30 September 2021 and from the 1 October 2021 Altron was replaced by iSon. It services appears to be the same as Altron.

**Table 97: Record of Calls Entering System**: **April 21 – February 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **21-Apr** | **21-May** | **21Jun** | **21-July** | **21-Aug** | **21-Sept.** | **21-Oct.** | **21-Nov.** | **21-Dec.** | **Jan.22** | **Feb.22** | **Mar.22** |
| Calls Entered | 97255 | 84019 | 40847 | 57873 | 155056 | 146 768 | 131 206 | 136 919 | 124049 | 152 764 |  |  |
| **Calls Lost** | **52926** | **43933** | **1204** | **1678** | **3054** | **1823** | **1468** | **1193** | **1693** | **1680** |  |  |
| Calls Distributed to Agents | 44329 | 40086 | 39643 | 56195 | 152002 | 144,945 | 129,738 | 135726 | 122356 | 151084 |  |  |
| **Missing Calls** | **528** | **1766** | **-** | - | **-** | - | - | - | - |  |  |  |
| Answered | 6888 | 23281 | 17062 | 25938 | 30639 | 30 862 | 27,675 | 24 040 | 22708 | 21716 |  |  |
| Abandon | 36910 | 15039 | 22581 | 30257 | 121363 | 114 083 | 102,063 | 111 686 | 99648 | 129368 |  |  |
| Response Rate | 7% | 28% | 42% | 45% | 20% | 21% | 21% | 17.7% | 18.5% | 14.3% |  |  |
| Agents | 23 | 23 | 25 | 23 | 23 | 23 | 23 | 23 | 23 | 21 |  |  |
| Interns | 0 | 0 | 0 |  | 0 | 0 | 0 | 0 | 0 | 0 |  |  |
| Back Office Staff | 9 | 9 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 |  |  |

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

|  |
| --- |
| The Call Centre has 35 positions for call agents. The Centre is managed by a supervisor, assistant Manager and Manager reporting to an acting Senior Manager and General Manager (on leave) respectively. There are 23 agents working on the lines, 2 from home and 21 in the office. An additional 8 agents working in the back office responding to correspondence and walk ins. |

**Table 98: Call Distributed to Call Centre Agents**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Row Labels** | **April 21** | **May 21** | **June 21** | **July 21** | **Aug.21** | **Sept 21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan.22** | **Feb.22** | **March 22** |
| **Afrikaans** | **3315** | **3047** | **2980** | **4894** | **7588** | **6491** | **5353** | **5033** | **5265** | **6750** |  |  |
| Abandon | 3099 | 2193 | 2105 | 3400 | 6395 | 5 226 | 4368 | 4 248 | 4 423 | 6 037 |  |  |
| Answered | 216 | 854 | 875 | 1494 | 1193 | 1 265 | 985 | 785 | 842 | 713 |  |  |
| **English** | **18068** | **15411** | **16169** | **24987** | **52333** | **49552** | **42678** | **38800** | **37237** | **43707** |  |  |
| Abandon | 14501 | 5204 | 8583 | 12061 | 39864 | 38 165 | 32866 | 31 021 | 29 641 | 36 754 |  |  |
| Answered | 3567 | 10207 | 7586 | 12926 | 12469 | 11 387 | 9812 | 7 779 | 7 596 | 6 953 |  |  |
| **General** | **1557** | **1534** | **1376** | **1559** | **3318** | **3848** | **3501** | **3761** | **3608** | **4319** |  |  |
| Abandon | 1335 | 605 | 725 | 838 | 2670 | 3 074 | 2859 | 3 127 | 2 996 | 3 771 |  |  |
| Answered | 222 | 929 | 651 | 721 | 648 | 774 | 642 | 634 | 612 | 548 |  |  |
| **Sesotho** | **6972** | **6443** | **6857** | **8486** | **25505** | **23014** | **20842** | **22724** | **22248** | **26829** |  |  |
| Abandon | 5975 | 2433 | 3952 | 4740 | 20790 | 18 211 | 16533 | 18 968 | 18 328 | 22 910 |  |  |
| Answered | 997 | 4010 | 2905 | 3746 | 4715 | 4 803 | 4309 | 3 756 | 3 920 | 3 919 |  |  |
| **Tshivenda** | **256** | **237** | **320** | **357** | **1190** | **1514** | **1254** | **1360** | **1209** | **1369** |  |  |
| Abandon | 237 | 120 | 197 | 233 | 1005 | 1 274 | 1074 | 1 226 | 1 054 | 1 247 |  |  |
| Answered | 19 | 117 | 123 | 124 | 185 | 240 | 180 | 134 | 155 | 122 |  |  |
| **Tsonga** | **771** | **581** | **652** | **935** | **2959** | **3092** | **2652** | **2979** | **2682** | **3152** |  |  |
| Abandon | 719 | 304 | 422 | 574 | 2477 | 2 529 | 2192 | 2 591 | 2 300 | 2 804 |  |  |
| Answered | 52 | 277 | 230 | 361 | 482 | 563 | 460 | 388 | 382 | 348 |  |  |
| **Xhosa** | **2193** | **2288** | **2389** | **3183** | **12436** | **12265** | **10244** | **11846** | **9246** | **12389** |  |  |
| Abandon | 1937 | 880 | 1459 | 1655 | 10223 | 10 099 | 8366 | 10 041 | 7 829 | 10 767 |  |  |
| Answered | 256 | 1408 | 930 | 1528 | 2213 | 2 166 | 1878 | 1 805 | 1 417 | 1 622 |  |  |
| **Zulu** | **10666** | **8779** | **8900** | **11794** | **46673** | **45169** | **43214** | **49223** | **42395** | **52569** |  |  |
| Abandon | 9107 | 3300 | 5138 | 6756 | 37939 | 35 505 | 33805 | 40 464 | 34 611 | 45 078 |  |  |
| Answered | 1559 | 5479 | 3762 | 5038 | 8734 | 9 664 | 9409 | 8 759 | 7 784 | 7 491 |  |  |
| **Grand Total** | **43798** | **38320** | **39643** | **56195** | **152002** | **144945** | **129,738** | **135, 725** | **122,356** | **151084** |  |  |

**Table 99: Number of Walk-Ins Attended April – October 2021**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **April 21** | **May 21** | **June 21** | **July 21** | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan.22** | **Feb.22** | **March 22** |
| **Walk In H/O** | 1 566 | 2 489 | 1 399 | 1 061 | 1 758 | 1 890 | 2241 | 1759 | 1257 | 1762 |  |  |

**Table 100: Nature of Calls Received: April – October 2021**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Nature of Inquiries** | **April 2021** | | | | **May 2021** | | | | **June 2021** | | | | **July 2021** | | | |
| **Closed** | **Open** | **Referred** | **Grand Total** | **Closed** | **Open** | **Referred** | **Grand Total** | **Closed** | **Open** | **Referred** | **Grand Total** | **Closed** | **Open** | **Referred** | **Grand Total** |
| Appeals | 204 | 2 | 1 | 207 | 432 | 6 | 3 | 441 | 143 |  |  | 143 | 214 | 2 |  | 216 |
| Application outcome/progress/status | 3 004 | 31 | 14 | 3 049 | 4278 | 28 | 25 | 4331 | 5730 | 16 | 59 | 5805 | 4881 | 20 | 32 | 4333 |
| Auto Migrate Card Withdrawal |  |  |  |  | 3 |  |  | 3 | 1 |  |  | 1 |  |  |  |  |
| Back Payment | 10 | 2 | 12 | 10 | 19 | 3 | 22 | 19 | 11 | 1 | 1 | 13 | 7 |  |  | 7 |
| Bank Form | 1 032 | 8 | 95 | 1 135 | 1203 | 12 | 20 | 1235 | 1253 | 3 | 3 | 1259 | 1030 | 5 | 2 | 1037 |
| Blocked card | 161 | 2 | 5 | 168 | 197 | 3 | 27 | 227 | 125 | 3 | 4 | 132 | 165 | 3 | 2 | 170 |
| Card cancellation and reissue |  |  |  |  | 4 |  |  | 4 | 3 |  | 1 | 4 |  |  |  |  |
| Card challenges | 94 | 2 | 2 | 98 | 235 | 2 | 3 | 240 | 123 |  |  | 123 | 125 |  | 1 | 126 |
| Card Swap | 127 | 1 | 1 | 129 | 122 | 3 | 125 | 122 | 83 |  |  | 83 | 84 |  |  | 84 |
| change of address | 25 | 25 | 25 | 25 | 66 | 66 | 66 | 66 | 41 |  | 3 | 44 | 46 | 4 |  | 50 |
| Checking balance | 728 | 7 | 8 | 743 | 1434 | 12 | 7 | 1453 | 943 | 4 | 9 | 956 | 799 | 3 | 3 | 805 |
| Commercial Bank Acc. changed to SAPO |  |  |  |  |  |  |  |  |  |  |  |  |  |  | 1 | 1 |
| Covid19 Enquiries | 2 066 | 26 | 2 | 2 094 | 3311 | 16 | 11 | 3338 | 1388 | 6 | 7 | 1401 | 1161 | 2 | 1 | 1164 |
| Damaged Cards |  |  | 1 | 1 | 9 |  |  | 9 | 7 |  |  | 7 | 5 |  |  | 5 |
| Deceased |  | 97 | 5 | 102 | 245 | 2 | 3 | 250 | 209 |  | 2 | 211 | 356 | 3 | - | 359 |
| Declined R350 grant | 345 | 88 | 10 | 443 | 810 | 45 | 4 | 859 | 274 | 2 | 2 | 278 | 433 | 3 | 2 | 438 |
| DG Grants Lapsed | 119 | 1 | 2 | 122 |  |  |  |  | 140 |  |  | 140 |  |  |  |  |
| DG Grants refused | 45 | 2 | 47 | 45 | 68 | 2 | 70 | 8 | 115 | 1 |  | 116 | 61 |  | 1 | 62 |
| Dispute withdrawals from SASSA/SAPO Account | 17 | 1 | 15 | 33 | 72 | 2 | 27 | 101 | 121 | 1 | 72 | 194 | 71 | 5 | 22 | 98 |
| Failed Bank Verification | 20 | 1 | 2 | 23 | 89 | 1 | 4 | 94 | 98 |  | 3 | 101 | 113 | 1 | 1 | 115 |
| Foster Care Placement issues |  |  | 2 | 2 | 4 |  |  | 4 | 4 |  | 1 | 5 | 13 |  |  | 13 |
| Food Parcels |  |  |  |  |  |  |  |  |  |  |  |  | 1532 | 13 | 2 | 1547 |
| Fraud | 38 | 1 | 9 | 48 | 99 | 3 | 17 | 119 | 39 | 1 | 13 | 53 | 45 | 1 | 17 | 63 |
| Funeral Policy Dispute | 15 | 1 | 1 | 17 | 48 | 2 | 50 | 48 | 31 |  | 2 | 33 | 21 | 1 | 2 | 24 |
| Grant lapsed/cancelled/stopped | 165 | 2 | 10 | 177 | 400 | 4 | 9 | 413 | 277 | 4 | 4 | 285 | 310 | 5 | 1 | 316 |
| Grant not Captured | 2 803 | 67 | 17 | 2 887 | 3971 | 56 | 31 | 4058 | 2735 | 33 | 29 | 2797 | 2003 | 62 | 23 | 2088 |
| Grant not verified/approved | 181 | 2 | 7 | 190 | 274 | 1 | 5 | 280 | 432 | 2 | 11 | 445 | 260 | 28 | 9 | 297 |
| Grant transfer | 178 | 1 | 22 | 201 | 215 | 2 | 17 | 234 | 215 | 4 | 2 | 221 | 186 | 3 | 1 | 190 |
| Home visits |  |  | 20 | 20 | 21 |  |  | 21 | 6 |  |  | 6 | 9 |  |  | 9 |
| Increase of payment |  | 1 | 8 | 9 | 10 | 1 | 11 | 10 | 8 |  |  | 8 | 5 |  |  | 5 |
| Illegal cards swops |  |  | 1 | 1 | 2 |  |  | 2 | 8 |  |  | 8 |  |  |  |  |
| Internal Reconsideration(IRM) |  | 33 | 1 | 34 | 86 | 1 | 8 | 86 | 142 | 1 | 1 | 144 | 88 | 1 |  | 89 |
| Large Amounts |  |  | 4 | 4 | 9 |  |  | 9 | 32 |  | 1 | 33 | 23 | 1 |  | 24 |
| Life certificate |  |  | 7 | 7 | 26 | 26 | 26 | 26 | 19 |  |  | 19 | 9 |  |  | 9 |
| Loan enquiries |  |  |  |  | 3 |  |  | 3 | 10 |  |  | 10 | 2 |  |  | 2 |
| Lost Card | 352 | 1 | 11 | 364 | 526 | 4 | 11 | 541 | 408 |  | 1 | 409 | 626 | 6 | 4 | 636 |
| Means test |  |  | 130 | 130 | 52 | 1 | 1 | 54 | 38 |  |  | 38 | 63 | 2 |  | 65 |
| Non-payment | 502 | 9 | 16 | 527 | 898 | 11 | 49 | 958 | 726 | 3 | 37 | 766 | 1161 | 10 | 47 | 1218 |
| On line applications | 341 | 6 | 11 | 358 | 828 | 10 | 45 | 883 | 921 | 11 | 80 | 1012 | 2125 | 25 | 165 | 2315 |
| On line DG booking Enquiries |  |  |  |  |  |  |  |  |  |  |  |  | 103 | 4 | 2 | 109 |
| Payment Date(Pay Point) | 474 | 5 | 5 | 484 | 1547 | 15 | 4 | 1566 | 1325 | 9 | 3 | 1337 | 2586 | 16 | 1 | 2603 |
| Poor Services | 10 | 1 | 4 | 15 | 27 | 1 | 8 | 36 | 19 |  | 12 | 31 | 23 | 2 | 7 | 32 |
| Qualifying criteria | 1 147 | 5 | 3 | 1 155 | 2152 | 4 | 5 | 2161 | 2212 | 8 | 1 | 2221 | 2691 | 13 | 16 | 2720 |
| Registered false beneficiary |  |  |  |  | 4 |  |  | 4 | 2 |  |  | 2 |  |  |  |  |
| Regulation 26A | 27 | 2 | 29 | 27 | 23 | 1 | 24 | 23 | 14 |  | 1 | 15 | 40 |  | 4 | 44 |
| Regulation 26A | 10 | 3 | 13 | 10 | 22 |  |  | 22 | 18 |  | 2 | 20 | 18 |  | 1 | 19 |
| Request for confirmation letter | 971 | 13 | 1 | 985 | 1834 | 10 | 6 | 1850 | 1141 | 20 | 8 | 1169 | 617 | 10 | 6 | 633 |
| Request for contacts | 102 | 2 | 4 | 108 | 428 | 1 | 3 | 432 | 339 | 3 | 1 | 343 | 832 | 2 | 8 | 842 |
| Request for grant cancellation | 481 | 9 | 25 | 515 | 558 | 6 | 17 | 581 | 458 | 1 | 5 | 464 | 385 | 4 | 11 | 400 |
| Request for home visit |  |  | 5 | 5 | 7 |  |  | 7 | 13 |  |  | 13 | 15 |  |  | 15 |
| Request for Statement | 765 | 3 | 17 | 785 | 1629 | 7 | 8 | 1644 | 2400 | 22 | 3 | 2425 | 1230 | 6 | 2 | 1238 |
| Review | 506 | 3 |  | 509 | 494 | 1 | 495 | 494 | 406 | 2 |  | 408 | 322 | 1 | 1 | 324 |
| SAPO account changed to commercial bank |  |  | 2 | 2 | 1 |  |  | 1 |  |  |  |  | 2 |  |  | 2 |
| Select |  |  | 3 | 3 | 5 |  |  | 5 | 5 |  |  | 5 | 3 |  |  | 3 |
| Short Payment | 82 | 1 | 5 | 88 | 173 | 1 | 14 | 188 | 109 | 2 | 4 | 115 | 134 | 1 | 4 | 139 |
| Temporary DG lapsed |  | 178 | 2 | 180 | 178 | 2 | 180 | 178 | 133 | 2 | 1 | 136 | 399 | 9 | 9 | 417 |
| Transfer of Funds | 10 | 1 | 11 | 10 | 12 | 1 | 13 | 12 | 10 |  |  | 10 | 27 |  |  | 27 |
| Unclaimed benefit |  |  | 26 | 26 | 41 | 2 | 43 | 41 | 18 |  |  | 18 | 32 | 1 |  | 33 |
| Under investigations | 54 | 1 | 7 | 62 | 98 | 3 | 13 | 114 | 75 | 1 | 14 | 90 | 107 | 1 | 12 | 120 |
| Unemployment Grant | 7 043 | 42 | 67 | 7 152 | 9934 | 61 | 140 | 10135 | 6364 | 34 | 13 | 6411 | 5975 | 58 | 8 | 6041 |
| waiting for documents |  | 130 | 1 | 131 | 410 | 1 | 4 | 415 | 391 | 6 | 1 | 398 | 352 | 1 | 1 | 354 |
| **Grand Total** | **24893** | **357** | **415** | **25665** | **39646** | **442** | **1674** | **40458** | **32312** | **206** | **417** | **32935** | **33925** | **338** | **432** | **34695** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Nature of Inquiries** | **Aug. 2021** | | | | **Sept. 2021** | | | | **Oct. 2021** | | | | **Nov. 2021** | | | | |
| **Closed** | **Open** | **Referred** | **Grand Total** | **Closed** | **Open** | **Referred** | **Grand Total** | **Closed** | **Open** | **Referred** | **Grand Total** | **Closed** | **Open** | **Referred** | **Grand Total** |
| Appeals | 191 | 1 |  | 192 | 265 | 16 | 4 | 285 | 161 | 9 | 1 | 171 | 167 | 6 |  | 173 |
| Application outcome/progress/status | 5059 | 24 | 35 | 5118 | 5 404 | 24 | 37 | 5 465 | 4 986 | 37 | 30 | 5 053 | 5 232 | 45 | 18 | 5 295 |
| Auto Migrate Card Withdrawal | 1 |  |  | 1 | 3 |  |  | 3 | 1 |  | 1 | 2 | 3 |  | 1 | 4 |
| Back Payment | 12 | 1 | 3 | 16 | 5 | 2 | 1 | 8 | 5 |  |  | 5 | 5 | 1 | 1 | 7 |
| Bank Form | 1041 | 6 | 2 | 1049 | 1 166 | 1 | 6 | 1 173 | 1 209 | 9 | 9 | 1 227 | 1 124 | 13 | 82 | 1 219 |
| Blocked card | 107 | 2 | 7 | 116 | 110 | 9 | 2 | 121 | 235 | 7 | 9 | 251 | 142 | 4 | 4 | 150 |
| Card cancellation and reissue |  |  |  |  | 1 |  |  | 1 | 1 |  |  | 1 | 7 |  |  | 7 |
| Card challenges | 115 | 1 | 1 | 117 | 53 |  | 1 | 54 | 113 | 2 | 2 | 117 | 72 |  | 2 | 74 |
| Card Swap | 90 |  |  | 90 | 142 | 2 |  | 144 | 199 |  | 1 | 200 | 125 |  |  |  |
| change of address | 36 |  |  | 36 | 44 |  |  | 44 | 50 |  |  | 50 | 67 | 1 | 3 | 71 |
| Checking balance | 513 | 3 | 5 | 521 | 416 | 4 | 2 | 422 | 872 | 10 | 4 | 886 | 625 | 12 | 1 | 638 |
| Commercial Bank Acc. changed to SAPO |  |  | 1 | 1 | 2 |  |  | 2 |  |  |  |  |  |  |  |  |
| Covid19 Enquiries | 2346 | 15 | 3 | 2364 | 4 520 | 56 | 9 | 4 585 | 6 562 | 77 | 26 | 6 665 | 8 120 | 120 | 16 | 8 256 |
| Damaged Cards | 3 |  |  | 3 | 4 |  | 3 | 7 | 8 |  |  | 8 | 3 |  |  | 3 |
| Deceased | 234 | 9 | 3 | 246 | 106 |  |  | 106 | 118 |  |  | 118 | 113 | 1 | 1 | 115 |
| Declined R350 grant | 461 | 1 |  | 462 | 2 133 | 37 | 16 | 2 186 | 1 949 | 29 | 13 | 1 991 | 2 466 | 116 | 5 | 2 587 |
| DG Grants Lapsed | 217 | 14 | 1 | 232 | 17 | 1 |  | 18 | 235 | 5 |  | 240 |  |  |  |  |
| DG Grants refused | 42 |  |  | 42 | 39 | 1 | 49 | 89 | 8 |  |  | 8 | 8 |  |  | 8 |
| Dispute withdrawals from SASSA/SAPO Account | 67 | 5 | 29 | 101 | 4 |  | 3 | 7 | 44 | 2 | 64 | 110 | 39 |  |  |  |
| Failed Bank Verification | 63 |  | 3 | 66 | 31 | 1 | 1 | 33 | 56 |  | 2 | 58 | 56 | 3 | 1 | 60 |
| Foster Care Placement issues | 5 |  | 2 | 7 | 136 | 3 |  | 139 | 140 | 1 |  | 141 | 2 |  | 1 | 3 |
| Food Parcels | 293 | 2 |  | 295 | 3 |  |  | 3 | 3 |  | 1 | 4 | 86 | 1 |  | 87 |
| Fraud | 78 | 5 | 19 | 102 | 83 | 18 | 37 | 138 | 40 | 1 | 15 | 56 | 137 | 2 | 4 | 143 |
| Funeral Policy Dispute | 28 | 1 | 5 | 34 | 13 | 4 | 6 | 23 | 47 | 3 | 6 | 56 | 63 | 12 | 1 | 76 |
| Grant lapsed/cancelled/stopped | 193 | 7 | 2 | 202 | 170 | 5 | 2 | 177 | 929 | 17 | 5 | 951 | 376 | 7 | 5 | 388 |
| Grant not Captured | 2903 | 62 | 24 | 2989 | 3 287 | 89 | 23 | 3 399 | 5 328 | 123 | 25 | 5 476 | 5 707 | 127 | 28 | 5 862 |
| Grant not verified/approved | 187 | 6 | 9 | 202 | 371 | 6 | 6 | 383 | 308 | 4 | 1 | 313 | 330 | 3 | 5 | 338 |
| Grant transfer | 138 | 2 | 6 | 146 | 162 | 4 | 7 | 173 | 178 | 3 | 6 | 187 | 209 | 1 | 2 | 212 |
| Home visits | 5 |  |  | 5 | 8 | 1 |  | 9 | 25 |  |  | 25 | 17 |  |  | 17 |
| Increase of payment | 7 |  |  | 7 | 2 |  |  | 2 | 5 |  |  | 5 | 7 |  |  | 7 |
| Illegal cards swops |  |  |  |  | 6 |  |  | 6 | 19 |  |  | 19 |  |  |  |  |
| Internal Reconsideration(IRM) | 51 | 1 |  | 52 | 648 | 17 | 11 | 676 | 689 | 17 | 6 | 712 | 716 | 24 | 2 | 742 |
| Large Amounts | 3 |  |  | 3 | 10 |  |  | 10 | 3 |  |  | 3 | 35 |  |  | 35 |
| Life certificate | 4 |  |  | 4 | 17 |  |  | 17 | 16 |  |  | 16 | 28 |  |  | 28 |
| Loan enquiries | 3 |  |  | 3 | 2 |  |  | 2 | 1 |  | 1 | 2 | 2 |  |  | 2 |
| Lost Card | 350 | 5 | 10 | 365 | 439 | 3 | 1 | 443 | 482 | 4 | 3 | 489 | 491 | 7 | 1 | 499 |
| Means test | 49 |  |  | 49 | 32 |  |  | 32 | 44 | 8 | 1 | 53 | 38 |  | 1 | 39 |
| Non-payment | 555 | 14 | 34 | 603 | 507 | 12 | 28 | 547 | 1 063 | 14 | 51 | 1 128 | 827 | 9 | 26 | 862 |
| On line applications | 1333 | 16 | 96 | 1445 | 962 | 8 | 50 | 1 020 | 1 209 | 11 | 42 | 1 262 | 1 493 | 20 | 42 | 1 555 |
| On line DG booking Enquiries | 140 | 17 | 1 | 158 | 124 | 11 |  | 135 | 207 | 2 |  | 209 | 267 | 4 | 2 | 273 |
| Payment Date(Pay Point) | 1772 | 11 | 1 | 1784 | 1 156 | 10 | 1 | 1 167 | 913 | 5 | 2 | 920 | 1 259 | 8 | 1 | 1 268 |
| Poor Services | 43 |  | 2 | 45 | 10 |  | 7 | 17 | 9 | 2 | 1 | 12 | 14 |  | 1 | 15 |
| Proof of life | 1 |  |  | 1 | 2 | 1 | 4 | 7 | 2 | 1 |  | 3 | 1 |  |  | 1 |
| Qualifying criteria | 2249 | 4 | 6 | 2259 | 1 796 | 3 | 2 | 1 801 | 1 946 | 8 | 9 | 1 963 | 2 052 | 4 | 4 | 2 060 |
| Registered false beneficiary | 1 |  |  | 1 |  |  | 1 | 1 | 166 | 7 | 6 | 179 |  |  |  |  |
| Regulation 26A | 23 | 1 |  | 24 | 17 |  |  | 17 | 31 | 2 |  | 33 | 34 | 1 | 1 | 36 |
| Regulation 26A | 13 | 1 | 5 | 19 | 151 | 5 | 5 | 161 | 69 | 1 | 2 | 72 |  |  |  |  |
| Request for confirmation letter | 516 | 4 |  | 520 | 741 | 15 | 1 | 757 | 1 053 | 15 | 13 | 1 081 | 1 453 | 26 | 12 | 1 491 |
| Request for contacts | 627 | 1 | 2 | 630 | 589 |  | 1 | 590 | 475 | 2 | 1 | 478 | 339 | 4 |  | 343 |
| Request for grant cancellation | 414 | 5 | 4 | 423 | 405 | 9 | 2 | 416 | 418 | 4 | 1 | 423 | 406 | 16 | 6 | 428 |
| Request for home visit | 13 |  |  | 13 | 5 |  |  | 5 | 6 |  |  | 6 | 9 |  |  | 9 |
| Request for Statement | 848 | 4 | 3 | 855 | 1 037 | 12 | 2 | 1 051 | 1 424 | 39 | 10 | 1 473 | 1 803 | 51 | 7 | 1 861 |
| Review | 425 | 1 |  | 426 | 476 | 1 |  | 477 | 479 | 1 |  | 480 | 773 | 12 | 2 | 787 |
| SAPO account changed to commercial bank |  |  |  |  |  |  |  |  |  |  |  |  | 1 |  |  | 1 |
| Select | 5 |  |  | 5 | 4 |  |  | 4 | 2 |  |  | 2 | 8 |  |  | 8 |
| Short Payment | 77 | 3 | 6 | 86 | 90 | 4 | 1 | 95 | 131 | 1 | 11 | 143 | 109 | 1 | 7 | 117 |
| Temporary DG lapsed | 304 | 3 |  | 307 | 262 | 2 |  | 264 | 288 | 1 |  | 289 | 264 | 7 | 1 | 272 |
| Transfer of Funds | 12 |  | 1 | 13 | 4 |  | 1 | 5 | 10 |  |  | 10 | 6 |  |  | 6 |
| Unclaimed benefit | 35 |  | 2 | 37 | 33 | 3 | 2 | 38 | 36 | 2 | 1 | 39 | 30 |  | 1 | 31 |
| Under investigations | 66 | 4 | 14 | 84 | 110 | 8 | 7 | 125 | 1 220 | 15 | 36 | 1 271 | 317 | 9 | 9 | 335 |
| Unemployment Grant | 18105 | 250 | 72 | 18427 | 23 840 | 136 | 112 | 24 088 | 21 363 | 167 | 72 | 21 602 | 18 941 | 135 | 48 | 19 124 |
| waiting for documents | 283 | 7 | 1 | 291 | 216 | 14 |  | 230 | 260 | 8 |  | 268 | 225 | 2 |  | 227 |
| **Grand Total** | **42755** | **519** | **420** | **43694** | **52 603** | **568** | **451** | **53 622** | **57 849** | **676** | **490** | **59 015** | **57 469** | **822** | **371** | **58 662** |

NB: The issues highlighted were the most dominant

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Nature of Inquiries** | **Dec. 2021** | | | | **Jan. 2022** | | | | **Feb. 2021** | | | | **Mar. 2021** | | | |
| **Closed** | **Open** | **Referred** | **Grand Total** | **Closed** | **Open** | **Referred** | **Grand Total** | **Closed** | **Open** | **Referred** | **Grand Total** | **Closed** | **Open** | **Referred** | **Grand Total** |
| Appeals | 82 |  |  | 82 | 176 |  |  | 176 |  |  |  |  |  |  |  |  |
| Application outcome/progress/status | 3 864 | 26 | 19 | 3 909 | 4 544 | 17 | 13 | 4 574 |  |  |  |  |  |  |  |  |
| Auto Migrate Card Withdrawal | 5 | 1 |  | 6 | 5 |  |  | 5 |  |  |  |  |  |  |  |  |
| Back Payment | 7 |  |  | 7 | 14 |  |  | 14 |  |  |  |  |  |  |  |  |
| Bank Form | 918 | 9 | 39 | 966 | 1 033 | 4 | 4 | 1 041 |  |  |  |  |  |  |  |  |
| Blocked card | 87 |  | 1 | 88 | 36 | 2 | 3 | 41 |  |  |  |  |  |  |  |  |
| Card cancellation and reissue | 2 |  |  | 2 |  |  |  |  |  |  |  |  |  |  |  |  |
| Card challenges | 51 | 1 | 1 | 53 | 50 |  |  | 50 |  |  |  |  |  |  |  |  |
| Card Swap | 90 |  | 2 | 92 | 130 |  |  | 130 |  |  |  |  |  |  |  |  |
| change of address | 28 | 1 | 2 | 31 | 64 |  | 1 | 65 |  |  |  |  |  |  |  |  |
| Checking balance | 535 | 5 | 8 | 548 | 486 | 4 |  | 490 |  |  |  |  |  |  |  |  |
| Commercial Bank Acc. changed to SAPO | 1 |  |  | 1 | 1 |  |  | 1 |  |  |  |  |  |  |  |  |
| Covid19 Enquiries | 4 917 | 144 | 8 | 5 069 | 9 922 | 31 | 7 | 9 960 |  |  |  |  |  |  |  |  |
| Damaged Cards | 5 |  |  | 5 | 5 |  |  | 5 |  |  |  |  |  |  |  |  |
| Deceased | 98 | 3 |  | 101 | 217 |  | 2 | 219 |  |  |  |  |  |  |  |  |
| Declined R350 grant | 2 117 | 221 | 5 | 2 343 | 1 722 | 14 | 1 | 1 737 |  |  |  |  |  |  |  |  |
| DG Grants Lapsed | 12 |  |  | 12 | 10 |  |  | 10 |  |  |  |  |  |  |  |  |
| DG Grants refused | 16 | 9 | 4 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Dispute withdrawals from SASSA/SAPO Account | 5 |  |  |  | 29 | 38 | 2 | 2 |  |  |  |  |  |  |  |  |
| Failed Bank Verification | 118 | 2 | 1 | 121 | 59 |  |  | 59 |  |  |  |  |  |  |  |  |
| Foster Care Placement issues | 96 | 10 | 1 | 107 | 130 | 2 |  | 132 |  |  |  |  |  |  |  |  |
| Food Parcels |  |  | 1 | 1 |  | 1 |  | 1 |  |  |  |  |  |  |  |  |
| Fraud | 26 | 1 | 8 | 35 | 43 |  | 3 | 46 |  |  |  |  |  |  |  |  |
| Funeral Policy Dispute | 42 | 6 | 1 | 49 | 74 | 1 | 1 | 76 |  |  |  |  |  |  |  |  |
| Grant lapsed/cancelled/stopped | 145 | 5 | 1 | 151 | 313 | 3 | 3 | 319 |  |  |  |  |  |  |  |  |
| Grant not Captured | 3 914 | 72 | 22 | 4 008 | 8 126 | 37 | 11 | 8 174 |  |  |  |  |  |  |  |  |
| Grant not verified/approved | 67 |  | 2 | 69 | 199 |  | 3 | 202 |  |  |  |  |  |  |  |  |
| Grant transfer | 167 | 3 | 1 | 171 | 184 | 1 |  | 185 |  |  |  |  |  |  |  |  |
| Home visits | 5 | 1 | 1 | 7 | 6 |  |  | 6 |  |  |  |  |  |  |  |  |
| Increase of payment | 1 |  |  | 1 | 7 |  |  | 7 |  |  |  |  |  |  |  |  |
| Illegal cards swops | 3 |  |  | 3 | 1 |  |  | 1 |  |  |  |  |  |  |  |  |
| Internal Reconsideration(IRM) | 1 |  |  | 1 | 39 |  |  | 39 |  |  |  |  |  |  |  |  |
| Large Amounts | 133 | 1 |  | 134 | 15 |  | 1 | 16 |  |  |  |  |  |  |  |  |
| Life certificate | 29 |  |  | 29 | 22 |  |  | 22 |  |  |  |  |  |  |  |  |
| Loan enquiries | 31 |  |  | 31 | 3 |  |  | 3 |  |  |  |  |  |  |  |  |
| Lost Card | 357 | 1 | 1 | 359 | 547 | 1 | 2 | 550 |  |  |  |  |  |  |  |  |
| Means test | 36 |  |  | 36 | 53 |  |  | 53 |  |  |  |  |  |  |  |  |
| Non-payment | 673 | 5 | 24 | 702 | 608 | 5 | 22 | 635 |  |  |  |  |  |  |  |  |
| On line applications | 1 314 | 10 | 41 | 1 365 | 2 372 | 5 | 45 | 2 422 |  |  |  |  |  |  |  |  |
| On line DG booking Enquiries | 148 |  | 1 | 149 | 370 | 2 | 1 | 373 |  |  |  |  |  |  |  |  |
| Payment Date(Pay Point) | 888 | 5 | 2 | 895 | 787 | 3 |  | 790 |  |  |  |  |  |  |  |  |
| Poor Services | 10 | 1 |  | 11 | 25 |  | 1 | 26 |  |  |  |  |  |  |  |  |
| Proof of life | 1 |  |  | 1 | 1 |  |  | 1 |  |  |  |  |  |  |  |  |
| Qualifying criteria | 1 569 | 12 | 1 | 1 582 | 2 561 | 6 | 5 | 2 572 |  |  |  |  |  |  |  |  |
| Registered false beneficiary | 106 | 4 | 1 | 111 | 199 | 1 |  | 200 |  |  |  |  |  |  |  |  |
| Regulation 26A | 45 |  |  | 45 | 67 |  |  | 67 |  |  |  |  |  |  |  |  |
| Regulation 26A |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Request for confirmation letter | 968 | 6 | 7 | 981 | 1 905 | 5 | 4 | 1 914 |  |  |  |  |  |  |  |  |
| Request for contacts | 406 | 1 |  | 407 | 371 | 1 | 2 | 374 |  |  |  |  |  |  |  |  |
| Request for grant cancellation | 283 | 5 | 3 | 291 | 509 | 1 | 2 | 512 |  |  |  |  |  |  |  |  |
| Request for home visit | 5 |  |  | 5 | 8 |  | 2 | 10 |  |  |  |  |  |  |  |  |
| Request for Statement | 1 078 | 20 | 2 | 1 100 | 2 492 | 13 | 3 | 2 508 |  |  |  |  |  |  |  |  |
| Review | 348 | 4 | 2 | 354 | 400 | 1 | 6 | 407 |  |  |  |  |  |  |  |  |
| SAPO account changed to commercial bank |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Select | 6 |  |  | 6 | 6 |  |  | 6 |  |  |  |  |  |  |  |  |
| Short Payment | 96 | 3 | 2 | 101 | 157 |  | 4 | 161 |  |  |  |  |  |  |  |  |
| Temporary DG lapsed | 101 | 1 |  | 102 | 316 | 1 | 1 | 318 |  |  |  |  |  |  |  |  |
| Transfer of Funds | 2 |  |  | 2 | 4 |  |  | 4 |  |  |  |  |  |  |  |  |
| Unclaimed benefit | 22 |  | 1 | 23 | 37 |  |  | 37 |  |  |  |  |  |  |  |  |
| Under investigations | 51 | 3 | 2 | 56 | 43 | 1 | 4 | 48 |  |  |  |  |  |  |  |  |
| Unemployment Grant | 15 356 | 100 | 31 | 15 487 | 15 932 | 95 | 40 | 16 067 |  |  |  |  |  |  |  |  |
| waiting for documents | 488 | 3 | 1 | 492 | 453 | 3 |  | 456 |  |  |  |  |  |  |  |  |
| **Grand Total** | **42 009** | **706** | **250** | **42 965** | **58 312** | **264** | **200** | **58 776** |  |  |  |  |  |  |  |  |

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**Inquiry Trends in January 2022**

| **No** | **SRD R350 STATUS UPDATE** | **SUMMARY** |
| --- | --- | --- |
|  | Reconsideration outcomes | * Clients were complaining about the delays in attending to the reconsideration applications; * All reconsiderations from August 2021 were not yet attended to. |
|  | Reconsideration cut-off date expired | * Clients were calling to know their application status and when checking on the system, their applications were declined and some of them declined from August 2021; * Cut-off date for all other months prior to December 2021 were closed; * December 2021 and January 2022 reconsideration applications were lodged on their behalf. |
|  | January application status | * Most clients that were enquiring about their January application status are those that does not have smart phones nor access to internet to check their status online. |
|  | Referred status | * Some clients were complaining about the delay in updating their status after sending necessary documents/information for clearance; * Those that their status was updated from *referred* to *approved* were complaining about delayed payment (approve - no payment date) |
|  | Declined application | * Clients were complaining about declined application whereas the are not working nor have any source of income; * Some of them came with printouts from different sources that shows that they are no number in receipt of income and they demanded that their proof be attached on the system to speed up the reconsideration process. |
|  | Cellphone number update | * Clients wanted to change the cellphone number that they used on application as they were no longer using it; * Some wanted to apply for reconsideration but they could not as they used third party cellphone number on application. |
|  | Application reinstatement | * Clients were complaining about not being able to apply for reinstatement of their cancelled applications. |

| **No.** | **SRD R350 PAYMENT UPDATE** | **SUMMARY** |
| --- | --- | --- |
|  | Delayed SAPO account creation | * Clients who applied in August and selected SAPO as the payment method were approved with no payment date as their banking details were not yet created; * CashSend clients that later selected SAPO, their accounts were still not created; * Clients demanded a SAPO turnaround time for account creation. |
|  | Payment date |  |
|  | CashSend payment | * This payment method was not effective since August 2021; * All clients that selected this payment method were advised to upload their banking details or select SAPO to avoid further delays in accessing their payments; * Clients were complaining that why this option was available if it was not working. |
|  | EF70 payment date | * Clients that were approved and paid into closed accounts and later changed their banking details were complaining about the delay in paying those funds on the active bank account; * These payments were for the 1st phase (May 2020 – April 2021). |
|  | Approved with no payment date | * Client applied from August 2021 were complaining about being approved and not paid for all the months. |
|  | Failed bank verification | * These clients were approved and did not receive their payments so they called to check on their payment date; * *A recommendation* *was made to the Technical Team that if the client’s banking details have failed bank verification, an SMS notification should be sent to them so that they can upload other banking details or select SAPO.* |
|  | Account not appearing at SAPO | * Clients reported that even though they had payment dates, when they went to SAPO for payment they were told that their details were not appearing on their system; |
|  | SAPO branches not paying SRD R350 Grant | * Some clients were complaining about SAPO branches that were not paying the SRD R350 Grant, they were told that the branch only pays social grants; * Some of the branches were prioritising social grant recipients and would only pay SRD R350 if there is a remaining cash float. |
|  | Historic payment date | * Clients that were approved between May 2020 – April 2021 and still did not have payment dates were complaining about the delay; * They demanded their payments and threatened employees. |
|  | Paid into failed bank verification account | * Clients were approved and had payment dates, latest verified payment method was the bank account, however when they attempted withdrawal there was not funds available; * These clients were paid on the SAPO’s account that the client was previously using, even though banking details were verified. * *A recommendation to view the account used for the payment* *was made to the Technical Team and it was implemented.* |
|  | Caregiver account verified – paid on SOCPEN account | * All approved caregivers were paid on the SOCPEN account even if they had uploaded their banking details or selected SAPO; * Accounts that they uploaded on the SRD application system were later verified and clients were expecting to be paid on these accounts; * Some of these clients were not staying with the children and had given their cards to the person who stays with the child, so when we pay the R350 they claimed to have not received it because the person staying with the child said they did not receive it; * Clients who do not reside with their children were advised to cancel the grant on their name so that the primary caregiver can apply as per Social Assistance Act. |

|  |  |  |
| --- | --- | --- |
| **No.** | **SOCIAL GRANT QUERIES** | **SUMMARY** |
|  | New social grant application | * Local offices screened and registered these clients; |
|  | Qualifying criteria | * Clients wanted to know what is required when they apply; |
|  | Regulation 26A | * Clients were disputing funeral policy debit order on their grants and most of them were reporting that they did not authorise/joined the policy and they requested cancellation and refund. |
|  | Application status | * Clients who had already applied for the grant were calling to check the status of their application. |
|  | Online application | * Clients who applied online and their applications were not yet finalized they were calling and coming to offices to complain about the delay and some requested assistance with uploading their documents on the application portal. |

**Report on the Outsourced Call Centre (iSON)**

**Table 101: Call Volume Response**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **June.21 (Altron)** | **July 2**  **1 (Altron)** | **Aug.21 (Altron)** | **Sept.21 (Altron)** | **Oct.21( iSON)** | **Nov.21** | **Dec.21** | **Jan.22** | **Feb.22** |  |  |  |
| **Calls Received** | 349,783 | 293,109 | 449,954 | 347,432 | 639,164 | 419,629 | |  | | --- | |  |   390,394 | 499,332 | **322,487** |  |  |  |
| **Calls Answered** | 323456 | 255479 | 348341 | 101,323 | 572,445 | 403,385 | 360,900 | 493,257 | **320,064** |  |  |  |
| **Response Rate** | (88%) | (84%) | (74%) | (29%) | (86%) | (93%) | (90%) | (95%) | **(94%)** |  |  |  |
| **Calls Abandoned** | 26327 | 37630 | 101613 | 246,109 | 66,719 | 16,244 | 29,494 | 6,075 | 2423 |  |  |  |

**Table 102: Query Types through Voice Channels**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Query Types** | **July 21** | **Aug. 21** | **Sept. 21** | **Oct.21** | **Nov.21** | **Dec. 21** | **Jan.22** | **Feb.22** | **Mar.22** |
| Application Outcome | 108747 | 164722 | 49434 | 166244 | 123517 | 136841 | 159422 | 33771 |  |
| Application Outcome approved |  |  |  |  |  |  |  | 30947 |  |
| Payment Date | 43255 | 9036 | 11675 | 38620 | 52207 | 44950 | 52692 | 38072 |  |
| Disconnected Call | 21855 | 26911 | 6190 | 98426 | 25054 | 19123 | 45228 | 24226 |  |
| SRD Extension | 12534 | 10587 | 1569 | 1707 | 580 |  |  |  |  |
| Non Payment | 11573 | 6118 | 617 | 6616 | 13914 | 14605 | 15716 | 9800 |  |
| Declined SRD | 9665 | 10587 | 12788 | 18732 | 19684 |  |  | 22840 |  |
| Checking Balances | 7816 | 7307 | 209 | 1366 | 3495 |  |  |  |  |
| Silent Caller | 7349 | 11392 | 4151 | 25030 | 11773 | 32357 | 48416 | 14061 |  |
| Unemployment Gant | 3172 | 9790 | 3165 | 2265 | 1021 |  |  |  |  |
| Systems Issue | 5149 | 7479 | 3685 | 90087 | 15062 |  |  |  |  |
| Appeal outcome |  |  |  |  | 37262 | 44836 |  | 40221 |  |
| Dissuaded Call |  |  |  |  |  | 19123 | 45228 |  |  |
| Appeal Application |  |  |  |  |  | 16204 | 16834 | 16614 |  |
| Non Payment Banking Details |  |  |  |  |  | 14563 | 16586 | 10304 |  |
| Appeal Declined |  |  |  |  |  | 14556 | 17288 |  |  |
| Total | 231115 | 263929 | 93483 | 449093 | 303569 | 357158 | 417410 | 240856 |  |

**Table 102: Query Types through E Mails**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Query Types** | **July 21** | **Aug. 21** | **Sept. 21** | **Oct.21** | **Nov.21** | **Dec. 21** | **Jan.22** | **Feb.22** | **Mar.22** |
| Grant Enquiry (Payment Date) | 14069 | 137 | 9 | 568 | 3719 | 1935 | 6789 | 7423 |  |
| Grant Enquiry(Application) | 10223 | 5068 | 50 | 905 | 5589 | 842 | 5789 | 5222 |  |
| Application Declined | 9306 | 1029 | 19 | 407 | 2663 | 1372 | 2658 | 8432 |  |
| Application Outcome | 8864 | 671 | 1 | 393 | 2475 | 1310 | 2206 | 2608 |  |
| Email No Content | 671 | 122 | 13 | 289 | 1373 | 456 | 258 | 1607 |  |
| Total | 43133 | 7027 | 92 | 2562 | 15819 | 5915 | 17700 | 25292 |  |

**Table 103: Query Types by Language**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Query Types** | **July 21** | **Aug. 21** | **Sept. 21** | **Oct.21** | **Nov.21** | **Dec. 21** | **Jan.22** | **Feb.22** | **Mar.22** |
| English | 90459 | 168924 | 78684 | 148116 | 104994 | 103574 | 127815 | 75588 |  |
| Zulu | 85823 | 78508 | 5673 | 138495 | 135728 | 117409 | 167745 | 112986 |  |
| Sesotho | 61905 | 39525 | 3473 | 80891 | 79671 | 69535 | 96751 | 62292 |  |
| Xhosa | 32285 | 32057 | 2888 | 35535 | 51630 | 42819 | 60410 | 41464 |  |
| Afrikaans | 13100 | 15795 | 1027 | 14400 | 15655 | 14798 | 22708 | 14000 |  |
| Tsonga | 6350 | 9292 | 787 | 8681 | 10819 | 8816 | 11725 | 9042 |  |
| Tshivenda | 3142 | 4226 | 393 | 3859 | 4868 | 3930 | 6039 | 4638 |  |
| Total | 293064 | 348327 | 92925 | 429977 | 403365 | 360881 | 493193 | 320010 |  |

**Trends December 2021, January and February 2022**

Special COVID-19 SRD grant application enquiries continue to lead:

1. First Grant outstanding payments - seeing lesser applicants calling to enquire about their last grant payments.

2. SAPO MOP- beneficiaries visiting the Post Office to collect their funds whereas they have not chosen SAPO as their preferred method of payment, agents assist beneficiaries to update their MOP and advise them to wait for an SMS from SAPO to confirm the collection of funds.

3. Contact number updates- still getting more applicants who are requesting to update their numbers and doing follow ups checking when their contact numbers would be updated as they cannot appeal or check their statuses on the SRD website.

4. COVID-19 R350 grant customers enquiring about the next pay date and others.

5. Some functions on the SRD website are now working i.e., reinstating of cancelled applications.

6. Local SAPO unable to pay SRD payments due to funds running out in their branches.

7. No communicated time on frames on appeal status outcomes.

8. Asylum seekers **-** Asylum payments methods must be updated.

9. Post Bank not providing feedback on missing payments.

10. Applicants reporting suspected fraudulent activities on their applications.

11. Instant Cash Send function not yet implemented, beneficiaries encouraged to upload banking details on the SRD website

**The service provider continues to experience the same challenges since the inception of the service**

* No access to other grant systems resulting in escalations to SASSA back office only general information can be provided to applicants and beneficiaries.
* Limited system access (IGPS, SOCPEN).

|  |
| --- |
| **INDICTOR 14: NUMBER OF RESTORATIVE JUSTICE CASES** |

**KRA 14: RESTORATIVE JUSTICE MECHANISMS: INTERNAL REVIEW AND APPEALS**

**Table 104: Number of IRM received and processed from April 2021 to January 2022**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Region** | **Apr 2021** | | **May 2021** | | **Jun 2021** | | **Jul 2021** | | **Aug.2021** | | | **Sept.2021** | | **Oct.2021** | | **Nov.2021** | | **Dec.2021** | | **Jan.22** | | **Feb.22** | | **Mar.22** | |
| **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** | 118 | 99 | 106 | 104 | 55 | 55 | 59 | 78 | 20 | 33 | | 53 | 85 | 10 | 25 | 36 | 35 | 10 | 16 | 1 | 2 | 24 | 46 |  |  |
| **FS** | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 0 | 20 | 0 | | 26 | 0 | 30 | 0 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |
| **GP** | 153 | 153 | 161 | 161 | 114 | 113 | 45 | 57 | 62 | 62 | | 51 | 51 | 73 | 73 | 45 | 44 | 103 | 103 | 44 | 42 | 74 | 74 |  |  |
| **KZN** | 157 | 174 | 320 | 240 | 290 | 396 | 79 | 88 | 70 | 71 | | 96 | 97 | 120 | 146 | 108 | 113 | 85 | 51 | 123 | 122 | 119 | 108 |  |  |
| **LP** | 3 | 0 | 10 | 7 | 0 | 0 | 0 | 0 | 5 | 5 | | 10 | 10 | 10 | 20 | 10 | 0 | 0 | 0 | 0 | 0 | 22 | 24 |  |  |
| **MP** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |
| **NW** | 51 | 59 | 83 | 96 | 11 | 3 | 43 | 35 | 36 | 35 | | 16 | 24 | 37 | 37 | 32 | 27 | 10 | 19 | 22 | 30 | 52 | 60 |  |  |
| **NC** | 0 | 0 | 49 | 24 | 13 | 3 | 29 | 7 | 9 | 3 | | 4 | 0 | 20 | 6 | 0 | 0 | 0 | 0 | 20 | 10 | 0 | 0 |  |  |
| **WC** | 5 | 3 | 26 | 5 | 13 | 2 | 2 | 0 | 6 | 6 | | 4 | 3 | 3 | 2 | 10 | 7 | 6 | 8 | 4 | 0 | 20 | 23 |  |  |
| **Total** | **487** | **488** | **755** | **637** | **497** | **572** | **260** | **265** | **228** | **215** | **260** | | **270** | **303** | **309** | **257** | **226** | **214** | **197** | **214** | **206** | **311** | **335** |  |  |

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

**Table 105: Appeal Applications Processed from April 2021 to January 2022**

|  |  |  |  |
| --- | --- | --- | --- |
| **Month** | **Number of Applications** | **SASSA Decisions Upheld** | **SASSA Decisions Overruled** |
| April 21 | 22 | 16 | 6 |
| May 21 | 265 | 241 | 24 |
| June 21 | 208 | 181 | 27 |
| July 21 | 204 | 184 | 20 |
| August 21 | 154 | 143 | 11 |
| September 21 | - | - | - |
| October 21 | 132 | 124 | 8 |
| November 21 | 104 | 93 | 11 |
| December 21 | 63 | 60 | 3 |
| January 22 | 16 | 16 | 0 |
| February 22 | 102 | 97 | 5 |
| March 22 |  |  |  |

Source: DSD Appeals Tribunal

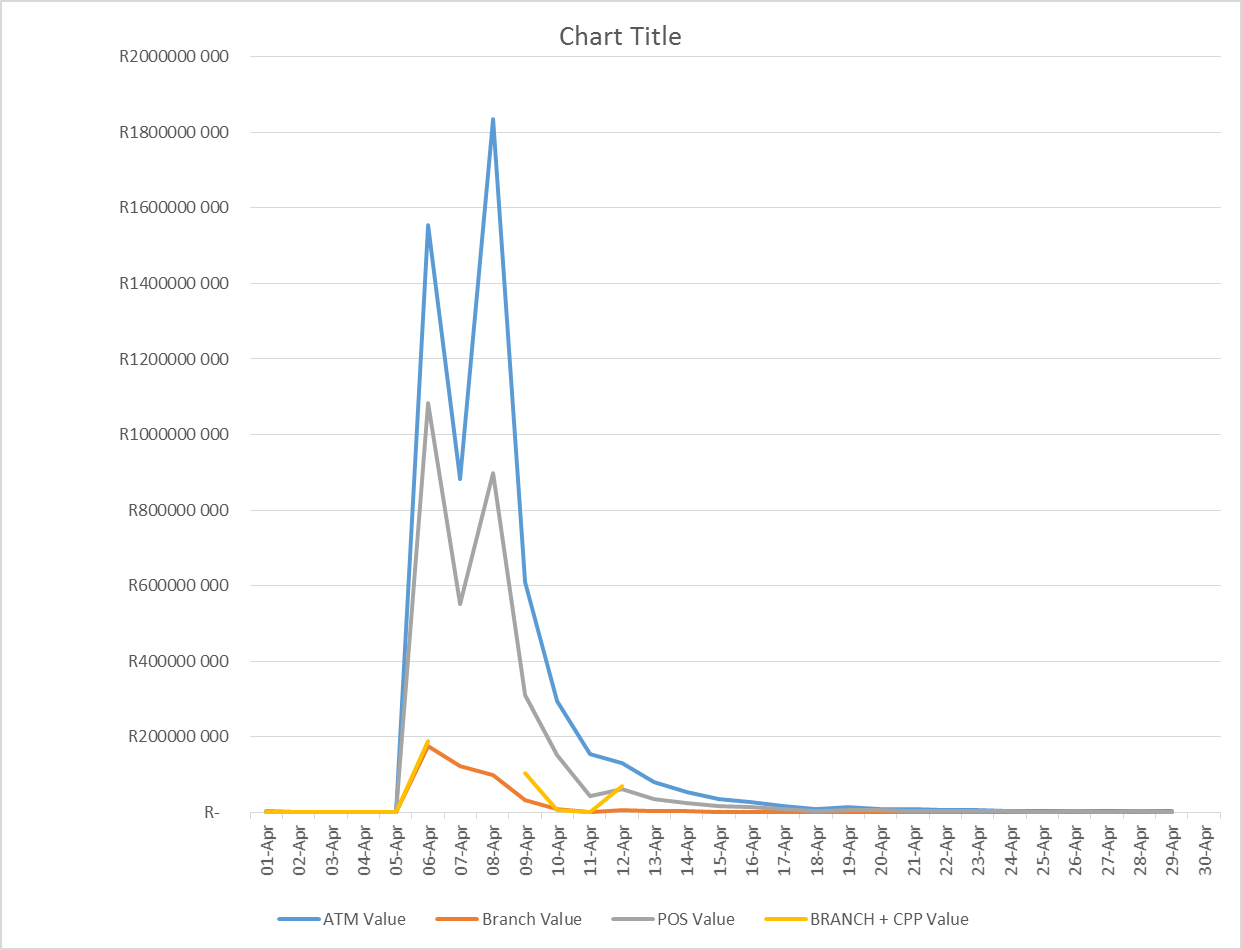
|  |
| --- |
| **INDICATOR 15: NUMBER OF BENEFICIARY PAYOUTS BY SAPO** |

**KRA 15: PAYMENT INFORMATION BY SAPO**

**Table 106: April 2021 Payment File Channel Data**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | **SASWITCH** | | **BIO PAY** | |  |  |  |  |
| **Month** | **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** |
| 01-Apr | 30 900 | R2 716 740 | 359 | R253 770 | 94 | R 160 190 | 14 885 | R 1 428 019.61 | 46 238 | R 4 558 719.61 |
| 02-Apr | 19 712 | R 1 621 892.00 | - | R - | - | R - | 11 412 | R 1 809 826.05 | 31 124 | R 3 431 718.05 |
| 03-Apr | 46 477 | R 2 016 920.00 | 96 | R 35 740.00 | 11 | R 24 140 | 13 888 | R 891 888.27 | 13 888 | R 2 968 688.27 |
| 04-Apr | 38 172 | R 1 545 894.00 | - | R - | - | R - | 9 372 | R 489 339.29 | 9 372 | R 2 035 233.29 |
| 05-Apr | 83 954 | R 1 929 747.00 | 1 | R - | - | R - | 16 625 | R 682 225.38 | 16 625 | R 2 611 972.38 |
| 06-Apr | 1 702 779 | R1 554 811 150.00 | 118 237 | R 176 589 700.00 | 89 617 | R 189 429 160 | 1 182 278 | R 1 082 882 130.90 | 3 092 911 | R 3 003 712 140.90 |
| 07-Apr | 1 055 192 | R 883 293 405.00 | 80 058 | R 122 427 190.00 |  |  | 666 530 | R 552 357 934.80 | 1 801 780 | R 1 558 078 529.80 |
| 08-Apr | 3 339 468 | R1 834 727 285.00 | 102 852 | R 98 070 640.00 |  |  | 1 808 831 | R 898 709 588.21 | 5 251 151 | R 2 831 507 513.21 |
| 09-Apr | 1 205 179 | R 608 674 590.00 | 32 374 | R 32 215 220.00 | 65 682 | R105 426 810.00 | 749 935 | R 311 640 556.50 | 2 053 170 | R 1 057 957 176.50 |
| 10-Apr | 612 558 | R293 682 719.00 | 8 059 | R 8 093 170.00 | 4 629 | R 6 326 520 | 405 550 | R 152 688 034.01 | 1 030 796 | R 460 790 443.01 |
| 11-Apr | 420 054 | R153 930 358.00 | 26 | R 35 200.00 | 8 | R12 290.00 | 160 205 | R 43 124 975.58 | 580 293 | R 197 102 823.58 |
| 12-Apr | 312 843 | R130 151 052.00 | 7 263 | R 7 442 790.00 | 41 094 | R 70 103 920 | 219 876 | R 60 878 067.53 | 581 076 | R 268 575 829.53 |
| 13-Apr | 211 141 | R 80 427 264.00 | 4 457 | R 4 521 950.00 |  |  | 157 529 | R 36 422 797.53 | 373 127 | R 121 372 011.53 |
| 14-Apr | 151 605 | R52 955 357.00 | 2 886 | R 2 818 420.00 |  |  | 119 340 | R 23 852 756.38 | 273 831 | R 79 626 533.38 |
| 15-Apr | 109 852 | R 36 802 522.00 | 2 138 | R 2 209 890.00 |  |  | 91 344 | R 16 338 236.95 | 203 334 | R 55 350 648.95 |
| 16-Apr | 92 057 | R 27 136 449.00 | 1 744 | R 1 684 690.00 |  |  | 80 058 | R 13 866 338.00 | 173 859 | R 42 687 477.00 |
| 17-Apr | 66 635 | R 16 820 471.00 | 571 | R 525 360.00 |  |  | 61 490 | R 10 327 822.00 | 128 696 | R 27 673 653.00 |
| 18-Apr | 39 715 | R 8 274 005.00 | 1 | R 460.00 |  |  | 38 263 | R 5 101 270.00 | 77 979 | R 13 375 735.00 |
| 19-Apr | 60 898 | R 13 374 807.00 | 1 110 | R 1 056 160.00 |  |  | 56 042 | R 7 438 693.30 | 118 050 | R 21 869 660.30 |
| 20-Apr | 51 164 | R 9 390 175.00 | 906 | R 786 530.00 |  |  | 49 998 | R 6 238 604.27 | 102 068 | R 16 415 309.27 |
| 21-Apr | 45 537 | R 7 988 423.00 | 768 | R802 960.00 |  |  | 44 945 | R5 087 887.23 | 91 250 | R 13 879 270.23 |
| 22-Apr | 38 903 | R 6 819 256.00 | 688 | R 779 200.00 |  |  | 38 775 | R 4 207 266.89 | 78 366 | R 11 805 722.89 |
| 23-Apr | 32 665 | R 5 671 110.00 | 476 | R 444 870.00 |  |  | 34 070 | R 3 932 719.64 | 67 211 | R 10 048 699.64 |
| 24-Apr | 23 011 | R 4 505 118.00 | 161 | R 133 410.00 |  |  | 23 586 | R 2 841 065.63 | 46 758 | R 7 479 593.63 |
| 25-Apr | 14 694 | R 2 852 708.00 | - | R - |  |  | 15 023 | R 1 552 475.26 | 29 717 | R 4 405 183.26 |
| 26-Apr | 24 020 | R 4 458 236.00 | 437 | R 382 930.00 |  |  | 24 242 | R 2 797 393.15 | 48 699 | R 7 638 559.15 |
| 27-Apr | 16 607 | R 2 836 950.00 | - | R - |  |  | 15 649 | R 1 525 167.46 | 32 256 | R 4 362 117.46 |
| 28-Apr | 22 590 | R 3 681 510.00 | 402 | R 349 120.00 |  |  | 27 738 | R 4 115 014.14 | 50 730 | R 8 145 644.14 |
| 29-Apr | 19 183 | R 3 270 170.00 | 320 | R 310 950.00 |  |  | 18 612 | R1 923 139.85 | 38 115 | R 5 504 259.85 |
| 30-Apr |  |  |  |  |  |  |  |  | - | R - |
| 01-May |  |  |  |  |  |  |  |  | - | R - |
|  | **9 887565** | **5 756 366 283** | **366 390** | **461 970 320** | **201 135** | **371 483 030** | **6 156 091** | **3 255 151 234** | **16 442 470** | **9 844 970 867** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Total received |  | R 10 187 725 054.26 |
|  |  |  |  |  |  |  |  | % Withdrawn |  | 97% |
|  |  |  |  |  |  |  |  | Inactive Account |  |  |

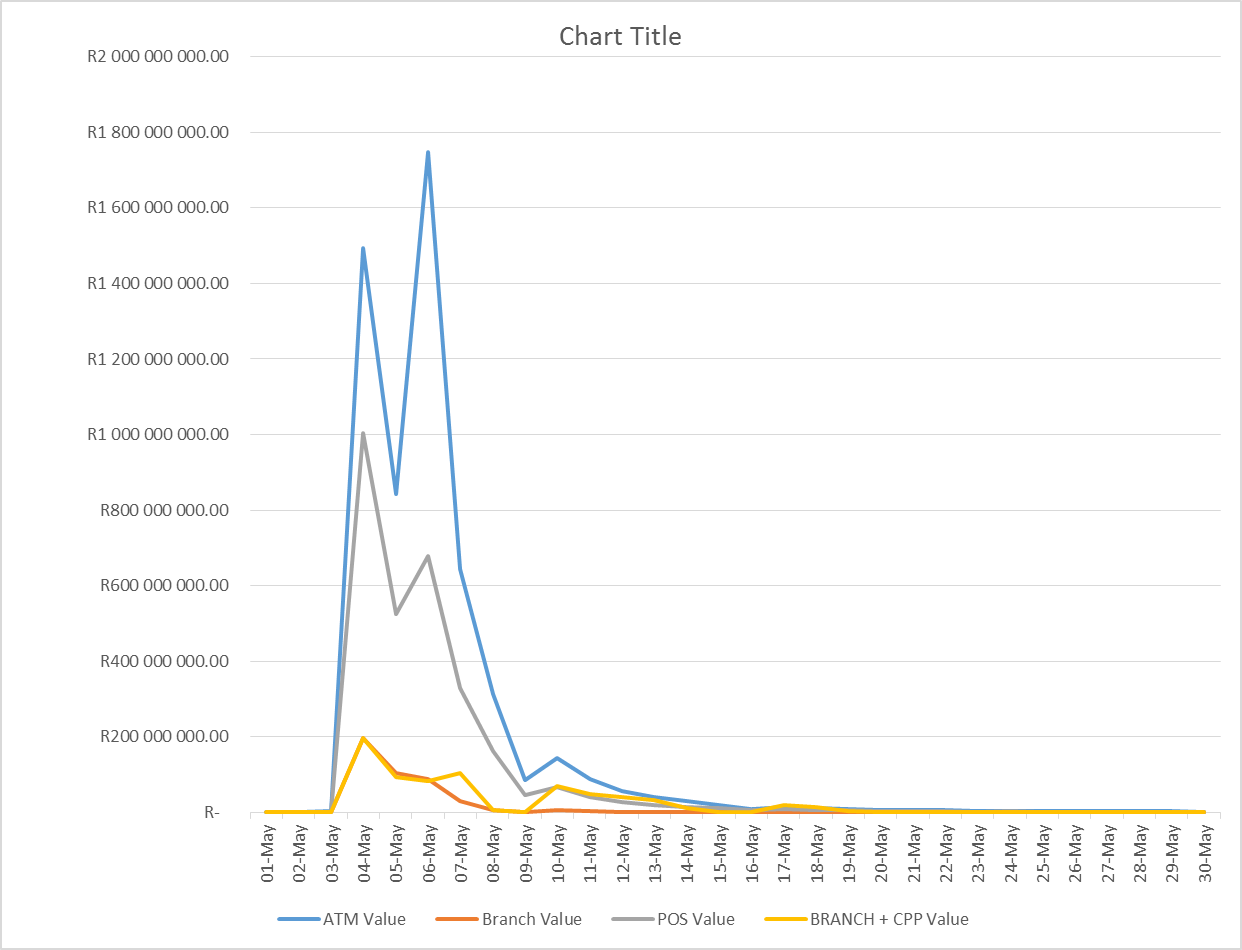
**Figure: 7**

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**Table 107: May 2021 Payment File Channel Data**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | **SASWITCH** | | **BIO PAY** | |  |  |  |  |
| **Month** | **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** |
| 01 | 14 284 | R 2 051 480.00 | - | 0 | - | R - | 10 508 | R 1 157 152.06 | 24 792 | R 3 208 632.06 |
| 02 | 13 449 | R 1 709 699.00 |  |  | - | R - | 8 954 | R 851 002.57 | 22 403 | R 2 560 701.57 |
| 03 | 108 685 | R 2 817 264.00 | 526 | R 300 540.00 | 109 | R 209 450 | 26 731 | R 1 495 233.88 | 136 051 | R 4 822 487.88 |
| 04 | 1 540 078 | R 1 492 666 259.00 | 126 860 | R 196 457 990.00 | 93 293 | R 197 401 180 | 497 752 | R 1 005 040 379.53 | 2 257 983 | R 2 891 565 808.53 |
| 05 | 966 202 | R 841 581 327.00 | 65 675 | R 103327110.00 | 43 407 | R 92 930 800 | 615 946 | R 525 623 258.80 | 1 691 230 | R 1 563 462 495.80 |
| 06 | 3 086 836 | R 1 749 011805.00 | 91 142 | R 88 112 110.00 | 59 866 | R 83 642 060 | 1 195 358 | R 679 462 367.82 | 4 433 202 | R 2 600 228 342.82 |
| 07 | 1 226 809 | R 643 737 567.00 | 29 342 | R 29 617770.00 | 65 087 | R104618450.00 | 756 418 | R 329 911 308.28 | 2 077 656 | R 1 107 885 095.28 |
| 08 | 626 855 | R 314 021 298.00 | 7 055 | R 7 157 050.00 | 3 963 | R 5 457660.00 | 412 590 | R 162 527 036.23 | 1 050 463 | R 489 163 044.23 |
| 09 | 222 371 | R 85 118 659.00 | 2 | R 760.00 | - | R - | 165 723 | R 47 356 054.08 | 388 096 | R 132 475 473.08 |
| 10 | 332 078 | R 144 108 976.00 | 5 709 | R 6 228 760.00 | 40 455 | R 69 123 740 | 228 554 | R 68 121 667.25 | 606 796 | R 287 583 143.25 |
| 11 | 219 531 | R 87 479 759.00 | 2 820 | R 2 993 040.00 | 28 984 | R49 640 330.00 | 163 393 | R 40 823 844.91 | 414 728 | R 180 936 973.91 |
| 12 | 156 438 | R 56 527 812.00 | 2 074 | R 2 105 490.00 | 23 700 | R 41 017 880 | 125 593 | R 26 554 661.06 | 307 805 | R 126 205 843.06 |
| 13 | 119 630 | R 40 733 390.00 | 1 491 | R 1 534 770.00 | 18 340 | R 32064510.00 | 99 017 | R 18 649 183.12 | 238 478 | R 92 981 853.12 |
| 14 | 97 032 | R 30 772 067.00 | 1 109 | R 1 057 400.00 | 6 123 | R11 157270.00 | 85 062 | R 15 575 957.02 | 189 326 | R 58 562 694.02 |
| 15 | 68 435 | R 19 357 810.00 | 391 | R 332 190.00 | 667 | R 1 069090.00 | 63 996 | R 12 022 846.49 | 133 489 | R 32 781 936.49 |
| 16 | 40 121 | R 9 173 271.00 | - | R - | 7 | R 12 980.00 | 39 460 | R 5 539 026.68 | 79 588 | R 14 725 277.68 |
| 17 | 59 776 | R13 943 510.00 | 988 | R 1 000 720.00 | 10 734 | R18 990940.00 | 57 732 | R 8 599 142.76 | 129 230 | R 42 534 312.76 |
| 18 | 54 567 | R 10 531 721.00 | 812 | R 730 240.00 | 8 718 | R 15 62160.00 | 52 891 | R 6 932 088.69 | 116 988 | R 33 817 209.69 |
| 19 | 47 806 | R 8 608 286.00 | 776 | R 717 760.00 | 2 164 | R 3 990030.00 | 47 658 | R 5 890 290.62 | 98 404 | R 19 206 366.62 |
| 20 | 40 684 | R 7 074 457.00 | 663 | R 705 550.00 | 674 | R 1 27470.00 | 40 101 | R 4 576 923.68 | 82 122 | R 13 633 400.68 |
| 21 | 39 042 | R 6 651 592.00 | 522 | R 465 410.00 | 184 | R 345 360.00 | 37 876 | R 4 346 569.10 | 77 624 | R 11 808 931.10 |
| 22 | 30 156 | R 5 405 052.00 | 207 | R 153 690.00 | 41 | R 57 470.00 | 29 270 | R 3 307 976.96 | 59 674 | R 8 924 188.96 |
| 23 | 20 190 | R 3 012 212.00 | - | R | 0 | R - | 19 917 | R 1 927 085.42 | 40 107 | R 4 939 297.42 |
| 24 | 30 187 | R 4 540 396.00 | 600 | R 505 540.00 | 240 | R 486 850.00 | 28 901 | R 2 808 783.61 | 59 928 | R 8 341 569.61 |
| 25 | 24 159 | R 3 979 087.00 | 459 | R 456 470.00 | 174 | R 335 420.00 | 23 967 | R 2 421 406.87 | 48 759 | R 7 192 383.87 |
| 26 | 21 180 | R 3 677 214.00 | 387 | R 349 530.00 | 143 | R 289 760.00 | 20 792 | R 2 108 012.17 | 42 502 | R 6 424 516.17 |
| 27 | 19 025 | R3 620 906.00 | 362 | R 308 440.00 | 145 | R 284 970.00 | 18 012 | R 1 753 101.00 | 37 544 | R 5 967 417.00 |
| 28 | 16 722 | R 4 413 029.00 | 312 | R 287 930.00 | 97 | R 215 490.00 | 16 117 | R 1 757 934.64 | 33 248 | R 6 674 383.64 |
| 29 | 12 427 | R 2 871 171.00 | 89 | R 52 390.00 | 15 | R 34 780.00 | 11 871 | R 1 357 874.25 | 24 402 | R 4 316 215.25 |
| 30 | 9 037 | R 2 200 570.00 | - | - | - | R - | 8 201 | R 821 007.51 | 17 238 | R 3 021 577.51 |
| 31 | 12 832 | R 2 426 150.00 | 231 | R 169 770.00 |  |  | 11 638 | R 1 162 077.76 | 24 701 | R 3 757 997.76 |
| **Total** | **9 276 624** | **5 603 823 796** | **340 604** | **R 445 128 420** | **407 330** | **730 276 100** | **4 919 999** | **2 990 481 255** | **14 944 557** | **9 769 709 571** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Total received |  | R 10 079 322 255.43 |
|  |  |  |  |  |  |  |  | % Withdrawn |  | 97% |
|  |  |  |  |  |  |  |  | Inactive Account |  |  |

**Figure: 8**

****

**Table 108: May 2021: Number of Beneficiaries Collecting Their Social Grants at Respective Bank ATMs’**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Date** | **ABSA - VOLUME** | **ALBARAKA VOLUME** | **BIDVEST VOLUME** | **BIDVEST OLD** | **CAPITEC VOLUME** | **FNB VOLUME** | **GRINDROD VOLUME** | **ITHALA VOLUME** | **MERCANTILE VOLUME** | **NEDBANK VOLUME** | **SBSA VOLUME** | **UBANK VOLUME** | **Total Vol** |
| 1 | 4 914 | 2 | 413 | 21 | 1 581 | 2 283 | 458 | 64 | 1 | 1 932 | 2 597 | 18 | **14 284** |
| 2 | 4 699 | - | 385 | 19 | 1 699 | 2 219 | 272 | 53 | 8 | 1 877 | 2 188 | 30 | **13 449** |
| 3 | 38 967 | 20 | 3 487 | 176 | 12 345 | 17 306 | 2 173 | 364 | 17 | 12 894 | 20 687 | 249 | **108 685** |
| 4 | 467 301 | 133 | 32 503 | 2 025 | 146 844 | 256 867 | 193 947 | 4 186 | 161 | 167 063 | 264 692 | 4 356 | **1 540 078** |
| 5 | 275 830 | 97 | 20 635 | 1 091 | 106 094 | 148 069 | 132 494 | 3 018 | 94 | 108 808 | 167 596 | 2 376 | **966 202** |
| 6 | 900 294 | 332 | 61 636 | 7 383 | 381 314 | 509 355 | 306 045 | 10 870 | 364 | 360 982 | 537 569 | 10 692 | **3 086 836** |
| 7 | 317 660 | 109 | 22 697 | 2 375 | 176 106 | 159 503 | 167 440 | 5 258 | 166 | 164 003 | 207 348 | 4 144 | **1 226 809** |
| 8 | 156 354 | 41 | 11 970 | 1 169 | 96 377 | 76 667 | 85 493 | 3 354 | 58 | 87 969 | 105 665 | 1 738 | **626 855** |
| 9 | 60 929 | 10 | 5 436 | 232 | 38 475 | 28 656 | 6 527 | 686 | 9 | 38 043 | 43 039 | 329 | **222 371** |
| 10 | 75 931 | 18 | 5 297 | 430 | 54 198 | 36 425 | 57 062 | 1 546 | 42 | 44 753 | 55 374 | 1 002 | **332 078** |
| 11 | 50 398 | 6 | 3 574 | 216 | 38 730 | 24 192 | 35 977 | 870 | 17 | 29 575 | 35 402 | 574 | **219 531** |
| 12 | 36 328 | 13 | 2 728 | 100 | 29 144 | 16 791 | 23 972 | 616 | 16 | 21 416 | 24 970 | 344 | **156 438** |
| 13 | 28 199 | 5 | 2 252 | 116 | 22 874 | 13 081 | 16 691 | 473 | 14 | 16 682 | 19 016 | 227 | **119 630** |
| 14 | 25 646 | 4 | 1 984 | 112 | 15 606 | 11 399 | 10 675 | 395 | 9 | 14 666 | 16 338 | 198 | **97 032** |
| 15 | 19 240 | 1 | 1 469 | 92 | 11 355 | 8 947 | 3 486 | 346 | 8 | 11 209 | 12 144 | 138 | **68 435** |
| 16 | 11 371 | - | 1 075 | 41 | 6 728 | 5 114 | 842 | 106 | 1 | 6 888 | 7 894 | 61 | **40 121** |
| 17 | 16 395 | 3 | 1 223 | 71 | 10 428 | 7 650 | 4 196 | 220 | 11 | 9 310 | 10 154 | 115 | **59 776** |
| 18 | 14 987 | 10 | 1 132 | 37 | 10 353 | 6 752 | 2 570 | 228 | 12 | 8 572 | 9 796 | 118 | **54 567** |
| 19 | 12 836 | 5 | 1 025 | 38 | 9 594 | 5 777 | 2 004 | 192 | 5 | 7 640 | 8 593 | 97 | **47 806** |
| 20 | 11 181 | 1 | 930 | 36 | 7 873 | 5 250 | 1 662 | 189 | 2 | 6 297 | 7 181 | 82 | **40 684** |
| 21 | 11 355 | 5 | 841 | 67 | 6 759 | 5 093 | 1 586 | 159 | 2 | 6 069 | 7 028 | 78 | **39 042** |
| 22 | 8 781 | 2 | 718 | 40 | 5 091 | 4 125 | 1 093 | 120 | 6 | 4 762 | 5 363 | 55 | **30 156** |
| 23 | 5 872 | - | 520 | 29 | 3 429 | 2 619 | 411 | 69 | - | 3 392 | 3 819 | 30 | **20 190** |
| 24 | 8 263 | - | 709 | 51 | 5 482 | 3 861 | 1 239 | 154 | 3 | 4 749 | 5 607 | 69 | **30 187** |
| 25 | 6 908 | - | 603 | 24 | 3 819 | 3 221 | 1 132 | 119 | 5 | 3 808 | 4 475 | 45 | **24 159** |
| 26 | 6 122 | 3 | 435 | 21 | 3 290 | 3 113 | 966 | 110 | 3 | 3 343 | 3 738 | 36 | **21 180** |
| 27 | 5 432 | - | 464 | 38 | 2 917 | 2 716 | 815 | 59 | 2 | 3 060 | 3 477 | 45 | **19 025** |
| 28 | 4 967 | 1 | 465 | 25 | 2 379 | 2 656 | 714 | 77 | 1 | 2 494 | 2 899 | 44 | **16 722** |
| 29 | 3 867 | 1 | 367 | 25 | 1 569 | 1 938 | 457 | 64 | - | 1 985 | 2 122 | 32 | **12 427** |
| 30 | 2 690 | - | 217 | 11 | 1 348 | 1 392 | 185 | 49 | - | 1 456 | 1 685 | 4 | **9 037** |
| 31 | 3 931 | - | 339 | 37 | 1 649 | 2 031 | 556 | 47 | 2 | 1 912 | 2 286 | 42 | **12 832** |
| **Total** | **2 597648** | **822** | **187 529** | **16 148** | **1 215 450** | **1 375 068** | **1 063 140** | **34 061** | **1 039** | **1 157 609** | **1 600 742** | **27 368** | **9 276 624** |

**Table 109: June 2021 Payment File Channel Data**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | **SASWITCH** | | **BIO PAY** | |  |  |  |  |
| **Month** | **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** |
| 01-Jun | 17 056 | R 2 139 629.00 | 296 | 219 240 | 83 | R 166 030 | 11 433 | R 1 079 527.86 | 28 868 | R 3 604 426.86 |
| 02-Jun | 26 009 | R 1 734 860.00 | 284 | R 218 320.00 | 65 | R 141 020 | 12 688 | R 954 921.17 | 39 046 | R 3 049 121.17 |
| 03-Jun | 1 310 827 | R 1 295 382 048.00 | 122 041 | R 191 925 460.00 | 69 946 | R 147 448 730 | 964 369 | R 947 865 230.34 | 2 467 183 | R 2 582 621 468.34 |
| 04-Jun | 995 203 | R 947 183 510.00 | 72 096 | R 114 711 390.00 | 57 466 | R 123 015 800 | 694 450 | R 631 189 066.81 | 1 819 215 | R 1 816 099 766.81 |
| 05-Jun | 356 726 | R 234 920 133.00 | 7 363 | R 10 827 840.00 | 3 958 | R 8 522 700 | 218 848 | R 136 456 002.37 | 586 895 | R 390 726 675.37 |
| 06-Jun | 174 804 | R 71 914 860.00 | - | R - | - | R - | 89 758 | R 38 522 895.70 | 264 562 | R 110 437 755.70 |
| 07-Jun | 3 102 682 | R 1 702 153500.00 | 91 852 | R 86 775 580.00 | 58 387 | R 80 186 950.00 | 1 757 686 | R 889 406 641.28 | 5 010 607 | R 2 758 522 671.28 |
| 08-Jun | 1 050 408 | R 512 641 240.00 | 26 746 | R 25 667 870.00 | 61 529 | R 97 450 410.00 | 671 679 | R 266 380 570.14 | 1 810 362 | R 902 140 090.14 |
| 09-Jun | 495 752 | R 226 651 355.00 | 9 006 | R 8 711 090.00 | 44 074 | R 73 906 530.00 | 347 168 | R 116 450 851.47 | 896 000 | R 425 719 826.47 |
| 10-Jun | 313 217 | R 135 024 973.00 | 5 085 | R 5 019 780.00 | 30 043 | R 50 605 240 | 229 572 | R 64 325 654.96 | 577 917 | R 254 975 647.96 |
| 11-Jun | 246 775 | R 99 804 407.00 | 4 243 | R 4 015 170.00 | 26 197 | R 44 482 490.00 | 194 342 | R 49 150 000.87 | 471 557 | R 197 452 067.87 |
| 12-Jun | 177 657 | R 64 080 684.00 | 1 966 | R 1 816 140.00 | 821 | R 1 036 200 | 146 582 | R 36 875 655.92 | 327 026 | R 103 808 679.92 |
| 13-Jun | 82 251 | R 24 001 772.00 | - | R - | - | R - | 70 504 | R 12 977 872.04 | 152 755 | R 36 979 644.04 |
| 14-Jun | 125 127 | R 41 738 341.00 | 2 649 | R 2 549 080.00 | 18 655 | R 32 102 530.00 | 102 199 | R 19 105 934.31 | 248 630 | R 95 495 885.31 |
| 15-Jun | 92 264 | R 28 787 656.00 | 1 874 | R 1 705 600.00 | 11 306 | R 19 876 200.00 | 51 122 | R 6 945 807.23 | 156 566 | R 57 315 263.23 |
| 16-Jun | 48 783 | R 10 863 760.00 | - | R - | - | R - | 86 868 | R 14 609 843.75 | 135 651 | R 25 473 603.75 |
| 17-Jun | 66 307 | R 16 071 921.00 | 1 363 | R 1 182 470.00 | 9 239 | R 16 280 850.00 | 67 858 | R 9 704 132.65 | 144 767 | R 43 239 373.65 |
| 18-Jun | 55 269 | R 11 286 214.00 | 1 079 | R 973 540.00 | 5 598 | R 9 997 070.00 | 59 520 | R 8 335 726.30 | 121 466 | R 30 592 550.30 |
| 19-Jun | 41 592 | R 8 116 745.00 | 275 | R 189 190.00 | 78 | R 111 730.00 | 44 903 | R 6 105 775.70 | 86 848 | R 14 523 440.70 |
| 20-Jun | 26 248 | R 4 324 823.00 | 5 | R - | - | R - | 30 024 | R 3 328 478.17 | 56 277 | R 7 653 301.17 |
| 21-Jun | 41 022 | R 6 499 585.00 | 862 | R 727 960.00 | 1 576 | R 2 876 280.00 | 41 666 | R 4 415 546.06 | 85 126 | R 14 519 371.06 |
| 22-Jun | 36 057 | R 5 228 457.00 | 706 | R 639 000.00 | 540 | R 981 920.00 | 38 130 | R 3 792 224.65 | 75 433 | R 10 641 601.65 |
| 23-Jun | 32 616 | R 4 667 532.00 | 572 | R 509 980.00 | 210 | R 406 370.00 | 34 940 | R 3 329 910.14 | 68 338 | R 8 913 792.14 |
| 24-Jun | 28 895 | R 4 316 444.00 | 469 | R 430 450.00 | 197 | R 346 210.00 | 31 425 | R 2 875 844.66 | 60 986 | R 7 968 948.66 |
| 25-Jun | 19 826 | R 3 457 940.00 | 276 | R 238 720.00 | 98 | R 187 470.00 | 23 285 | R 2 464 078.34 | 43 485 | R 6 348 208.34 |
| 26-Jun | 14 050 | R 2 475 238.00 | 145 | R 112 460.00 | 73 | R 128 810.00 | 16 733 | R 1 894 974.12 | 31 001 | R 4 611 482.12 |
| 27-Jun | 10 509 | R 1 463 890.00 | - | R - | 0 | R - | 11 976 | R 1 182 849.06 | 22 485 | R 2 646 739.06 |
| 28-Jun | 14 932 | R 2 116 433.00 | 343 | R 283 200.00 |  |  | 16 483 | R 1 712 672.64 | 31 758 | R 4 112 305.64 |
| 29-Jun | 14 963 | R 2 157 825.00 | 351 | R 315 910.00 |  |  | 16 189 | R 1 611 985.02 | 31 503 | R 4 085 720.02 |
| 30-Jun | 13 154 | 2 218 654.00 | 294 | R 233 810.00 |  |  | 14 010 | R 1 361 673.64 | 27 458 | R 3 814 137.64 |
| 01-Jul |  |  |  |  |  |  |  |  | - | R - |
|  | **9 030 981** | **5 473 424 429** | **352 241** | **459 999 250** | **400 139** | **710 257 540** | **6 096 410** | **3 284 412 347** | **15 879 771** | **9 928 093 566** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Total received |  | R 10 033 816 028.13 |
|  |  |  |  |  |  |  |  | % Withdrawn |  | 99% |
|  |  |  |  |  |  |  |  | Inactive Account |  |  |

**Figure: 9**

**Table 110: July 2021 Payment File Channel Data**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | **SASWITCH** | | **BIO PAY** | |  |  |  |  |
| **Month** | **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** |
| 01-Jul | 15 099 | R 2 187 117.00 | 326 | 259 170 | 82 | R 187 730 | 12 897 | R 1 229 867.79 | 28 404 | R 3 863 884.79 |
| 02-Jul | 21 691 | R 2 087 272.00 | 274 | R 201 330.00 | 93 | R 152 690 | 13 837 | R 1 226 359.77 | 35 895 | R 3 667 651.77 |
| 03-Jul | 30 933 | R 1 774 470.00 | 40 | R 11 780.00 | 12 | R 26 630 | 13 057 | R 998 944.97 | 44 042 | R 2 811 824.97 |
| 04-Jul | 26 798 | R 1 223 525.00 | - | R - | - | R - | 9 669 | R 667 346.02 | 36 467 | R 1 890 871.02 |
| 05-Jul | 110 909 | R 3 378 667.00 | 378 | R 198 950.00 | 86 | R 136 310 | 26 438 | R 1 345 935.35 | 137 811 | R 5 059 862.35 |
| 06-Jul | 1 590 505 | 1 566 799 220.00 | 132 560 | R 209 798 370.00 | 75 975 | R 161 359 780 | 1 172 583 | R 1 140 784 760.50 | 2 971 623 | R 3 078 742 130.50 |
| 07-Jul | 941 606 | R 813 179 544.00 | 72 529 | 116 429 460.00 | 35 630 | R 76 218 090.00 | 605 789 | R 517 435 721.21 | 1 655 554 | R 1 523 262 815.21 |
| 08-Jul | 3 041 398 | 1 739 205 614.00 | 101 225 | R 98 985 510.00 | 47 716 | R 66 771 360.00 | 1 734 452 | R 886 949 825.03 | 4 924 791 | R 2 791 912 309.03 |
| 09-Jul | 1 075 145 | R571 992 284.00 | 28 837 | R 29 134 810.00 | 62 179 | R 99 152 590.00 | 710 051 | R 302 773 349.29 | 1 876 212 | R 1 003 053 033.29 |
| 10-Jul | 508 268 | R255 164 353.00 | 5 965 | R 5 977 450.00 | 2 724 | R 3 816 930 | 357 017 | R 131 614 024.67 | 873 974 | R 396 572 757.67 |
| 11-Jul | 181 330 | R72 920 283.00 | - | R - | - | R - | 154 886 | R 44 149 402.61 | 336 216 | R 117 069 685.61 |
| 12-Jul | 181 072 | R81 573 906.00 | 5 463 | R 5 585 260.00 | 14 380 | R 24 925 000 | 138 783 | R 43 464 944.37 | 339 698 | R 155 549 110.37 |
| 13-Jul | 121 848 | R53 733 694.00 | 3 524 | R 4 185 950.00 | 2 237 | R 3 827 530.00 | 111 725 | R 34 850 934.62 | 239 334 | R 96 598 108.62 |
| 14-Jul | 121 843 | 56 367 542.00 | 3 071 | R 3 694 080.00 | 2 893 | R 5 230 500.00 | 125 250 | R 41 144 454.37 | 253 057 | R 106 436 576.37 |
| 15-Jul | 102 319 | R49 030 331.00 | 2 292 | R 2 563 530.00 | 2 350 | R 4 324 690.00 | 125 492 | R 42 824 804.19 | 232 453 | R 98 743 355.19 |
| 16-Jul | 93 937 | R42 360 669.00 | 1 763 | R1 876 910.00 | 1 640 | R2 968 470.00 | 118 387 | R 37 417 535.82 | 215 727 | R 84 623 584.82 |
| 17-Jul | 67 439 | R25 364 522.00 | 401 | R 408 780.00 | 180 | R 316 600.00 | 85 928 | R 22 455 945.84 | 153 948 | R 48 545 847.84 |
| 18-Jul | 36 299 | R10 334 929.00 | - | R - | - | R - | 50 229 | R 10 412 465.72 | 86 528 | R 20 747 394.72 |
| 19-Jul | 75 410 | 26 634 594.00 | 1 508 | R 1 513 880.00 | 5 230 | R 8 975 480.00 | 92 414 | R 24 232 805.31 | 174 562 | R 61 356 759.31 |
| 20-Jul | 69 238 | R23 781 906.00 | 1 069 | R 1 009 100.00 | 4 452 | R 7 693 670.00 | 76 763 | R 18 347 234.04 | 151 522 | R 50 831 910.04 |
| 21-Jul | 57 908 | R17 981 239.00 | 778 | R 725 970.00 | 2 530 | R 4 399 670.00 | 60 977 | R 12 514 169.68 | 122 193 | R 35 621 048.68 |
| 22-Jul | 48 573 | R14 306 341.00 | 651 | R 517 840.00 | 1 752 | R 3 077 720.00 | 51 678 | R 9 860 195.17 | 102 654 | R 27 762 096.17 |
| 23-Jul | 42 342 | R12 445 918.00 | 558 | R 447 630.00 | 1 132 | R 1 919 840.00 | 46 457 | R 8 441 450.13 | 90 489 | R 23 254 838.13 |
| 24-Jul | 30 224 | R 8 500 155.00 | 189 | R 139 480.00 | 165 | R 281 810.00 | 34 693 | R 5 916 622.88 | 65 271 | R 14 838 067.88 |
| 25-Jul | 21 268 | R 4 882 645.00 | - | R - | 0 | R - | 22 909 | R 3 266 203.22 | 44 177 | R 8 148 848.22 |
| 26-Jul | 36 434 | R 8 690 839.00 | 580 | R 455 660.00 | 2067 | R 3 103 710.00 | 38 523 | R 6 283 647.66 | 77 604 | R 18 533 856.66 |
| 27-Jul | 30 061 | R 6 783 298.00 | 505 | R 452 300.00 | 1165 | R 1 785 020.00 | 31 965 | R 4 603 938.62 | 63 696 | R 13 624 556.62 |
| 28-Jul | 26 625 | R 5 661 251.00 | 421 | R 337 830.00 | 1 153 | R 1 681 230.00 | 27 853 | R 3 792 834.94 | 56 052 | R 11 473 145.94 |
| 29-Jul | 23 192 | R 4 884 054.00 | 377 | R 313 470.00 | 904 | R 1 681 230.00 | 25 262 | R 3 203 030.20 | 49 735 | R 10 081 784.20 |
| 30-Jul | 18 261 | R 4 076 667.00 | 362 | R 260 640.00 | 419 | R 664 130.00 | 21 734 | R 2 835 987.83 | 40 776 | R 7 837 424.83 |
| 31-Jul | 13 364 | R 3 319 560.00 | 86 | R 47 090.00 | 25 | R39 110.00 | 15 865 | R 2 167 440.22 | 29 340 | R 5 573 200.22 |
|  | **8 761 339** | **5 490 626 409** | **365 732** | **485 532 230** | **269 171** | **484 717 520** | **6 113 563** | **3 367 212 182** | **15 509 805** | **9 828 088 341** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Total received |  | R 9 968 870 308.26 |
|  |  |  |  |  |  |  |  | % Withdrawn |  | 99% |
|  |  |  |  |  |  |  |  | Inactive Account |  |  |
|  |  |  |  |  |  |  |  |  |  |  |

**Figure: 10**

**Table 111: August 2021 Payment File Channel Data**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | **SASWITCH** | | **BIO PAY** | |  |  |  |  |
| **Month** | **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** |
| 01-Aug | 11 035 | R 2 145 149.00 | - | 0 | - | R - | 11 363 | R 1 296 158.83 | 22 398 | R 3 441 307.83 |
| 02-Aug | 22 621 | R 3 015 730.00 | 351 | R 270 510.00 | 277 | R 400 380 | 18 698 | R 1 988 787.85 | 41 947 | R 5 675 407.85 |
| 03-Aug | 1 218 523 | R1 232 403 479.00 | 108 802 | R 172 145 620.00 | 78 036 | R 165 580 780 | 925 708 | R 904 156 825.63 | 2 331 069 | R2 474 286 704.63 |
| 04-Aug | 907 192 | R 884 286 962.00 | 66 769 | R 107 655 810.00 | 55 106 | R 117 848 680 | 651 059 | R 589 517 086.76 | 1 680 126 | R 1 699 308 538.76 |
| 05-Aug | 2 720 390 | R 1 606 181 628.00 | 88 198 | R 89 575 050.00 | 59 594 | R 85 627 950 | 1 481 419 | R 821 571 966.03 | 4 349 601 | 2 602 956 594.03 |
| 06-Aug | 1 225 601 | R 701 952 728.00 | 33 939 | R 36 161 180.00 | 57 740 | R 93 899 390 | 808 090 | R 375 065 562.20 | 2 125 370 | R1 207 078 860.20 |
| 07-Aug | 636 233 | R 348 291 586.00 | 7 419 | R 7 935 210.00 | 3 633 | R 5 105 390.00 | 460 104 | R 194 865 285.98 | 1 107 389 | R 556 197 471.98 |
| 08-Aug | 365 088 | R 163 437 753.00 | - | R - | - | R - | 178 012 | R 55 934 890.60 | 543 100 | R 219 372 643.60 |
| 09-Aug | 215 674 | R 90 590 842.00 | - | R - | - | R - | 185 347 | R 55 911 314.37 | 401 021 | R 146 502 156.37 |
| 10-Aug | 318 834 | R 150 713 165.00 | 7 208 | R 7 732 650.00 | 33 981 | R 58 015 740 | 256 988 | R 84 149 892.86 | 617 011 | R 300 611 447.86 |
| 11-Aug | 200 449 | R 84 575 630.00 | 3 973 | R 3 972 820.00 | 23 895 | R 40 805 620.00 | 169 748 | R 45 242 896.23 | 398 065 | R 174 596 966.23 |
| 12-Aug | 139 684 | R 53 032 266.00 | 2 435 | R 2 372 220.00 | 19 706 | R 34 064 650 | 127 548 | R 29 356 569.52 | 289 373 | R 118 825 705.52 |
| 13-Aug | 99 832 | R 35 869 161.00 | 1 776 | R 1 615 480.00 | 14 226 | R 24 565 620.00 | 99 731 | R 20 639 637.72 | 215 565 | R 82 689 898.72 |
| 14-Aug | 66 702 | R 21 190 297.00 | 472 | R 454 710.00 | 150 | R212 370.00 | 71 254 | R 14 126 678.17 | 138 578 | R 35 984 055.17 |
| 15-Aug | 41 430 | R 10 631 992.00 | - | R - | - | R - | 45 868 | R 7 075 331.04 | 87 298 | R 17 707 323.04 |
| 16-Aug | 72 376 | R 20 199 317.00 | 1 165 | R 1 045 910.00 | 6 800 | R 11 980 900.00 | 76 017 | R 13 165 316.73 | 156 358 | R 46 391 443.73 |
| 17-Aug | 59 773 | R 14 038 539.00 | 1 040 | R 931 940.00 | 7 005 | R 12 362 300.00 | 65 769 | R 10 129 824.36 | 133 587 | R 37 462 603.36 |
| 18-Aug | 50 691 | R 10 398 305.00 | 905 | R 739 040.00 | 4 637 | R 8 152 520.00 | 57 742 | R 8 103 629.93 | 113 975 | R 27 393 494.93 |
| 19-Aug | 44 961 | R 8 520 170.00 | 861 | R 693 090.00 | 1 663 | R 3 009 170.00 | 52 139 | R 6 709 583.30 | 99 624 | R 18 932 013.30 |
| 20-Aug | 39 395 | R 7 384 967.00 | 663 | R 565 040.00 | 608 | R1 050 970.00 | 46 166 | R 5 804 478.91 | 86 832 | R 14 805 455.91 |
| 21-Aug | 30 296 | R 5 976 841.00 | 192 | R 141 650.00 | 38 | R 68 570.00 | 35 761 | R 4 586 131.82 | 66 287 | R 10 773 192.82 |
| 22-Aug | 19 994 | R 3 144 722.00 | - | R - | - | R - | 24 428 | R 2 669 118.51 | 44 422 | R 5 813 840.51 |
| 23-Aug | 31 468 | R 4 728 929.00 | 576 | R 437 760.00 | 256 | R 394 590.00 | 35 677 | R 3 733 257.55 | 67 977 | R 9 294 536.55 |
| 24-Aug | 29 048 | R 4 161 000.00 | 509 | R 412 270.00 | 197 | R 377 100.00 | 34 060 | R 3 420 399.40 | 63 814 | R 8 370 769.40 |
| 25-Aug | 22 464 | R 3 434 888.00 | 514 | R 481 500.00 | 184 | R 343 960.00 | 27 675 | R 2 908 361.81 | 50 837 | R 7 168 709.81 |
| 26-Aug | 19 550 | R 3 115 800.00 | 391 | R 375 870.00 | 159 | R345 420.00 | 22 974 | R 2 416 353.01 | 43 074 | R 6 253 443.01 |
| 27-Aug | 16 034 | R 2 570 997.00 | 380 | R 358 340.00 | 127 | R 243 130.00 | 19 993 | R 2 254 811.41 | 36 534 | R 5 427 278.41 |
| 28-Aug | 11 098 | R 1 928 410.00 | 79 | R 52 040.00 | 10 | R23 110.00 | 13 560 | R 1 627 354.61 | 24 747 | R 3 630 914.61 |
| 29-Aug | 9 087 | R 1 352 460.00 | - | R - | - | R - | 10 726 | R 1 094 910.04 | 19 813 | R 2 447 370.04 |
| 30-Aug | 15 235 | R 2 449 012.00 | 322 | R 326 030.00 |  |  | 16 735 | R 1 741 521.63 | 32 292 | R 4 516 563.63 |
| 31-Aug | 13 517 | R 2 041 435.00 | 166 | R 156 550.00 |  |  | 15 701 | R 1 677 617.66 | 29 384 | R 3 875 602.66 |
| 01-Sep | 91 358 | R 11 738 466.00 | 457 | R 171 350.00 |  |  | 49 468 | R 5 137 492.61 | 141 283 | 17 047 308.61 |
| 02-Sep | 259 425 | R 33 202 688.00 | 1 173 | R 437 160.00 |  |  | 134 253 | R 15 034 050.59 | 394 851 | R 48 673 898.59 |
|  | **8 674 275** | **5 483 764 160** | **329 105** | **436 608 290** | **368 028** | **664 478 310** | **6 046 060** | **3 272 941 554** | **15 417 468** | **9 857 792 314** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Total received |  | R 9 840 182 750.94 |
|  |  |  |  |  |  |  |  | % Withdrawn |  | 100% |
|  |  |  |  |  |  |  |  | Inactive Account |  |  |

**Figure: 12**

**Table 112: September 2021 Payment File Channel Data**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | **SASWITCH** | | **BIO PAY** | |  |  |  |  |
| **Month** | **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** |
| 03-Sep | 1 527 202 | R 1 413 476 955.00 | 124 726 | 199 659 810 | 86 417 | R 183 314 090 | 1 211 872 | R 1 097 053 045.60 | 2 950 217 | R 2 893 503 900.60 |
| 04-Sep | 449 857 | R 280 716 226.00 | 10 101 | R 15 326 390.00 | 4 306 | R 9 081 800 | 327 758 | R 187 336 907.04 | 792 022 | R 492 461 323.04 |
| 05-Sep | 189 179 | R 87 470 499.00 | - | R - | - | R - | 131 807 | R 51 354 227.74 | 320 986 | R 138 824 726.74 |
| 06-Sep | 857 013 | R 643 023 589.00 | 47 881 | R 76 201 880.00 | 40 551 | R 86 531 270 | 568 504 | R 415 270 846.70 | 1 513 949 | R 1 221 027 585.70 |
| 07-Sep | 3 169 774 | R1 737 475 851.00 | 96 970 | R 85 493 350.00 | 53 344 | R 74 378 280 | 1 089 818 | R 544 253 309.88 | 4 409 906 | R 2 441 600 790.88 |
| 08-Sep | 1 201 755 | R 601 392 781.00 | 28 388 | R 26 683 440.00 | 62 735 | R 102 535 300 | 820 684 | R 330 314 916.46 | 2 113 562 | R 1 060 926 437.46 |
| 09-Sep | 612 993 | R 281 814 176.00 | 11 537 | R 10 628 740.00 | 37 700 | R 64 665 650.00 | 431 262 | R 142 872 911.39 | 1 093 492 | R 499 981 477.39 |
| 10-Sep | 367 772 | R 153 997 770.00 | 7 708 | R 7 088 710.00 | 28 506 | R 48 143 320.00 | 302 522 | R 88 224 045.50 | 706 508 | R 297 453 845.50 |
| 11-Sep | 253 194 | R 100 585 692.00 | 2 823 | R 2 567 470.00 | 845 | R 1 170 780.00 | 203 558 | R 56 575 847.70 | 460 420 | R 160 899 789.70 |
| 12-Sep | 103 426 | R 31 046 421.00 | - | R - | - | R - | 97 407 | R 19 104 535.52 | 200 833 | R 50 150 956.52 |
| 13-Sep | 176 018 | R 55 807 027.00 | 3 285 | R 2 628 840.00 | 20 590 | R 35 595 800.00 | 145 945 | R 29 042 111.70 | 345 838 | R 123 073 778.70 |
| 14-Sep | 139 364 | R 39 304 111.00 | 2 667 | R 2 050 830.00 | 15 477 | R 26 850 500 | 120 015 | R 20 544 337.53 | 277 523 | R 88 749 778.53 |
| 15-Sep | 107 172 | R 26 352 893.00 | 2 005 | R 1 400 960.00 | 8 569 | R 15 042 410.00 | 95 862 | R 14 508 099.57 | 213 608 | R 57 304 362.57 |
| 16-Sep | 80 569 | R 16 564 037.00 | 1 573 | R 1 042 420.00 | 7 228 | R 12 851 690.00 | 76 207 | R 10 146 239.97 | 165 577 | R 40 604 386.97 |
| 17-Sep | 78 835 | 14 315 601.00 | 1 359 | R 831 640.00 | 4 320 | R 7 696 720.00 | 76 941 | R 10 925 804.79 | 161 455 | R 33 769 765.79 |
| 18-Sep | 56 294 | R 11 193 957.00 | 392 | R 287 220.00 | 71 | R 107 270.00 | 56 091 | R 7 711 103.36 | 112 848 | R 19 299 550.36 |
| 19-Sep | 33 985 | R 6 152 253.00 | - | R - | - | R - | 37 464 | R 4 163 986.84 | 71 449 | R 10 316 239.84 |
| 20-Sep | 60 325 | R 8 532 435.00 | 1 328 | R 985 610.00 | 42 | R 75 800.00 | 56 113 | R 5 658 868.93 | 117 808 | R 15 252 713.93 |
| 21-Sep | 58 805 | 7 513 143.00 | 999 | R 573 140.00 | 1 114 | R 2 081 020.00 | 52 935 | R 4 951 307.22 | 113 853 | R 15 118 610.22 |
| 22-Sep | 54 038 | R 6 446 431.00 | 827 | R 407 530.00 | 253 | R 468 790.00 | 48 255 | R 4 356 485.60 | 103 373 | R 11 679 236.60 |
| 23-Sep | 44 934 | R 5 309 429.00 | 654 | R 296 370.00 | 112 | R 194 960.00 | 41 137 | R 3 901 506.32 | 86 837 | R 9 702 265.32 |
| 24-Sep | 23 830 | R 3 108 809.00 | - | R - | - | R - | 23 179 | R 2 091 365.55 | 47 009 | R 5 200 174.55 |
| 25-Sep | 23 770 | R 3 194 190.00 | 112 | R 39 200.00 | 14 | R 17 860.00 | 23 823 | R 2 364 119.27 | 47 719 | R 5 615 369.27 |
| 26-Sep | 16 141 | R 1 882 330.00 | - | R - | - | R - | 16 783 | R 1 355 101.09 | 32 924 | R 3 237 431.09 |
| 27-Sep | 32 287 | R 2 981 050.00 | 626 | R 360 360.00 | 143 | R 258 400.00 | 28 215 | R 2 359 429.88 | 61 271 | R 5 959 239.88 |
| 28-Sep | 32 068 | R 2 735 531.00 | 596 | R 326 600.00 | 159 | R 266 890.00 | 26 439 | R 2 113 359.09 | 59 262 | R 5 442 380.09 |
| 29-Sep | 29 887 | R 2 192 744.00 | 526 | R 305 700.00 |  |  | 24 411 | R 1 843 280.50 | 54 824 | R 4 341 724.50 |
| 30-Sep | 30 589 | R 2 023 757.00 | 467 | R 251 790.00 |  |  | 23 048 | R 1 609 753.04 | 54 104 | R 3 885 300.04 |
| 01-Oct | 70 571 | R 1 897 745.00 | 474 | R 205 570.00 |  |  | 36 131 | R 1 556 598.43 | 107 176 | R 3 659 913.43 |
| 02-Oct | 53 965 | R 1 404 928.00 | 104 | R 26 940.00 |  |  | 27 561 | R 1 260 827.41 | 81 630 | R 2 692 695.41 |
| 03-Oct | 39 385 | R 1 032 018.00 | - | R - |  |  | 18 142 | R 792 235.19 | 57 527 | R 1 824 253.19 |
| 04-Oct | 155 371 | R 2 549 957.00 | 443 | R 225 850.00 |  |  | 49 427 | R 1 553 990.22 | 205 241 | R 4 329 797.22 |
| 05-Oct |  |  |  |  |  |  |  |  | - | R - |
|  | **9 974 997** | **5 550 944 379** | **348 128** | **435 670 510** | **372 496** | **671 328 600** | **6 239 889** | **3 065 616 515** | **16 935 510** | **9 723 560 004** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Total received |  | 9 761 289 096.69 |
|  |  |  |  |  |  |  |  | % Withdrawn |  | 100% |
|  |  |  |  |  |  |  |  | Inactive Account |  |  |

**Figure: 13**

**Table 113: October 2021 Payment File Channel Data**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | **SASWITCH** | | **BIO PAY** | |  |  |  |  |
| **Month** | **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** |
| 05-Oct | 1 456 365 | R 1 440 843 537.00 | 126 826 | 201 736 510 | 78 191 | R 165 959 330 | 1 198 619 | R 1 151 121 276.84 | 2 860 001 | R 2 959 660 653.84 |
| 06-Oct | 852 043 | R 738 571 956.00 | 53 413 | R 86 086 970.00 | 45 938 | R 98 032 060 | 630 510 | R 523 438 348.15 | 1 581 904 | R 1 446 129 334.15 |
| 07-Oct | 3 075 234 | 1 595 261 427.00 | 86 850 | 74 584 250.00 | 63 067 | R 83 978 500 | 1 927 469 | R 870 138 449.36 | 5 152 620 | R 2 623 962 626.36 |
| 08-Oct | 1 282 184 | R 615 937 387.00 | 37 901 | R 34 027 410.00 | 65 523 | R 101 770 760 | 906 779 | R 357 109 674.88 | 2 292 387 | R 1 108 845 231.88 |
| 09-Oct | 559 493 | R 248 662 189.00 | 6 058 | R 5 673 910.00 | 2 830 | R 3 861 970 | 430 948 | R 148 598 757.24 | 999 329 | R 406 796 826.24 |
| 10-Oct | 230 180 | R 82 969 862.00 | - | R - | - | R - | 190 383 | R 50 126 008.15 | 420 563 | R 133 095 870.15 |
| 11-Oct | 366 477 | R 127 392 756.00 | 6 474 | R 6 128 560.00 | 35 392 | R58 942 440.00 | 293 089 | R 79 861 374.68 | 701 432 | R 272 325 130.68 |
| 12-Oct | 244 035 | 70 079 568.00 | 4 148 | R 3 655 540.00 | 25 451 | R 42 586 020.00 | 195 539 | R 42 102 521.58 | 469 173 | R 158 423 649.58 |
| 13-Oct | 470 725 | R 97 677 041.00 | 4 656 | 2 971 170.00 | 21 393 | R 36 065 560.00 | 300 096 | R 51 332 000.11 | 796 870 | R 188 045 771.11 |
| 14-Oct | 278 728 | R 78 608 222.00 | 5 334 | R 4 101 660.00 | 16 718 | R27 422 900 | 240 030 | R 41 088 675.06 | 540 810 | R 151 221 457.06 |
| 15-Oct | 346 609 | R 69 410 388.00 | 4 156 | 1 975 910.00 | 10 167 | R 16 833 020.00 | 164 098 | R 27 039 597.73 | 525 030 | R 115 258 915.73 |
| 16-Oct | 178 452 | R 37 117 247.00 | 1 109 | R 561 270.00 | 219 | R 225 350 | 259 584 | R 42 654 739.89 | 439 364 | R 80 558 606.89 |
| 17-Oct | 82 599 | R 19 507 695.00 | - | R - | - | R - | 82 101 | R 10 875 690.57 | 164 700 | R 30 383 385.57 |
| 18-Oct | 154 971 | R 30 999 835.00 | 2 724 | 1 154 500.00 | 7 799 | R 12 874 800.00 | 132 687 | R 18 336 344.05 | 298 181 | R 63 365 479.05 |
| 19-Oct | 128 203 | R 25 030 296.00 | 2 280 | R 969 310.00 | 4 105 | R 6 904 990.00 | 107 901 | R 13 770 481.26 | 242 489 | R 46 675 077.26 |
| 20-Oct | 126 134 | R 20 166 315.00 | 2 093 | R 873 000.00 | 1 288 | R 2 102 910.00 | 101 006 | R 11 095 901.00 | 230 521 | R 34 238 126.00 |
| 21-Oct | 126 049 | 23 305 500.00 | 1 761 | R 724 230.00 | 614 | R914 220.00 | 92 016 | R 9 616 047.93 | 220 440 | R 34 559 997.93 |
| 22-Oct | 139 565 | R 30 550 647.00 | 1 462 | R 606 800.00 | 334 | R413 750.00 | 93 391 | R 10 183 891.47 | 234 752 | R 41 755 088.47 |
| 23-Oct | 268 447 | R 61 550 703.00 | 718 | R 212 480.00 | 43 | R 35 380.00 | 170 892 | R 25 658 519.27 | 440 100 | R 87 457 082.27 |
| 24-Oct | 88 651 | R22 754 890.00 | - | R - | - | R - | 76 993 | R 9 672 869.34 | 165 644 | R 32 427 759.34 |
| 25-Oct | 408 735 | 85 052 795.00 | 2 367 | R 697 800.00 | 477 | R 382 400.00 | 276 238 | R 42 174 951.43 | 687 817 | R 128 307 946.43 |
| 26-Oct | 236 619 | R 45 484 482.00 | 1 422 | R 421 790.00 | 340 | R 332 380.00 | 169 838 | R 25 345 683.62 | 408 219 | R 71 584 335.62 |
| 27-Oct | 148 858 | R 28 369 119.00 | 1 152 | R 407 460.00 | 316 | R 295 450.00 | 115 783 | R 16 254 947.97 | 266 109 | R 45 326 976.97 |
| 28-Oct | 110 608 | 20 594 037.00 | 1 021 | 392 010.00 | 316 | R308 310.00 | 90 829 | R 12 373 201.62 | 202 774 | R 33 667 558.62 |
| 29-Oct | 93 896 | R24 443 429.00 | 1 148 | R 456 220.00 | 297 | R320 540.00 | 79 440 | R 11 269 038.96 | 174 781 | R 36 489 227.96 |
| 30-Oct | 62 845 | R11 066 495.00 | 352 | R 108 340.00 |  |  | 58 013 | R 8 291 117.40 | 121 210 | R 19 465 952.40 |
| 31-Oct | 32 385 | R5 356 569.00 | - | R - | 0 | R - | 31 282 | R 3 880 634.38 | 63 667 | R 9 237 203.38 |
| 01-Nov | 39 021 | R 6 215 337.00 | - | R - | - | R - | 35 814 | R 4 123 395.97 | 74 835 | R 10 338 732.97 |
| 02-Nov | 63 463 | R 8 697 811.00 | 826 | R 401 650.00 |  |  | 47 587 | R 5 527 049.88 | 111 876 | R 14 626 510.88 |
|  | **11 651 574** | **5 671 677 535** | **356 251** | **428 928 750** | **380 818** | **660 563 040** | **8 498 955** | **3 623 061 190** | **20 887 598** | **10 384 230 515** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Total received |  | 10 727 999 909.93 |
|  |  |  |  |  |  |  |  | % Withdrawn |  | 97% |
|  |  |  |  |  |  |  |  | Inactive Account |  |  |

**Figure:14**

**Table 114: November 2021 Payment File Channel Data**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | **SASWITCH** | | **BIO PAY** | |  |  |  |  |
| **Month** | **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** |
| 03-Nov | 1 258 905 | R 1 270 192 114.00 | 103 886 | 165 910 300.00 |  |  | 978 961 | R 1 031 481 138.18 | 2 341 752 | R 2 467 583 552.18 |
| 04-Nov | 843 079 | R 789 792 358.00 | 58 573 | R 94 789 890.00 |  |  | 637 924 | R 578 788 130.12 | 1 539 576 | R 1 463 370 378.12 |
| 05-Nov | 2 749 896 | R 1 642 855 755.00 | 88 807 | R 84 613 450.00 |  |  | 1 848 697 | R 957 852 629.29 | 4 687 400 | R 2 685 321 834.29 |
| 06-Nov | 1 058 597 | R 585 888 818.00 | 12 102 | R 12 002 140.00 |  |  | 825 453 | R 362 705 776.02 | 1 896 152 | R 960 596 734.02 |
| 07-Nov | 399 415 | R 184 180 661.00 | - | R - |  |  | 310 426 | R 103 326 645.13 | 709 841 | R 287 507 306.13 |
| 08-Nov | 507 134 | R 238 722 459.00 | 10 196 | R 10 228 230.00 |  |  | 423 547 | R 152 848 012.66 | 940 877 | R 401 798 701.66 |
| 09-Nov | 359 757 | R 147 988 489.00 | 5 724 | R 5 556 390.00 |  |  | 305 375 | R 92 112 785.48 | 670 856 | R 245 657 664.48 |
| 10-Nov | 252 732 | R 91 782 830.00 | 3 765 | R 3 573 500.00 |  |  | 223 480 | R 58 094 236.75 | 479 977 | R 153 450 566.75 |
| 11-Nov | 186 152 | R 56 223 793.00 | 2 856 | R 2 500 260.00 |  |  | 169 552 | R 36 510 531.59 | 358 560 | R 95 234 584.59 |
| 12-Nov | 172 093 | R 46 311 816.00 | 2 525 | R 1 958 460.00 |  |  | 151 514 | R 30 006 116.30 | 326 132 | R 78 276 392.30 |
| 13-Nov | 157 815 | R 38 376 353.00 | 1 095 | R 822 680.00 |  |  | 129 797 | R 23 967 983.78 | 288 707 | R 63 167 016.78 |
| 14-Nov | 75 161 | R 15 632 657.00 | - | R - |  |  | 73 106 | R 10 824 377.70 | 148 267 | R 26 457 034.70 |
| 15-Nov | 76 571 | R 13 752 528.00 | 796 | R 467 200.00 |  |  | 142 812 | R 22 772 473.45 | 220 179 | R 36 992 201.45 |
| 16-Nov | 130 766 | R 21 576 048.00 | 2 499 | R 1 379 410.00 |  |  | 107 966 | R 14 576 263.28 | 241 231 | R 37 531 721.28 |
| 17-Nov | 131 609 | R 20 492 483.00 | 1 612 | R 929 660.00 |  |  | 100 589 | R 12 453 534.09 | 233 810 | R 33 875 677.09 |
| 18-Nov | 137 719 | R 20 623 668.00 | 1 428 | R 649 930.00 |  |  | 104 717 | R 12 654 613.88 | 243 864 | R 33 928 211.88 |
| 19-Nov | 347 910 | R 56 225 744.00 | 1 782 | R 733 060.00 |  |  | 225 397 | R 33 132 247.90 | 575 089 | R 90 091 051.90 |
| 20-Nov | 396 058 | R 66 501 438.00 | 843 | R 228 450.00 |  |  | 279 270 | R 42 033 642.81 | 676 171 | R 108 763 530.81 |
| 21-Nov | 136 471 | R 23 259 521.00 | - | R - |  |  | 126 034 | R 17 413 019.95 | 262 505 | R 40 672 540.95 |
| 22-Nov | 244 746 | R 41 470 793.00 | 1 974 | R 762 290.00 |  |  | 187 200 | R 26 856 670.42 | 433 920 | R 69 089 753.42 |
| 23-Nov | 152 956 | R 24 939 638.00 | 1 506 | R 619 030.00 |  |  | 125 434 | R 16 823 047.74 | 279 896 | R 42 381 715.74 |
| 24-Nov | 115 446 | R 18 131 935.00 | 1 308 | R 563 780.00 |  |  | 100 814 | R 12 789 436.49 | 217 568 | R 31 485 151.49 |
| 25-Nov | 92 867 | R 15 004 889.00 | 993 | R 397 010.00 |  |  | 82 512 | R 11 524 200.78 | 176 372 | R 26 926 099.78 |
| 26-Nov | 80 277 | R 13 670 003.00 | 889 | R 403 610.00 |  |  | 150 666 | R 22 015 336.60 | 231 832 | R 36 088 949.60 |
| 27-Nov | 49 389 | R 7 980 239.00 | 208 | R 80 450.00 |  |  | 48 286 | R 6 679 613.41 | 97 883 | R 14 740 302.41 |
| 28-Nov | 27 901 | R 3 973 511.00 | - | R - |  |  | 29 418 | R 3 437 835.49 | 57 319 | R 7 411 346.49 |
| 29-Nov | 48 887 | R 6 893 074.00 | 960 | R 460 190.00 |  |  | 43 524 | R 5 085 526.52 | 93 371 | R 12 438 790.52 |
| 30-Nov | 41 650 | R 5 822 749.00 | 650 | R 334 420.00 |  |  | 36 972 | R 4 159 304.88 | 79 272 | R 10 316 473.88 |
| 01-Dec |  |  |  |  |  |  |  |  | - | R - |
| 02-Dec |  |  |  |  |  |  |  |  | - | R - |
| 03-Dec |  |  |  |  |  |  |  |  | - | R - |
| 04-Dec |  |  |  |  |  |  |  |  | - | R - |
| 05-Dec |  |  |  |  |  |  |  |  | - | R - |
|  | **10 231 959** | **5 468 266 364** | **306 977** | **389 963 790** | **-** | **-** | **7 969 443** | **3 702 925 131** | **18 508 379** | **9 561 155 285** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Total received |  | 10 066 388 151.97 |
|  |  |  |  |  |  |  |  | % Withdrawn |  | 95% |
|  |  |  |  |  |  |  |  | Inactive Account |  |  |

**Figure 15**

**Table 115: December 2021 Payment File Channel Data**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | **SASWITCH** | | **BIO PAY** | |  |  |  |  |
| **Month** | **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** |
| 01-Dec | 1 094 129 | R 1 119 150 221.00 | 102 501 | 163 939 200.00 |  |  | 948 959 | R 947 617 863.70 | 2 145 589 | R 2 230 707 284.70 |
| 02-Dec | 756 677 | R 732 374 419.00 | 58 090 | R 93 728 890.00 |  |  | 631 748 | R 569 244 027.76 | 1 446 515 | R 1 395 347 336.76 |
| 03-Dec | 2 623 880 | R 1 598 182 993.00 | 89 632 | R 89 614 510.00 |  |  | 1 836 960 | R 965 842 082.40 | 4 550 472 | R 2 653 639 585.40 |
| 04-Dec | 927 306 | R 523 981 211.00 | 11 714 | R 12 260 510.00 |  |  | 707 761 | R 310 311 315.83 | 1 646 781 | R 846 553 036.83 |
| 05-Dec | 361 158 | R 176 594 344.00 | - | R - |  |  | 280 701 | R 97 391 507.59 | 641 859 | R 273 985 851.59 |
| 06-Dec | 607 700 | R 312 104 681.00 | 15 286 | R 16 668 690.00 |  |  | 503 862 | R 201 241 938.10 | 1 126 848 | R 530 015 309.10 |
| 07-Dec | 401 522 | R 180 698 035.00 | 7 723 | R 7 933 650.00 |  |  | 332 675 | R 110 647 911.09 | 741 920 | R 299 279 596.09 |
| 08-Dec | 271 441 | R 107 029 363.00 | 4 583 | R 4 294 770.00 |  |  | 231 862 | R 65 436 228.66 | 507 886 | R 176 760 361.66 |
| 09-Dec | 205 965 | R 72 457 057.00 | 3 396 | R 3 091 370.00 |  |  | 181 450 | R 45 163 101.00 | 390 811 | R 120 711 528.00 |
| 10-Dec | 175 603 | R 57 222 138.00 | 2 766 | R 2 388 770.00 |  |  | 161 837 | R 37 253 212.00 | 340 206 | R 96 864 120.00 |
| 11-Dec | 123 249 | R 37 659 227.00 | 917 | R 790 470.00 |  |  | 113 188 | R 24 342 460.00 | 237 354 | R 62 792 157.00 |
| 12-Dec | 68 219 | R 17 546 889.00 | - | R - |  |  | 68 010 | R 11 681 789.00 | 136 229 | R 29 228 678.00 |
| 13-Dec | 122 618 | R 29 657 210.00 | 1 947 | R 1 564 450.00 |  |  | 107 425 | R 19 636 100.00 | 231 990 | R 50 857 760.00 |
| 14-Dec | 118 086 | R 25 583 987.00 | 1 872 | R 1 397 940.00 |  |  | 103 140 | R 17 372 745.00 | 223 098 | R 44 354 672.00 |
| 15-Dec | 124 522 | R 24 061 803.00 | 1 627 | R 1 085 570.00 |  |  | 104 814 | R 16 660 593.00 | 230 963 | R 41 807 966.00 |
| 16-Dec | 65 259 | R 11 013 651.00 | - | R - |  |  | 57 779 | R 8 002 181.00 | 123 038 | R 19 015 832.00 |
| 17-Dec | 105 983 | R 18 410 765.00 | 1 441 | R 863 000.00 |  |  | 88 333 | R 12 954 149.00 | 195 757 | R 32 227 914.00 |
| 18-Dec | 237 577 | R 47 333 359.00 | 708 | R 258 300.00 |  |  | 164 588 | R 28 713 301.00 | 402 873 | R 76 304 960.00 |
| 19-Dec | 95 195 | R 16 707 189.00 | - | R - |  |  | 77 714 | R 11 562 830.00 | 172 909 | R 28 270 019.00 |
| 20-Dec | 373 803 | R 62 863 135.00 | 2 367 | R 654 710.00 |  |  | 270 203 | R 42 620 744.75 | 646 373 | R 106 138 589.75 |
| 21-Dec | 256 644 | R 49 304 988.00 | 1 933 | R 799 840.00 |  |  | 197 467 | R 33 386 652.41 | 456 044 | R 83 491 480.41 |
| 22-Dec | 165 693 | R 31 821 876.00 | 1 588 | R 744 350.00 |  |  | 138 903 | R 23 162 827.56 | 306 184 | R 55 729 053.56 |
| 23-Dec | 121 543 | R 24 507 260.00 | 1 459 | R 628 440.00 |  |  | 110 903 | R 18 788 471.00 | 233 905 | R 43 924 171.00 |
| 24-Dec | 100 565 | R 18 320 142.00 | 726 | R 322 880.00 |  |  | 96 345 | R 16 084 631.00 | 197 636 | R 34 727 653.00 |
| 25-Dec | 25 755 | R 3 929 784.00 | - | R - |  |  | 25 723 | R 3 380 361.00 | 51 478 | R 7 310 145.00 |
| 26-Dec | 18 626 | R 2 850 974.00 | - | R - |  |  | 19 081 | R 2 251 203.00 | 37 707 | R 5 102 177.00 |
| 27-Dec | 31 305 | R 4 831 423.00 | - | R - |  |  | 29 360 | R 3 663 446.00 | 60 665 | R 8 494 869.00 |
| 28-Dec | 52 780 | R 7 934 104.00 | 1009 | R 479 800.00 |  |  | 46 646 | R 5 805 415.00 | 100 435 | R 14 219 319.00 |
| 29-Dec | 50 396 | R 7 276 187.00 | 1 073 | R 482 260.00 |  |  | 42 549 | R 5 100 121.00 | 94 018 | R 12 858 568.00 |
| 30-Dec | 49 398 | R 7 026 384.00 | 921 | R 408 350.00 |  |  | 40 570 | R 4 890 789.00 | 90 889 | R 12 325 523.00 |
| 31-Dec | 48 292 | R 6 359 725.00 | 440 | R 244 860.00 |  |  | 41 645 | R 5 077 665.00 | 90 377 | R 11 682 250.00 |
| 01-Jan | 18 660 | R 1 711 869.00 | - | R - |  |  | 13 421 | R 1 194 966.00 | 32 081 | R 2 906 835.00 |
| 02-Jan | 24 229 | R 2 296 771.00 | - | R - |  |  | 16 400 | R 1 480 491.00 | 40 629 | R 3 777 262.00 |
| 03-Jan |  |  |  |  |  |  |  |  |  |  |
|  | **9 823 778** | **5 338 803 164** | **315 719** | **404 645 580** | **-** | **-** | **7 792 022** | **3 667 963 120** | **17 858 809** | **9 404 727 767** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Total received |  | 10 232 973 307.16 |
|  |  |  |  |  |  |  |  | % Withdrawn |  | 92% |
|  |  |  |  |  |  |  |  | Inactive Account |  |  |

**Figure 16**

**Table 116: January 2022 Payment File Channel Data**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | **SASWITCH** | | **BIO PAY** | |  |  |  |  |
| **Month** | **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-Jan | 1 282 377 | R 1 289 202 639.00 | 112 576 | 180 597 890.00 | 73 755 | R 155 206 150 | 994 949 | R 982 952 182.84 | 2 463 657 | R 2 607 958 861.84 |
| 05-Jan | 818 756 | R 749 627 721.00 | 55 941 | R 90 855 690.00 | 47 238 | R 100 508 930 | 612 671 | R 538 989 733.44 | 1 534 606 | R 1 479 982 074.44 |
| 06-Jan | 2 655 932 | R 1 554 747 673.00 | 82 895 | R 78 830 170.00 | 56 891 | R 82 765 250 | 1 622 101 | R 838 820 633.80 | 4 417 819 | R 2 555 163 726.80 |
| 07-Jan | 1 127 014 | R 617 525 040.00 | 29 513 | R 30 354 260.00 | 59 998 | R 98 486 570 | 811 148 | R 353 789 622.91 | 2 027 673 | R 1 100 155 492.91 |
| 08-Jan | 686 291 | R 348 878 345.00 | 9 568 | R 9 713 985.00 | 2 841 | R 4 258 780 | 435 628 | R 162 600 772.44 | 1 134 328 | R 525 451 882.44 |
| 09-Jan | 242 604 | R 101 417 220.00 | - | R - | - | R | 201 261 | R 54 886 446.32 | 443 865 | R 156 303 666.32 |
| 10-Jan | 433 653 | R 198 387 986.00 | 9 314 | R 9 668 530.00 | 37 719 | R 64 796 560.00 | 365 740 | R 124 631 010.04 | 846 426 | R 397 484 086.04 |
| 11-Jan | 292 773 | R 111 215 071.00 | 5 255 | R 4 880 980.00 | 25 629 | R 44 256 220.00 | 790 380 | R 214 964 936.22 | 1 114 037 | R 375 317 207.22 |
| 12-Jan | 181 164 | R 57 750 984.00 | 3 103 | R 2 792 400.00 | 21 460 | R 37 426 510.00 | 171 489 | R 38 227 211.16 | 377 216 | R136 197 105.16 |
| 13-Jan | 141 360 | R 40 841 913.00 | 2 680 | R 2 346 350.00 | 16 175 | R 28 162 240 | 136 273 | R 27 041 010.74 | 296 488 | R 98 391 513.74 |
| 14-Jan | 121 823 | R 32 528 783.00 | 2 201 | R 1 766 990.00 | 9 900 | R 17 372 530.00 | 116 571 | R 21 952 099.83 | 250 495 | R 73 620 402.83 |
| 15-Jan | 97 369 | R 24 485 362.00 | 597 | R 505 680.00 | 272 | R 424 830 | 92 926 | R 16 970 448.66 | 191 164 | R 42 386 320.66 |
| 16-Jan | 55 664 | R 10 950 966.00 | - | R - | - | R - | 57 092 | R 8 018 916.20 | 112 756 | R 18 969 882.20 |
| 17-Jan | 113 572 | R 21 254 580.00 | 1 866 | R 1 390 940.00 | 7 250 | R 12 730 960.00 | 99 182 | R 15 430 575.21 | 221 870 | R 50 807 055.21 |
| 18-Jan | 107 146 | R 16 837 417.00 | 1 565 | R 1 191 520.00 | 4 001 | R 7 110 680.00 | 94 020 | R 12 865 044.53 | 206 732 | R 38 004 661.53 |
| 19-Jan | 104 379 | R 12 275 252.00 | 1 405 | R 873 950.00 | 1 029 | R 1 854 530.00 | 79 598 | R 8 607 681.00 | 186 411 | R23 611 413.00 |
| 20-Jan | 125 635 | R 13 022 428.00 | 1 385 | R 742 130.00 |  |  | 89 222 | R 8 776 931.92 | 216 242 | R 22 541 489.92 |
| 21-Jan | 252 511 | R 31 502 255.00 | 1 712 | R 612 930.00 |  |  | 156 021 | R 18 872 683.16 | 410 244 | R 50 987 868.16 |
| 22-Jan | 311 046 | R 48 212 383.00 | 694 | R 200 970.00 |  |  | 210 835 | R 30 344 221.61 | 522 575 | R 78 757 574.61 |
| 23-Jan | 98 203 | R 13 048 755.00 | - | R - |  |  | 87 966 | R 10 715 800.87 | 186 169 | R 23 764 555.87 |
| 24-Jan | 180 595 | R 26 362 679.00 | 1 784 | R 691 270.00 |  |  | 133 935 | R 17 628 116.31 | 316 314 | R 44 682 065.31 |
| 25-Jan | 95 091 | R 13 276 378.00 | 1 365 | R 586 290.00 |  |  | 79 887 | R 9 794 751.16 | 176 343 | R 23 657 419.16 |
| 26-Jan | 63 122 | R 8 542 542.00 | 1 118 | R 543 500.00 |  |  | 57 017 | R 621 370.05 | 121 257 | R 15 707 412.05 |
| 27-Jan | 45 753 | R 5 940 284.00 | 1 025 | R 458 800.00 |  |  | 43 312 | R 4 870 381.49 | 90 090 | R 11 269 465.49 |
| 28-Jan | 40 276 | R 5 566 572.00 | 899 | R 413 690.00 |  |  | 35 345 | R 4 148 992.91 | 76 520 | R 10 129 254.91 |
| 29-Jan | 30 184 | R 4 160 620.00 | 213 | R 68 650.00 |  |  | 27 300 | R 3 397 835.43 | 57 697 | R 7 627 105.43 |
| 30-Jan | 16 834 | R2 067 476.00 | - | R - |  |  | 16 105 | R 1 736 091.96 | 32 939 | R 3 803 567.96 |
| 31-Jan | 28 139 | R 3 829 529.00 | 790 | R 475 550.00 |  |  | 24 958 | R 2 910 613.16 | 53 887 | R 7 215 692.16 |
| 01-Feb | 28 612 | R 3 067 509.00 | 632 | R 329 410.00 |  |  | 21 512 | R 2 325 396.03 | 50 756 | R 5 722 315.03 |
| 02-Feb | 34 507 | R 2 802 779.00 | 421 | R 256 950.00 |  |  | 22 148 | R 2 066 439.61 | 57 076 | R 5 126 168.61 |
|  | **9 812 385** | **5 369 329 141** | **330 517** | **421 149 475** | **364 158** | **655 360 740** | **7 686 592** | **3 544 957 951** | **18 193 652** | **9 990 797 307** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Total received |  | 10 215 045 651.86 |
|  |  |  |  |  |  |  |  | % Withdrawn |  | 98% |
|  |  |  |  |  |  |  |  | Inactive Account |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  | 9 459 279 801.86 |

**Figure 17**

**Table 117: February 2022 Payment File Channel Data**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | **SASWITCH** | | **BIO PAY** | |  |  |  |  |
| **Month** | **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** |
| 03-Feb | 1 207 858 | R 1 261 229 848.00 | 108 922 | 174 490 340.00 | 81 643 | R 172 280 080 | 1 023 143 | R 1 056 729 879.23 | 2 421 566 | R 2 664 730 147.23 |
| 04-Feb | 785 857 | R 759 102 454.00 | 52 531 | R 85 001 160.00 | 47 096 | R 100 459 330 | 629 824 | R 574 255 878.21 | 1 515 308 | R 1 518 818 822.21 |
| 05-Feb | 285 713 | R 202 202 755.00 | 5 446 | R 8 259 480.00 | 2 508 | R 5 329 500 | 207 755 | R 123 581 044.05 | 501 422 | R 339 372 779.05 |
| 06-Feb | 139 029 | R 67 312 368.00 | - | R - | - | R | 93 465 | R 38 096 714.59 | 232 494 | R 105 409 082.59 |
| 07-Feb | 2 935 450 | R 1 677 977 126.00 | 78 573 | R 71 162 360.00 | 58 405 | R 81 333 840 | 1 907 130 | R956 262 098.34 | 4 979 558 | R 2 786 735 424.34 |
| 08-Feb | 935 858 | R 450 955 075.00 | 19 873 | R 18 647 030.00 | 55 720 | R 90 385 500 | 664 837 | R 254 087 286.19 | 1 676 288 | R 814 074 891.19 |
| 09-Feb | 432 465 | R 183 593 553.00 | 7 426 | R 6 751 030.00 | 38 325 | R 64 552 990.00 | 347 530 | R 108 133 038.38 | 825 746 | R 363 030 611.38 |
| 10-Feb | 256 720 | R 96 711 298.00 | 2 807 | R 2 542 640.00 | 19 284 | R 33 183 990.00 | 224 313 | R 58 564 258.55 | 503 124 | R 191 002 186.55 |
| 11-Feb | 214 620 | R 76 326 761.00 | 3 887 | R 3 422 040.00 | 23 549 | R 40 047 260.00 | 190 491 | R46 198 553.89 | 432 547 | R 165 994 614.89 |
| 12-Feb | 174 176 | R 63 055 752.00 | 1 684 | R 1 487 110.00 | 506 | R 667 740 | 154 907 | R 38 257 761.90 | 331 273 | R 103 468 363.90 |
| 13-Feb | 78 095 | R 20 535 065.00 | - | R - | - | R - | 84 231 | R 14 166 621.25 | 162 326 | R 34 701 686.25 |
| 14-Feb | 109 533 | R 26 122 164.00 | 2 005 | R 1 482 880.00 | 16 692 | R 28 695 270 | 106 006 | R 18 127 385.67 | 234 236 | R 74 427 699.67 |
| 15-Feb | 86 785 | R 17 938 716.00 | 1 705 | R 1 348 670.00 | 9 847 | R17 260 570.00 | 87 683 | R 13 286 375.62 | 186 020 | R 49 834 331.62 |
| 16-Feb | 87 324 | R 15 126 119.00 | 1 332 | R 912 360.00 | 7 183 | R 12 553 360.00 | 80 028 | R 10 723 352.04 | 175 867 | R 39 315 191.04 |
| 17-Feb | 96 419 | R 14 855 033.00 | 1 400 | R 879 210.00 | 3 842 | R 6 885 570.00 | 80 220 | R 10 078 435.57 | 181 881 | R 32 698 248.57 |
| 18-Feb | 186 641 | R 32 733 256.00 | 1 295 | R 609 110.00 | 1 169 | R 2 099 240.00 | 127 312 | R 18 927 605.36 | 316 417 | R 54 369 211.36 |
| 19-Feb | 239 136 | R 46 199 611.00 | 596 | R 234 850.00 | 72 | R 95 080.00 | 169 571 | R 28 147 505.38 | 409 375 | R 74 677 046.38 |
| 20-Feb | 84 327 | R 15 200 729.00 | - | R - | - | R - | 82 509 | R 11 397 864.97 | 166 836 | R 26 598 593.97 |
| 21-Feb | 171 753 | R 30 028 267.00 | 1 548 | R 684 260.00 | 600 | R 911 030.00 | 132 151 | R 19 820 221.72 | 306 052 | R 51 443 778.72 |
| 22-Feb | 107 214 | R 17 236 477.00 | 953 | R 490 940.00 | 261 | R382 580.00 | 92 385 | R 12 366 511.23 | 200 813 | R 30 476 508.23 |
| 23-Feb | 74 880 | R 11 243 972.00 | 1 081 | R 553 850.00 | 193 | R 290 810.00 | 69 510 | R 8 521 921.23 | 145 664 | R 20 610 553.23 |
| 24-Feb | 58 295 | R 8 505 699.00 | 912 | R 490 550.00 | 197 | R 309 900.00 | 56 685 | R 6 694 063.03 | 116 089 | R 16 000 212.03 |
| 25-Feb | 46 110 | R 7 517 535.00 | 775 | R 390 130.00 | 184 | R 303 260.00 | 45 702 | R 6 034 703.00 | 92 771 | R 14 245 628.00 |
| 26-Feb | 31 816 | R 5 516 071.00 | 168 | R 60 950.00 | 23 | R 38 460.00 | 33 892 | R 4 716 045.00 | 65 899 | R 10 331 526.00 |
| 27-Feb | 16 349 | R 2 516 380.00 | - | R - | 0 | R - | 19 626 | R 2 300 011.00 | 35 975 | R 4 816 391.00 |
| 28-Feb | 26 536 | R 4 215 519.00 | 662 | R 347 940.00 | 97 | R 193 020.00 | 27 756 | R 3 646 619.84 | 55 051 | R 8 403 098.84 |
| 01-Mar | 26 572 | R 3 480 385.00 | 588 | R 333 770.00 | 128 | R 206 050.00 | 28 034 | R 3 291 667.95 | 55 322 | R 7 311 872.95 |
| 02-Mar | 30 637 | R 2 959 760.00 | 526 | R 302 870.00 | 105 | R 218 580.00 | 21 547 | R 2 280 729.49 | 52 815 | R 5 761 939.49 |
| 03-Mar |  |  |  |  |  |  |  |  | - | R |
| 04-Mar |  |  |  |  |  |  |  |  | - | R |
|  | **8 926 168** | **5 120 397 748** | **296 695** | **380 885 530** | **367 629** | **658 683 010** | **6 788 243** | **3 448 694 153** | **16 378 735** | **9 608 660 441** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Total received |  | 9 694 598 076.15 |
|  |  |  |  |  |  |  |  | % Withdrawn |  | 99% |
|  |  |  |  |  |  |  |  | Inactive Account |  |  |

**Figure 18**

|  |
| --- |
| **INDICATOR 16:NUMBER OF BENEFICIARIES PAID IN CASH** |

**KRA 16: CASH PAYMENTS AND PAYPOINT INFORMATION**

**Table 118: Number of Beneficiaries Paid in Cash per Month**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Baseline | | | | |
| Number of Beneficiaries Actually Paid | | | | | | | | | | | | | | | | | |
| Regions | No. of Payments Planned in Dec. 2018 | No. of Beneficiaries | Revised Projected No. of Beneficiaries | No. of Paypoints as at March 2019 | April 20 | May 20 | June 20 | July 20 | Aug 20 | Sept 20 | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 |
| EC | 376 | 45585 | 281363 | 668 | 25 786 | 25 787 | 25 788 | 25 791 |  |  |  |  |  |  |  |  |
| FS | 76 | 25 | 24577 | 69 | 594 | 594 | 594 | 594 |  |  |  |  |  |  |  |  |
| GP | 7 | 45 | 14835 | 10 | 3 542 | 3 543 | 3 539 | 3 538 |  |  |  |  |  |  |  |  |
| KZN | 189 | 64900 | 81076 | 358 | 31 155 | 31 154 | 31 156 | 31 155 |  |  |  |  |  |  |  |  |
| LP | 329 | 57140 | 99171 | 579 | 33 365 | 33 365 | 33 366 | 33 366 |  |  |  |  |  |  |  |  |
| MP | 38 | 31005 | 34749 | 50 | 10 580 | 10 580 | 10 580 | 10 580 |  |  |  |  |  |  |  |  |
| NW | 167 | 22656 | 24122 | 186 | 4 023 | 4 022 | 1 949 | 1950 |  |  |  |  |  |  |  |  |
| NC | 53 | 221 | 4440 | 28 | 1 949 | 1 949 | 4 021 | 4 020 |  |  |  |  |  |  |  |  |
| WC | 12 | 22 | 1562 | 20 | 459 | 458 | 458 | 457 |  |  |  |  |  |  |  |  |
| **Total** | **1247** | **221599** | **565895** | **1968** | **111 453** | **111 452** | **111 451** | **111 451** |  |  |  |  |  |  |  |  |

|  |
| --- |
| **INDICATOR 17: NUMBER OF BENEFICIARIES ACCESSING FUNERAL COVER** |

**KRA 17: DEDUCTIONS AND REGULATIONS 26A**

**Table 119: Trends in Funeral Policy Deductions**

**National**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 20** | **May 2020** | **June 2020** | **July 20** | **Aug.20** | **Sept.20** | **Oct.20** | **Nov.20** | **Dec.20** | **Jan. 21** | **Feb.21** | **Mar 21** |
| AffinityFuneral | 4 106 | 4 097 | 4 088 | 4 076 | 4 053 | 4 029 | 4 018 | 4 002 | 3 986 | 3 974 | 3 940 | 3 920 |
| AfricanUnityIns |  |  |  |  |  | 161 | 313 | 419 | 668 | 850 | 1 453 | 1 673 |
| AssuplProsperty | 41 300 | 41 037 | 40 778 | 40 575 | 40 161 | 39 814 | 39 483 | 39 195 | 38 949 | 38 706 | 38 146 | 37 809 |
| AssupolLtd | 240 518 | 239 600 | 238 356 | 237 454 | 235 656 | 239 582 | 240 536 | 242 001 | 243 887 | 245 258 | 242 572 | 243 342 |
| AVBOB | 3 823 | 3 808 | 3 759 | 3 771 | 3 735 | 3 720 | 3 690 | 3 667 | 3 640 | 3 622 | 3 575 | 3 549 |
| BrightrockLife | 12 | 13 | 13 | 13 | 12 | 12 | 77 | 96 | 215 | 243 | 259 | 281 |
| CentTransAfrica | 21 996 | 21 933 | 21 806 | 21 727 | 21 489 | 21 432 | 21 563 | 21 639 | 21 750 | 21 884 | 21 898 | 22 074 |
| ChannelLifeLtd | 96 641 | 96 020 | 95 427 | 95 034 | 94 161 | 93 346 | 92 639 | 56 776 |  |  |  |  |
| EmeraldLifePtyLtd |  |  |  |  |  | 632 | 5 298 | 9 479 | 14 019 | 18 585 | 18 716 | 22 939 |
| GREmeraldLife | 277 | 277 | 269 | 272 | 272 | 272 | 271 | 270 | 269 | 268 | 266 | 265 |
| HollardTBFS | 131 | 131 | 131 | 130 | 126 | 126 | 125 | 125 | 123 | 121 | 120 | 120 |
| HollLifeWise | 189 | 189 | 188 | 188 | 187 | 186 | 184 | 182 | 181 | 180 | 179 | 178 |
| KGALewens | 7 948 | 7 924 | 7 823 | 7 854 | 7 780 | 7 796 | 7 791 | 7 761 | 7 706 | 7 647 | 7 580 | 7 556 |
| LionLifeEmerald | 36 159 | 35 974 | 35 166 | 35 599 | 35 237 | 34 972 | 34 753 | 34 544 | 34 340 | 34 094 | 33 686 | 33 479 |
| SafricanImbalen | 14 112 | 14 023 | 13 935 | 13 877 | 13 730 | 13 628 | 13 525 | 13 439 | 13 378 | 13 290 | 13 096 | 12 989 |
| SafricanRestAss | 149 | 149 | 149 | 149 | 147 | 146 | 145 | 144 | 142 | 141 | 138 | 137 |
| SafricanZuntal | 6 772 | 6 716 | 6 676 | 6 640 | 6 592 | 6 519 | 6 486 | 6 449 | 6 414 | 6 383 | 6 284 | 6 227 |
| SanlamDevMarket | 7 398 | 7 361 | 7 336 | 7 312 | 7 266 | 7 236 | 7 187 | 7 160 | 98 488 | 97 910 | 96 110 | 95 178 |
| SmartLifeIns | 221 | 222 | 222 | 221 | 221 | 467 | 470 | 486 | 487 | 482 | 478 | 472 |
| 1LifeIns | 127 871 | 127 123 | 124 517 | 125 560 | 124 073 | 123 018 | 122 092 | 121 246 | 120 468 | 119 513 | 117 992 | 117 089 |
| **TOTALS** | **609 623** | **606 597** | **600 639** | **600452** | **594 898** | **597 094** | **600 646** | **569 080** | **609 110** | **613 151** | **606 488** | **609 277** |

**National**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **FUNERAL COMPANY** | **202104** | **202105** | **202106** | **202107** | **202108** | **202109** | **202110** | **202111** | **202112** | **202201** | **202202** | **202203** |
| AffinityFuneral | 3 902 | 3 893 | 3 883 | 4 187 | 4 356 | 4 450 | 4 539 | 4 539 | 4 733 | 4 887 | 4 887 |  |
| AfricanUnityIns | 1 976 | 2 218 | 2 530 | 3 064 | 3 656 | 3 937 | 4 600 | 4 600 | 5 126 | 5 571 | 5 571 |  |
| AssuplProsperty | 37 444 | 37 300 | 37 074 | 36 675 | 36 293 | 35 726 | 35 312 | 35 312 | 35 060 | 34 825 | 34 825 |  |
| AssupolLtd | 244 196 | 247 075 | 248 130 | 248 984 | 248 991 | 248 905 | 249 014 | 249 014 | 249 675 | 251 976 | 251 976 |  |
| AVBOB | 3 391 | 3 502 | 3 466 | 3 425 | 3 384 | 3 334 | 3 316 | 3 316 | 3 296 | 3 274 | 3 274 |  |
| BrightrockLife | 311 | 328 | 329 | 342 | 353 | 357 | 358 | 358 | 357 | 360 | 360 |  |
| CentTransAfrica | 22 255 | 22 751 | 23 082 | 23 475 | 23 826 | 24 212 | 24 558 | 24 558 | 25 169 | 25 911 | 25 911 |  |
| ChannelLifeLtd |  |  |  |  |  |  |  |  |  |  |  |  |
| EMERALDLIFEPtyL | 29 311 | 34 557 | 40 567 | 47 687 | 53 802 | 62 322 | 68 200 | 72 054 | 76 898 | 81 506 | 76 898 |  |
| GREmeraldLife | 261 | 262 | 260 | 257 | 257 | 255 | 254 | 251 | 250 | 247 | 250 |  |
| HollardTBFS | 119 | 118 | 118 | 112 | 110 | 110 | 109 | 108 | 108 | 108 | 108 |  |
| HollLifeWise | 177 | 176 | 175 | 175 | 174 | 171 | 170 | 168 | 168 | 168 | 168 |  |
| KGALewens | 7 625 | 7 738 | 7 811 | 7 898 | 8 056 | 8 249 | 8 172 | 8 107 | 8 065 | 8 018 | 8 065 |  |
| LionLifeEmerald | 33 092 | 33 109 | 32 936 | 32 655 | 32 389 | 32 008 | 31 725 | 31 497 | 31 327 | 31 124 | 31 327 |  |
| SafricanImbalen | 12 886 | 12 842 | 12 770 | 12 664 | 12 582 | 12 498 | 12 394 | 12 337 | 12 288 | 12 213 | 12 288 |  |
| SafricanIns |  |  |  |  |  |  |  | 8 | 8 | 8 | 8 |  |
| SafricanRestAss | 132 | 135 | 134 | 132 | 131 | 130 | 130 | 126 | 125 | 124 | 125 |  |
| SafricanZuntal | 6 180 | 6 137 | 6 098 | 6 051 | 6 015 | 5 927 | 5 817 | 5 781 | 5 744 | 5 710 | 5 744 |  |
| SanlamDevMarket | 94 174 | 93 733 | 93 184 | 92 395 | 91 567 | 90 331 | 89 182 | 88 577 | 88 032 | 87 456 | 88 032 |  |
| SmartLifeIns | 468 | 467 | 458 | 453 | 447 | 443 | 439 | 436 | 434 | 435 | 434 |  |
| 1LifeIns | 115 943 | 115 529 | 114 830 | 113 748 | 112 620 | 111 064 | 109 947 | 109 241 | 108 595 | 107 863 | 108 595 |  |
| **TOTALS** | **613 843** | **621 870** | **627 835** | **634 379** | **639 009** | **644 429** | **648 236** | **652 107** | **658 846** | **663 384** | **658 846** |  |

**Eastern Cape**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 20** | **May 20** | **June 20** | **July 20** | **Aug.20** | **Sept. 20** | **Oct.20** | **Nov.20** | **Dec.20** | **Jan.21** | **Feb.21** | **Mar.21** |
| Affinityfuneral | 1 097 | 1 094 | 1 091 | 1 090 | 1 083 | 1 080 | 1 078 | 1 078 | 1 072 | 1 068 | 1 055 | 1 051 |
| African Unityins |  |  |  |  |  | 2 | 10 | 17 | 24 | 24 | 53 | 54 |
| Assuplprosperty | 4 074 | 4 053 | 4 032 | 3 999 | 3 920 | 3 886 | 3 857 | 3 831 | 3 795 | 3 761 | 3 709 | 3 677 |
| Assupolltd | 32 434 | 32 317 | 32 186 | 32 044 | 31 768 | 33 756 | 34 192 | 34 941 | 35 704 | 36 048 | 35 995 | 36 516 |
| Avbob | 212 | 212 | 209 | 209 | 208 | 208 | 208 | 208 | 207 | 206 | 202 | 201 |
| Brightrocklife | 12 | 13 | 13 | 13 | 12 | 12 | 75 | 94 | 212 | 240 | 256 | 278 |
| Centtransafrica | 3 231 | 3 228 | 3 218 | 3 197 | 3 151 | 3 156 | 3 204 | 3 212 | 3 261 | 3 325 | 3 381 | 3 443 |
| Channellifeltd | 8 153 | 8 082 | 8 049 | 8 001 | 7 932 | 7 871 | 7 820 | 5 956 |  | 5 864 |  |  |
| Emerald Life Ptyltd |  |  |  |  |  | 245 | 1 890 | 3 172 | 4 626 | 53 | 5 875 | 7 096 |
| Gremeraldlife | 56 | 56 | 55 | 55 | 55 | 55 | 55 | 55 | 54 | 12 | 52 | 52 |
| Hollardtbfs | 13 | 13 | 13 | 13 | 12 | 12 | 12 | 12 | 12 | 21 | 12 | 12 |
| Holllifewise | 22 | 22 | 22 | 22 | 22 | 22 | 21 | 21 | 21 | 5 073 | 21 | 21 |
| Kgalewens | 5 300 | 5 293 | 5 275 | 5 252 | 5 197 | 5 194 | 5 175 | 5 153 | 5 115 | 5 864 | 5 029 | 5 014 |
| Lionlifeemerald | 14 374 | 14 298 | 14 249 | 14 153 | 13 990 | 13 882 | 13 780 | 13 699 | 13 603 | 13 476 | 13 295 | 13 222 |
| Safricanimbalen | 5 168 | 5 138 | 5 124 | 5 092 | 5 042 | 5 014 | 4 969 | 4 943 | 4 910 | 4 873 | 4 777 | 4 741 |
| Safricanrestass | 27 | 27 | 27 | 27 | 26 | 26 | 26 | 26 | 26 | 26 | 25 | 25 |
| Safricanzuntal | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| Sanlamdevmarket | 1 734 | 1 723 | 1 716 | 1 709 | 1 696 | 1 689 | 1 676 | 1 669 | 9 372 | 9 305 | 9 111 | 9 038 |
| Smartlifeins | 16 | 16 | 16 | 16 | 16 | 67 | 67 | 65 | 65 | 64 | 64 | 64 |
| 1lifeins | 47 194 | 46 875 | 46 608 | 46 301 | 45 624 | 45 183 | 44 816 | 44 512 | 44 171 | 43 653 | 42 988 | 42 660 |
| **TOTAL** | **123 120** | **122 463** | **121 906** | **121 196** | **119 757** | **121 363** | **122 934** | **122 667** | **126 253** | **127 095** | **125 903** | **127 168** |

**Eastern Cape**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of Company** | **Number of Beneficiaries** | | | | | | |  |  |  |  |  |
| **April 21** | **May 21** | **June 21** | **July 21** | **Aug.21** | **Sept. 21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan.22** | **Feb.22** | **Mar.22** |
| AffinityFuneral | 1 043 | 1 041 | 1 040 | 1 340 | 1 481 | 1 555 | 1 599 | 1 721 | 1 816 | 1 837 | 1 837 |  |
| AfricanUnityIns | 62 | 63 | 64 | 64 | 64 | 63 | 174 | 244 | 357 | 424 | 424 |  |
| AssuplProsperty | 3 661 | 3 643 | 3 610 | 3 572 | 3 546 | 3 509 | 3 469 | 3 447 | 3 430 | 3 399 | 3 399 |  |
| AssupolLtd | 37 143 | 38 012 | 38 699 | 39 337 | 39 909 | 40 345 | 40 853 | 41 332 | 42 005 | 42 375 | 42 375 |  |
| AVBOB | 200 | 200 | 198 | 197 | 196 | 195 | 195 | 192 | 191 | 190 | 190 |  |
| BrightrockLife | 308 | 325 | 323 | 330 | 336 | 336 | 337 | 336 | 337 | 337 | 337 |  |
| CentTransAfrica | 3 512 | 3 615 | 3 715 | 3 819 | 3 913 | 4 100 | 4 262 | 4 598 | 4 976 | 5 064 | 5 064 |  |
| ChannelLifeLtd |  |  |  |  |  |  |  |  |  |  |  |  |
| EMERALDLIFEPtyL | 8 600 | 9 739 | 10 983 | 12 123 | 13 232 | 14 934 | 16 197 | 16 826 | 17 959 | 18 768 | 18 768 |  |
| GREmeraldLife | 52 | 52 | 52 | 51 | 51 | 51 | 51 | 50 | 50 | 50 | 50 |  |
| HollardTBFS | 12 | 12 | 12 | 11 | 11 | 11 | 10 | 10 | 10 | 10 | 10 |  |
| HollLifeWise | 21 | 21 | 21 | 21 | 21 | 21 | 21 | 21 | 21 | 21 | 21 |  |
| KGALewens | 5 058 | 5 149 | 5 211 | 5 248 | 5 313 | 5 385 | 5 328 | 5 291 | 5 259 | 5 230 | 5 230 |  |
| LionLifeEmerald | 13 148 | 13 081 | 13 009 | 12 915 | 12 835 | 12 693 | 12 593 | 12 502 | 12 425 | 12 340 | 12 340 |  |
| SafricanImbalen | 4 718 | 4 695 | 4 670 | 4 643 | 4 631 | 4 627 | 4 601 | 4 595 | 4 585 | 4 558 | 4 558 |  |
| SafricanRestAss | 25 | 25 | 25 | 25 | 25 | 25 | 25 | 25 | 25 | 25 | 25 |  |
| SafricanZuntal | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |  |
| SanlamDevMarket | 8 960 | 8 896 | 8 849 | 8 817 | 8 762 | 8 687 | 8 626 | 8 579 | 8 533 | 8 489 | 8 489 |  |
| SmartLifeIns | 63 | 62 | 58 | 58 | 57 | 57 | 57 | 57 | 57 | 57 | 57 |  |
| 1LifeIns | 42 388 | 42 104 | 41 869 | 41 537 | 41 209 | 40 683 | 40 258 | 39 976 | 39 738 | 39 418 | 39 418 |  |
| **REGIONAL TOTAL** | **128 977** | **130 738** | **132 411** | **134 111** | **135 595** | **137 280** | **138 659** | **139 805** | **141 777** | **142 595** | **142 595** |  |

**Free State**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 20** | **May 20** | **June 20** | **July 20** | **Aug.20** | **Sept.20** | **Oct.20** | **Nov.20** | **Dec. 20** | **Jan.21** | **Feb.21** | **Mar.21** |
| AffinityFuneral | 174 | 174 | 174 | 173 | 172 | 171 | 170 | 169 | 168 | 168 | 167 | 165 |
| African Unityins |  |  |  |  |  | 5 | 8 | 14 | 74 | 86 | 84 | 105 |
| AssuplProsperty | 328 | 324 | 322 | 317 | 312 | 305 | 302 | 296 | 293 | 291 | 286 | 286 |
| AssupolLtd | 2 432 | 2 430 | 2 419 | 2 457 | 2 514 | 2 768 | 3 135 | 3 370 | 3 688 | 4 006 | 4 024 | 4 206 |
| AVBOB | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 12 | 13 |
| CentTransAfrica | 4 911 | 4 922 | 4 901 | 4 872 | 4 824 | 4 860 | 4 955 | 5 039 | 5 100 | 5 168 | 5 192 | 5 260 |
| ChannelLifeLtd | 162 | 161 | 160 | 159 | 155 | 152 | 150 | 132 |  |  |  |  |
| Emerald life Pty Ltd |  |  |  |  |  | 99 | 1 161 | 2 597 | 3 641 | 4 615 | 4 612 | 5 283 |
| GREmeraldLife | 19 | 19 | 19 | 19 | 19 | 19 | 19 | 19 | 19 | 19 | 19 | 19 |
| HollardTBFS | 12 | 12 | 12 | 12 | 11 | 11 | 11 | 11 | 11 | 11 | 11 | 11 |
| HollLifeWise | 60 | 60 | 59 | 59 | 59 | 59 | 58 | 57 | 57 | 57 | 57 | 57 |
| KGALewens | 97 | 97 | 97 | 97 | 96 | 105 | 130 | 130 | 130 | 129 | 129 | 128 |
| LionLifeEmerald | 2 770 | 2 754 | 2 747 | 2 732 | 2 708 | 2 683 | 2 669 | 2 651 | 2 636 | 2 620 | 2 590 | 2 576 |
| SafricanImbalen | 2 000 | 1 986 | 1 979 | 1 963 | 1 941 | 1 923 | 1 909 | 1 893 | 1 884 | 1 873 | 1 858 | 1 842 |
| SafricanZuntal | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 |
| SanlamDevMarket | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 151 | 151 | 149 | 150 |
| SmartLifeIns | 19 | 18 | 18 | 18 | 18 | 22 | 22 | 22 | 22 | 22 | 22 | 22 |
| 1LifeIns | 13 280 | 13 207 | 13 121 | 13 029 | 12 891 | 12 762 | 12 648 | 12 521 | 12 428 | 12 347 | 12 225 | 12 123 |
| **TOTAL** | **26 284** | **26 183** | **26 047** | **25 926** | **25 739** | **25 963** | **27 365** | **28 939** | **30 317** | **31 578** | **31 439** | **32 248** |

**Free State**

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| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 21** | **May 21** | **June 21** | **July 21** | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan.22** | **Feb.22** | **Marc.22** |
| AffinityFuneral | 166 | 166 | 166 | 167 | 183 | 193 | 209 | 240 | 271 | 282 | 282 |  |
| AfricanUnityIns | 108 | 109 | 108 | 107 | 106 | 108 | 111 | 114 | 115 | 120 | 120 |  |
| AssuplProsperty | 283 | 283 | 281 | 280 | 277 | 273 | 271 | 268 | 265 | 263 | 263 |  |
| AssupolLtd | 4 574 | 5 030 | 5 282 | 5 325 | 5 452 | 5 562 | 5 600 | 5 642 | 5 773 | 5 858 | 5 858 |  |
| AVBOB | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 12 | 12 | 12 |  |
| CentTransAfrica | 5 309 | 5 359 | 5 378 | 5 371 | 5 427 | 5 510 | 5 512 | 5 559 | 5 577 | 5 574 | 5 574 |  |
| ChannelLifeLtd |  |  |  |  |  |  |  |  |  |  |  |  |
| EMERALDLIFEPtyL | 6 354 | 7 210 | 7 903 | 8 705 | 9 409 | 10 695 | 11 419 | 11 861 | 12 289 | 12 882 | 12 882 |  |
| GREmeraldLife | 19 | 19 | 19 | 18 | 18 | 18 | 17 | 17 | 17 | 17 | 17 |  |
| HollardTBFS | 11 | 11 | 11 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 |  |
| HollLifeWise | 57 | 57 | 56 | 56 | 56 | 55 | 54 | 53 | 53 | 53 | 53 |  |
| KGALewens | 128 | 128 | 141 | 144 | 153 | 152 | 151 | 148 | 149 | 145 | 145 |  |
| LionLifeEmerald | 2 560 | 2 542 | 2 529 | 2 502 | 2 470 | 2 439 | 2 423 | 2 409 | 2 399 | 2 386 | 2 386 |  |
| SafricanImbalen | 1 840 | 1 828 | 1 815 | 1 801 | 1 785 | 1 762 | 1 742 | 1 722 | 1 710 | 1 687 | 1 687 |  |
| SafricanZuntal | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |  |
| SanlamDevMarket | 149 | 149 | 147 | 143 | 141 | 138 | 136 | 134 | 134 | 132 | 132 |  |
| SmartLifeIns | 22 | 22 | 22 | 21 | 21 | 21 | 21 | 21 | 21 | 21 | 21 |  |
| 1LifeIns | 12 025 | 11 918 | 11 811 | 11 646 | 11 534 | 11 373 | 11 249 | 11 181 | 11 102 | 11 031 | 11 031 |  |
| **REGIONAL TOTAL** | **33 620** | **34 846** | **35 684** | **36 311** | **37 057** | **38 324** | **38 940** | **39 394** | **39 899** | **40 475** | **40 475** |  |

**Gauteng**

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| **Name of the Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 20** | **May 20** | **June 20** | **July 20** | **Aug 20** | **Sept.20** | **Oct.20** | **Nov.20** | **Dec.20** | **Jan.21** | **Feb.21** | **Mar.21** |
| AffinityFuneral | 1 557 | 1 554 | 1 549 | 1 542 | 1 528 | 1 515 | 1 509 | 1 500 | 1 494 | 1 490 | 1 479 | 1 469 |
| African Unityins |  |  |  |  |  | 128 | 240 | 286 | 437 | 531 | 658 | 823 |
| AssuplProsperty | 202 | 202 | 200 | 199 | 194 | 194 | 195 | 193 | 189 | 190 | 187 | 184 |
| AssupolLtd | 23 841 | 23 818 | 23 705 | 23 567 | 23 318 | 24 330 | 24 590 | 25 081 | 25 604 | 26 058 | 25 994 | 26 440 |
| AVBOB | 828 | 825 | 819 | 815 | 805 | 804 | 799 | 791 | 788 | 783 | 771 | 762 |
| BrightrockLife |  |  |  |  |  |  | 1 | 1 | 1 | 1 | 1 | 1 |
| CentTransAfrica | 5 488 | 5 460 | 5 432 | 5 403 | 5 321 | 5 274 | 5 287 | 5 293 | 5 297 | 5 306 | 5 274 | 5 309 |
| ChannelLifeLtd | 396 | 387 | 385 | 380 | 374 | 368 | 360 | 337 |  |  |  |  |
| Emerald Life Pty Ltd |  |  |  |  |  | 2 | 95 | 192 | 303 | 417 | 412 | 506 |
| GREmeraldLife | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 |
| HollardTBFS | 68 | 68 | 68 | 67 | 66 | 66 | 66 | 66 | 64 | 62 | 62 | 62 |
| HollLifeWise | 28 | 28 | 28 | 28 | 28 | 28 | 28 | 28 | 28 | 28 | 28 | 28 |
| KGALewens | 463 | 459 | 457 | 454 | 448 | 445 | 443 | 440 | 437 | 436 | 433 | 433 |
| LionLifeEmerald | 1 749 | 1 740 | 1 725 | 1 715 | 1 684 | 1 661 | 1 653 | 1 641 | 1 625 | 1 616 | 1 594 | 1 584 |
| SafricanImbalen | 2 003 | 1 988 | 1 978 | 1 968 | 1 936 | 1 917 | 1 906 | 1 886 | 1 882 | 1 877 | 1 862 | 1 849 |
| SafricanZuntal | 20 | 20 | 20 | 20 | 20 | 19 | 19 | 19 | 17 | 17 | 17 | 17 |
| SanlamDevMarket | 48 | 48 | 47 | 47 | 47 | 47 | 47 | 47 | 406 | 405 | 397 | 393 |
| SmartLifeIns | 60 | 61 | 61 | 60 | 60 | 85 | 88 | 87 | 87 | 87 | 87 | 86 |
| 1LifeIns | 9 979 | 9 903 | 9 836 | 9 759 | 9 592 | 9 493 | 9 418 | 9 349 | 9 289 | 9 229 | 9 100 | 9 032 |
| **TOTAL** | **46 738** | **46 569** | **46 318** | **46 032** | **45 429** | **46 384** | **46 752** | **47 245** | **47 956** | **48 541** | **48 364** | **48 986** |

**Gauteng**

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| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 21** | **May 21** | **June 21** | **July 21** | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan. 22** | **Feb.22** | **Mar 22** |
| AffinityFuneral | 1 465 | 1 461 | 1 458 | 1 455 | 1 443 | 1 434 | 1 431 | 1 423 | 1 428 | 1 421 | 1 421 |  |
| AfricanUnityIns | 1 059 | 1 265 | 1 459 | 1 895 | 2 340 | 2 563 | 2 855 | 2 968 | 3 033 | 3 249 | 3 249 |  |
| AssuplProsperty | 181 | 177 | 176 | 175 | 173 | 171 | 168 | 164 | 165 | 162 | 162 |  |
| AssupolLtd | 26 890 | 27 549 | 28 099 | 28 613 | 28 609 | 28 939 | 29 412 | 29 597 | 30 331 | 30 691 | 30 691 |  |
| AVBOB | 757 | 753 | 748 | 740 | 725 | 721 | 715 | 713 | 708 | 706 | 706 |  |
| BrightrockLife | 1 | 1 | 1 | 1 | 4 | 5 | 6 | 7 | 7 | 7 | 7 |  |
| CentTransAfrica | 5 346 | 5 452 | 5 582 | 5 670 | 5 747 | 5 843 | 5 955 | 6 014 | 6 111 | 6 211 | 6 211 |  |
| ChannelLifeLtd |  |  |  |  |  |  |  |  |  |  |  |  |
| EMERALDLIFEPtyL | 710 | 904 | 1 323 | 1 829 | 2 143 | 2 696 | 3 200 | 3 613 | 4 036 | 4 329 | 4 329 |  |
| GREmeraldLife | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 |  |
| HollardTBFS | 61 | 60 | 60 | 56 | 55 | 55 | 55 | 54 | 54 | 54 | 54 |  |
| HollLifeWise | 28 | 27 | 27 | 27 | 27 | 25 | 26 | 26 | 26 | 26 | 26 |  |
| KGALewens | 429 | 427 | 425 | 421 | 416 | 408 | 408 | 404 | 402 | 398 | 398 |  |
| LionLifeEmerald | 1 570 | 1 563 | 1 553 | 1 532 | 1 512 | 1 499 | 1 482 | 1 468 | 1 461 | 1 454 | 1 454 |  |
| SafricanImbalen | 1 838 | 1 824 | 1 818 | 1 798 | 1 776 | 1 758 | 1 742 | 1 734 | 1 726 | 1 722 | 1 722 |  |
| SafricanZuntal | 17 | 17 | 18 | 18 | 18 | 19 | 19 | 20 | 20 | 20 | 20 |  |
| SanlamDevMarket | 384 | 380 | 377 | 372 | 365 | 360 | 359 | 357 | 355 | 354 | 354 |  |
| SmartLifeIns | 86 | 85 | 83 | 84 | 83 | 82 | 82 | 81 | 82 | 82 | 82 |  |
| 1LifeIns | 8 961 | 8 907 | 8 856 | 8 732 | 8 535 | 8 416 | 8 358 | 8 315 | 8 274 | 8 260 | 8 260 |  |
| **REGIONAL TOTAL** | **49 791** | **50 860** | **52 071** | **53 426** | **53 979** | **55 002** | **56 281** | **56 966** | **58 227** | **59 154** | **59 154** |  |

**KwaZulu Natal**

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| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 20** | **May 20** | **June 20** | **July 20** | **Aug.20** | **Sept.20** | **Oct.20** | **Nov.20** | **Dec.20** | **Jan.21** | **Feb.21** | **Mar.21** |
| AffinityFuneral | 238 | 237 | 237 | 235 | 234 | 234 | 233 | 231 | 229 | 229 | 226 | 223 |
| African Unityins |  |  |  |  |  | 2 | 2 | 19 | 37 | 92 | 421 | 454 |
| AssuplProsperty | 14 617 | 14 516 | 14 434 | 14 355 | 14 217 | 14 101 | 13 981 | 13 881 | 13 790 | 13 717 | 13 447 | 13 308 |
| AssupolLtd | 105 880 | 105 451 | 105 006 | 104 476 | 103 686 | 103 586 | 103 192 | 102 853 | 102 793 | 102 561 | 100 559 | 100 036 |
| AVBOB | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 |
| CentTransAfrica | 559 | 559 | 558 | 555 | 553 | 549 | 545 | 540 | 543 | 538 | 529 | 566 |
| ChannelLifeLtd | 66 342 | 65 925 | 65 644 | 65 282 | 64 697 | 64 133 | 63 669 | 35 513 |  |  |  |  |
| Emerald Life Pty Ltd. |  |  |  |  |  | 56 | 337 | 461 | 600 | 740 | 742 | 927 |
| GREmeraldLife | 14 | 14 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 |
| HollardTBFS | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| KGALewens | 274 | 274 | 274 | 271 | 268 | 267 | 262 | 261 | 258 | 256 | 251 | 255 |
| LionLifeEmerald | 867 | 860 | 858 | 849 | 840 | 833 | 831 | 823 | 821 | 815 | 801 | 793 |
| SafricanImbalen | 2 824 | 2 811 | 2 791 | 2 777 | 2 755 | 2 734 | 2 717 | 2 709 | 2 699 | 2 675 | 2 632 | 2 603 |
| SafricanZuntal | 6 728 | 6 674 | 6 634 | 6 598 | 6 550 | 6 478 | 6 446 | 6 409 | 6 376 | 6 345 | 6 246 | 6 189 |
| SanlamDevMarket | 5 577 | 5 552 | 5 537 | 5 519 | 5 486 | 5 463 | 5 428 | 5 409 | 68 234 | 67 859 | 66 549 | 65 897 |
| SmartLifeIns | 60 | 60 | 60 | 59 | 59 | 181 | 182 | 196 | 196 | 193 | 190 | 187 |
| 1LifeIns | 2 506 | 2 497 | 2 487 | 2 475 | 2 455 | 2 439 | 2 428 | 2 420 | 2 406 | 2 386 | 2 348 | 2 329 |
| **REGION TOTAL** | **206 496** | **205 440** | **204 543** | **203 474** | **201 823** | **201 079** | **200 276** | **171 748** | **199 005** | **198 429** | **194 964** | **193 790** |

**KwaZulu Natal**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 21** | **May 21** | **June 21** | **July 21** | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan. 22** | **Feb.22** | **Mar 22** |
| AffinityFuneral | 223 | 222 | 221 | 223 | 229 | 242 | 263 | 294 | 306 | 313 | 313 |  |
| AfricanUnityIns | 499 | 524 | 640 | 690 | 712 | 709 | 795 | 890 | 978 | 1 002 | 1 002 |  |
| AssuplProsperty | 13 209 | 13 102 | 13 041 | 12 941 | 12 830 | 12 632 | 12 453 | 12 369 | 12 290 | 12 218 | 12 218 |  |
| AssupolLtd | 99 782 | 99 585 | 99 518 | 99 276 | 99 053 | 98 367 | 97 488 | 97 608 | 97 894 | 97 974 | 97 974 |  |
| AVBOB | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 |  |
| CentTransAfrica | 688 | 837 | 947 | 1 145 | 1 317 | 1 415 | 1 514 | 1 693 | 1 833 | 1 941 | 1 941 |  |
| ChannelLifeLtd |  |  |  |  |  |  |  |  |  |  |  |  |
| EMERALDLIFEPtyL | 1 368 | 1 855 | 2 426 | 3 289 | 4 120 | 5 047 | 5 614 | 6 051 | 6 556 | 7 037 | 7 037 |  |
| GREmeraldLife | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 |  |
| HollardTBFS | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |  |
| KGALewens | 281 | 296 | 300 | 315 | 358 | 394 | 387 | 382 | 381 | 379 | 379 |  |
| LionLifeEmerald | 788 | 783 | 780 | 774 | 771 | 763 | 752 | 752 | 748 | 742 | 742 |  |
| SafricanImbalen | 2 579 | 2 563 | 2 545 | 2 526 | 2 508 | 2 485 | 2 453 | 2 444 | 2 435 | 2 424 | 2 424 |  |
| SafricanIns |  |  |  |  |  |  |  | 8 | 8 | 8 | 8 |  |
| SafricanZuntal | 6 142 | 6 099 | 6 059 | 6 012 | 5 976 | 5 888 | 5 778 | 5 741 | 5 704 | 5 670 | 5 670 |  |
| SanlamDevMarket | 65 333 | 64 936 | 64 573 | 64 058 | 63 548 | 62 735 | 61 872 | 61 457 | 61 086 | 60 698 | 60 698 |  |
| SmartLifeIns | 187 | 187 | 187 | 184 | 180 | 180 | 176 | 175 | 173 | 173 | 173 |  |
| 1LifeIns | 2 306 | 2 296 | 2 281 | 2 270 | 2 249 | 2 229 | 2 199 | 2 185 | 2 176 | 2 169 | 2 169 |  |
| **REGIONAL TOTAL** | **193 408** | **193 308** | **193 541** | **193 726** | **193 874** | **193 109** | **191 767** | **192 072** | **192 591** | **192 771** | **192 771** |  |

**North West**

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| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 20** | **May 20** | **June 20** | **July 20** | **Aug 20** | **Sept.20** | **Oct. 20** | **Nov.20** | **Dec.20** | **Jan.21** | **Feb.21** | **Mar.21** |
| AffinityFuneral | 260 | 259 | 259 | 259 | 258 | 256 | 256 | 255 | 254 | 253 | 252 | 252 |
| African Unity Ins |  |  |  |  |  | 22 | 35 | 48 | 52 | 54 | 60 | 62 |
| AssuplProsperty | 18 195 | 18 094 | 18 019 | 17 905 | 17 735 | 17 576 | 17 424 | 17 294 | 17 200 | 17 100 | 16 902 | 16 766 |
| AssupolLtd | 35 861 | 35 702 | 35 547 | 35 425 | 35 155 | 35 499 | 35 602 | 35 795 | 35 935 | 36 086 | 35 852 | 35 839 |
| AVBOB | 679 | 676 | 676 | 672 | 664 | 658 | 652 | 649 | 648 | 645 | 634 | 632 |
| CentTransAfrica | 4 387 | 4 368 | 4 353 | 4 334 | 4 295 | 4 270 | 4 251 | 4 242 | 4 234 | 4 235 | 4 217 | 4 197 |
| ChannelLifeLtd | 1 570 | 1 556 | 1 548 | 1 535 | 1 525 | 1 514 | 1 503 | 1 272 |  |  |  |  |
| Emerald life Pty Ltd |  |  |  |  |  | 54 | 416 | 669 | 915 | 1 290 | 1 284 | 1 666 |
| GREmeraldLife | 6 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 |
| HollardTBFS | 27 | 27 | 27 | 27 | 26 | 26 | 25 | 25 | 25 | 25 | 24 | 24 |
| HollLifeWise | 58 | 58 | 58 | 58 | 58 | 57 | 57 | 57 | 56 | 55 | 55 | 54 |
| KGALewens | 370 | 368 | 366 | 363 | 361 | 362 | 361 | 359 | 357 | 357 | 354 | 349 |
| LionLifeEmerald | 2 492 | 2 483 | 2 471 | 2 466 | 2 447 | 2 435 | 2 429 | 2 414 | 2 403 | 2 396 | 2 377 | 2 353 |
| SafricanImbalen | 484 | 480 | 480 | 479 | 478 | 474 | 470 | 468 | 467 | 465 | 459 | 456 |
| SafricanZuntal | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| SanlamDevMarket | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 485 | 1 475 | 1 450 | 1 440 |
| SmartLifeIns | 28 | 27 | 27 | 27 | 27 | 28 | 28 | 29 | 29 | 29 | 29 | 27 |
| 1LifeIns | 12 527 | 12 481 | 12 423 | 12 362 | 12 284 | 12 198 | 12 132 | 12 080 | 12 012 | 11 939 | 11 839 | 11 753 |
| **REGION TOTAL** | **76 946** | **76 588** | **76 263** | **75 921** | **75 322** | **75 438** | **75 650** | **75 665** | **76 080** | **76 412** | **75 796** | **75 878** |

**North West**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 21** | **May 21** | **June 21** | **July 21** | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan. 22** | **Feb.22** | **Mar 22** |
| AffinityFuneral | 250 | 249 | 248 | 247 | 246 | 248 | 256 | 260 | 269 | 275 | 275 |  |
| AfricanUnityIns | 63 | 64 | 67 | 110 | 197 | 215 | 215 | 243 | 258 | 258 | 258 |  |
| AssuplProsperty | 16 674 | 16 568 | 16 468 | 16 253 | 16 045 | 15 771 | 15 619 | 15 506 | 15 398 | 15 303 | 15 303 |  |
| AssupolLtd | 35 915 | 36 084 | 36 113 | 35 956 | 35 685 | 35 376 | 35 332 | 35 257 | 35 416 | 35 456 | 35 456 |  |
| AVBOB | 628 | 625 | 615 | 610 | 605 | 593 | 592 | 591 | 588 | 588 | 588 |  |
| CentTransAfrica | 4 171 | 4 151 | 4 142 | 4 099 | 4 067 | 4 022 | 3 997 | 3 980 | 4 018 | 4 016 | 4 016 |  |
| ChannelLifeLtd |  |  |  |  |  |  |  |  |  |  |  |  |
| EMERALDLIFEPtyL | 2 238 | 2 629 | 3 098 | 3 599 | 3 983 | 4 534 | 4 944 | 5 237 | 5 638 | 6 011 | 6 011 |  |
| GREmeraldLife | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 6 | 6 | 6 | 6 |  |
| HollardTBFS | 24 | 24 | 24 | 24 | 24 | 24 | 24 | 24 | 24 | 24 | 24 |  |
| HollLifeWise | 54 | 53 | 53 | 53 | 52 | 52 | 51 | 50 | 50 | 50 | 50 |  |
| KGALewens | 348 | 346 | 343 | 339 | 333 | 332 | 331 | 331 | 330 | 327 | 327 |  |
| LionLifeEmerald | 2 344 | 2 331 | 2 317 | 2 295 | 2 274 | 2 250 | 2 233 | 2 225 | 2 218 | 2 205 | 2 205 |  |
| SafricanImbalen | 448 | 447 | 443 | 439 | 437 | 437 | 436 | 434 | 432 | 432 | 432 |  |
| SafricanZuntal | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |  |
| SanlamDevMarket | 1 428 | 1 414 | 1 401 | 1 388 | 1 371 | 1 342 | 1 326 | 1 318 | 1 312 | 1 305 | 1 305 |  |
| SmartLifeIns | 27 | 27 | 27 | 27 | 27 | 26 | 26 | 26 | 26 | 26 | 26 |  |
| 1LifeIns | 11 698 | 11 613 | 11 547 | 11 426 | 11 301 | 11 163 | 11 068 | 11 023 | 10 962 | 10 886 | 10 886 |  |
| **REGIONAL TOTAL** | **76 318** | **76 633** | **76 914** | **76 873** | **76 655** | **76 393** | **76 458** | **76 512** | **76 946** | **77 169** | **77 169** |  |

**Limpopo**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of the Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 20** | **May 20** | **June 20** | **July 20** | **Aug 20** | **Sept.20** | **Oct.20** | **Nov. 20** | **Dec.20** | **Jan.21** | **Feb.21** | **Mar.21** |
| AffinityFuneral | 342 | 342 | 342 | 342 | 342 | 339 | 340 | 337 | 338 | 337 | 332 | 331 |
| African Unity Ins. |  |  |  |  |  | 1 | 2 | 3 | 5 | 7 | 119 | 116 |
| AssuplProsperty | 32 | 32 | 31 | 31 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| AssupolLtd | 15 453 | 15 385 | 15 314 | 15 231 | 15 112 | 15 428 | 15 590 | 15 681 | 15 886 | 16 115 | 15 916 | 16 113 |
| AVBOB | 382 | 381 | 379 | 377 | 377 | 376 | 372 | 365 | 362 | 361 | 358 | 355 |
| CentTransAfrica | 542 | 539 | 536 | 533 | 531 | 532 | 546 | 556 | 568 | 585 | 598 | 615 |
| ChannelLifeLtd | 7 205 | 7 166 | 7 127 | 7 093 | 7 014 | 6 941 | 6 885 | 5 446 |  |  |  |  |
| Emerald Life Pty Ltd |  |  |  |  |  |  | 3 | 16 | 37 | 104 | 114 | 184 |
| HollLifeWise | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| KGALewens | 41 | 41 | 41 | 41 | 42 | 42 | 42 | 42 | 42 | 42 | 41 | 41 |
| LionLifeEmerald | 120 | 120 | 121 | 121 | 120 | 119 | 119 | 119 | 119 | 119 | 118 | 117 |
| SafricanImbalen | 102 | 100 | 100 | 100 | 98 | 97 | 96 | 95 | 95 | 94 | 92 | 93 |
| SafricanZuntal | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| SanlamDevMarket | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 6 780 | 6 728 | 6 627 | 6 552 |
| SmartLifeIns | 9 | 9 | 9 | 9 | 9 | 25 | 25 | 25 | 26 | 25 | 25 | 25 |
| 1LifeIns | 1 800 | 1 780 | 1 776 | 1 763 | 1 752 | 1 735 | 1 724 | 1 718 | 1 710 | 1 701 | 1 685 | 1 672 |
| **REGION TOTAL** | **26 034** | **25 901** | **25 782** | **25 647** | **25 433** | **25 671** | **25 780** | **24 439** | **26 001** | **26 251** | **26 058** | **26 247** |

**Limpopo**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 21** | **May 21** | **June 21** | **July 21** | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan. 22** | **Feb.22** | **Mar 22** |
| AffinityFuneral | 330 | 330 | 327 | 326 | 326 | 323 | 323 | 321 | 319 | 315 | 315 |  |
| AfricanUnityIns | 119 | 121 | 120 | 120 | 139 | 180 | 183 | 182 | 177 | 174 | 174 |  |
| AssuplProsperty | 30 | 30 | 30 | 30 | 29 | 29 | 27 | 27 | 26 | 25 | 25 |  |
| AssupolLtd | 16 271 | 16 633 | 16 824 | 17 032 | 16 944 | 17 155 | 17 257 | 17 228 | 17 539 | 17 627 | 17 627 |  |
| AVBOB | 353 | 351 | 351 | 348 | 343 | 341 | 339 | 337 | 337 | 334 | 334 |  |
| BrightrockLife |  |  | 3 | 9 | 10 | 13 | 13 | 12 | 14 | 15 | 15 |  |
| CentTransAfrica | 656 | 692 | 691 | 769 | 768 | 759 | 753 | 745 | 739 | 736 | 736 |  |
| ChannelLifeLtd |  |  |  |  |  |  |  |  |  |  |  |  |
| EMERALDLIFEPtyL | 314 | 451 | 623 | 886 | 1 155 | 1 611 | 1 923 | 2 080 | 2 214 | 2 453 | 2 453 |  |
| HollLifeWise | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |  |
| KGALewens | 40 | 40 | 40 | 39 | 39 | 39 | 39 | 39 | 39 | 39 | 39 |  |
| LionLifeEmerald | 117 | 117 | 117 | 117 | 116 | 113 | 112 | 110 | 111 | 111 | 111 |  |
| SafricanImbalen | 93 | 93 | 92 | 90 | 88 | 87 | 86 | 84 | 83 | 83 | 83 |  |
| SafricanZuntal | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |  |
| SanlamDevMarket | 6 491 | 6 460 | 6 424 | 6 363 | 6 271 | 6 168 | 6 096 | 6 045 | 6 008 | 5 953 | 5 953 |  |
| SmartLifeIns | 25 | 25 | 24 | 24 | 24 | 24 | 24 | 23 | 23 | 24 | 24 |  |
| 1LifeIns | 1 661 | 1 653 | 1 645 | 1 636 | 1 616 | 1 599 | 1 586 | 1 574 | 1 565 | 1 551 | 1 551 |  |
| **REGIONAL TOTAL** | **26 503** | **26 999** | **27 314** | **27 792** | **27 871** | **28 444** | **28 764** | **28 810** | **29 197** | **29 443** | **29 443** |  |

**Mpumalanga**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of the Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 20** | **May 20** | **June 20** | **July 20** | **Aug.20** | **Sept.20** | **Oct.20** | **Nov.20** | **Dec.20** | **Jan.21** | **Feb.21** | **Mar.21** |
| AffinityFuneral | 383 | 382 | 381 | 379 | 379 | 377 | 375 | 375 | 374 | 372 | 372 | 372 |
| African Unity Ins. |  |  |  |  |  | 1 | 1 | 5 | 11 | 27 | 27 | 27 |
| AssuplProsperty | 46 | 46 | 45 | 45 | 46 | 46 | 46 | 46 | 46 | 45 | 44 | 44 |
| AssupolLtd | 13 629 | 13 556 | 13 491 | 13 427 | 13 354 | 13 444 | 13 453 | 13 484 | 13 476 | 13 587 | 13 497 | 13 451 |
| AVBOB | 60 | 60 | 60 | 60 | 58 | 58 | 57 | 57 | 57 | 58 | 58 | 57 |
| CentTransAfrica | 1 450 | 1 436 | 1 432 | 1 428 | 1 419 | 1 404 | 1 396 | 1 387 | 1 381 | 1 369 | 1 357 | 1 342 |
| ChannelLifeLtd | 6 126 | 6 077 | 6 034 | 5 993 | 5 926 | 5 878 | 5 820 | 3 906 |  |  |  |  |
| Emerald Life Pty Ltd. |  |  |  |  |  | 3 | 51 | 84 | 150 | 280 | 284 | 415 |
| HollardTBFS | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 |
| KGALewens | 183 | 181 | 181 | 179 | 179 | 176 | 176 | 176 | 175 | 175 | 173 | 171 |
| LionLifeEmerald | 103 | 102 | 101 | 100 | 99 | 98 | 97 | 97 | 97 | 95 | 92 | 91 |
| SafricanImbalen | 938 | 929 | 924 | 919 | 906 | 899 | 892 | 881 | 877 | 871 | 859 | 852 |
| SafricanZuntal | 15 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 |
| SanlamDevMarket | 12 | 12 | 12 | 12 | 12 | 12 | 12 | 12 | 5 740 | 5 699 | 5 603 | 5 528 |
| SmartLifeIns | 18 | 20 | 20 | 21 | 21 | 39 | 38 | 42 | 42 | 42 | 41 | 41 |
| 1LifeIns | 1 323 | 1 314 | 1 307 | 1 299 | 1 283 | 1 269 | 1 259 | 1 246 | 1 241 | 1 232 | 1 217 | 1 206 |
| REGION TOTAL | 24 296 | 24 138 | 24 011 | 23 885 | 23 705 | 23 727 | 23 696 | 21 821 | 23 690 | 23 875 | 23 647 | 23 620 |

**Mpumalanga**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 21** | **May 21** | **June 21** | **July 21** | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan. 22** | **Feb.22** | **Mar 22** |
| AffinityFuneral | 370 | 368 | 367 | 364 | 364 | 361 | 359 | 357 | 357 | 355 | 355 |  |
| AfricanUnityIns | 31 | 32 | 32 | 36 | 42 | 41 | 44 | 44 | 43 | 43 | 43 |  |
| AssuplProsperty | 44 | 44 | 44 | 44 | 44 | 43 | 43 | 43 | 43 | 43 | 43 |  |
| AssupolLtd | 13 445 | 13 457 | 13 433 | 13 357 | 13 260 | 13 137 | 13 070 | 13 033 | 13 029 | 13 046 | 13 046 |  |
| AVBOB | 56 | 55 | 54 | 53 | 51 | 50 | 50 | 49 | 49 | 49 | 49 |  |
| CentTransAfrica | 1 318 | 1 307 | 1 301 | 1 290 | 1 279 | 1 266 | 1 257 | 1 251 | 1 242 | 1 236 | 1 236 |  |
| ChannelLifeLtd |  |  |  |  |  |  |  |  |  |  |  |  |
| EMERALDLIFEPtyL | 586 | 807 | 1 083 | 1 353 | 1 770 | 2 304 | 2 582 | 2 731 | 2 964 | 3 172 | 3 172 |  |
| HollardTBFS | 10 | 10 | 10 | 10 | 9 | 9 | 9 | 9 | 9 | 9 | 9 |  |
| KGALewens | 171 | 171 | 171 | 170 | 168 | 165 | 163 | 163 | 162 | 162 | 162 |  |
| LionLifeEmerald | 91 | 91 | 89 | 88 | 87 | 84 | 83 | 82 | 82 | 82 | 82 |  |
| SafricanImbalen | 849 | 843 | 839 | 826 | 821 | 808 | 803 | 796 | 794 | 788 | 788 |  |
| SafricanZuntal | 13 | 13 | 13 | 13 | 13 | 12 | 12 | 12 | 12 | 12 | 12 |  |
| SanlamDevMarket | 5 466 | 5 423 | 5 389 | 5 322 | 5 240 | 5 132 | 5 061 | 5 021 | 4 980 | 4 943 | 4 943 |  |
| SmartLifeIns | 40 | 39 | 38 | 37 | 37 | 36 | 36 | 36 | 35 | 35 | 35 |  |
| 1LifeIns | 1 192 | 1 180 | 1 172 | 1 160 | 1 152 | 1 142 | 1 128 | 1 122 | 1 114 | 1 114 | 1 114 |  |
| **REGIONAL TOTAL** | **23 682** | **23 840** | **24 035** | **24 123** | **24 337** | **24 590** | **24 700** | **24 749** | **24 915** | **25 089** | **25 089** |  |

**Northern Cape**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 20** | **May 20** | **June 20** | **July 20** | **Aug.20** | **Sept.20** | **Oct.20** | **Nov.20** | **Dec.20** | **Jan.21** | **Feb.21** | **Mar.21** |
| AffinityFuneral | 5 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| AssuplProsperty | 3 770 | 3 734 | 3 662 | 3 689 | 3 672 | 3 641 | 3 614 | 3 592 | 3 575 | 3 543 | 3 512 |  |
| AssupolLtd | 10 132 | 10 093 | 9 880 | 9 987 | 9 921 | 9 885 | 9 885 | 9 876 | 9 873 | 9 864 | 9 801 | 3 484 |
| AVBOB | 1 636 | 1 629 | 1 591 | 1 613 | 1 598 | 1 591 | 1 577 | 1 572 | 1 553 | 1 544 | 1 528 | 9 779 |
| CentTransAfrica | 1 081 | 1 078 | 1 050 | 1 068 | 1 061 | 1 054 | 1 044 | 1 037 | 1 033 | 1 025 | 1 014 | 1 517 |
| ChannelLifeLtd | 6 534 | 6 516 | 6 336 | 6 443 | 6 391 | 6 343 | 6 287 | 4 095 |  |  |  | 1 007 |
| Emeraldlife PtyLtd |  |  |  |  |  |  | 266 | 488 | 729 | 1 120 | 1 136 |  |
| GREmeraldLife | 72 | 72 | 68 | 71 | 71 |  | 70 | 69 | 69 | 69 | 69 | 1 462 |
| HollLifeWise | 18 | 18 | 18 | 18 | 17 | 17 | 17 | 16 | 16 | 16 | 15 | 68 |
| KGALewens | 62 | 62 | 59 | 62 | 62 | 63 | 63 | 63 | 63 | 62 | 61 | 15 |
| LionLifeEmerald | 3 721 | 3 712 | 3 620 | 3 683 | 3 662 | 3 641 | 3 611 | 3 596 | 3 582 | 3 556 | 3 527 | 62 |
| SafricanImbalen | 375 | 376 | 354 | 368 | 367 | 364 | 362 | 360 | 359 | 358 | 356 | 3 510 |
| SafricanRestAss | 112 | 112 | 112 | 112 | 111 | 110 | 109 | 108 | 106 | 105 | 103 | 353 |
| SafricanZuntal | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 102 |
| SmartLifeIns | 11 | 11 | 11 | 11 | 11 | 12 | 12 | 12 | 12 | 6 130 | 6 069 | 1 |
| SanlamDevMarke |  |  |  |  |  |  |  |  | 6 161 | 13 | 13 | 6 027 |
| 1LifeIns | 8 207 | 8 176 | 7 939 | 8 074 | 8 009 | 7 960 | 7 906 | 7 851 | 7 815 | 7 795 | 7 728 | 13 |
| **REGION TOTAL** | **35 737** | **35 596** | **34 707** | **35 206** | **34 960** | **34 798** | **34 830** | **32 742** | **32 742** | **35 207** | **34 939** | **35 064** |

**Northern Cape**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 21** | **May 21** | **June 21** | **July 21** | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan. 22** | **Feb.22** | **Mar 22** |
| AffinityFuneral | 3 | 6 | 6 | 6 | 6 | **8** | 12 | 18 | 19 | 19 | 19 |  |
| AfricanUnityIns |  |  |  |  | 3 | 3 | 10 | 100 | 105 | 103 | 103 |  |
| AssuplProsperty | 3 332 | 3 424 | 3 395 | 3 350 | 3 319 | 3 269 | 3 233 | 3 207 | 3 180 | 3 150 | 3 150 |  |
| AssupolLtd | 9 203 | 9 734 | 9 162 | 9 057 | 9 025 | 8 971 | 8 944 | 8 908 | 8 892 | 8 853 | 8 853 |  |
| AVBOB | 1 372 | 1 493 | 1 474 | 1 451 | 1 438 | 1 408 | 1 399 | 1 388 | 1 376 | 1 365 | 1 365 |  |
| CentTransAfrica | 914 | 995 | 985 | 973 | 969 | 960 | 957 | 950 | 1 014 | 1 109 | 1 109 |  |
| ChannelLifeLtd |  |  |  |  |  |  |  |  |  |  |  |  |
| EMERALDLIFEPtyL | 1 957 | 2 355 | 2 711 | 3 215 | 3 696 | 4 181 | 4 641 | 4 958 | 5 233 | 5 516 | 5 516 |  |
| GREmeraldLife | 65 | 66 | 66 | 66 | 66 | 65 | 65 | 64 | 64 | 61 | 61 |  |
| HollLifeWise | 14 | 15 | 15 | 15 | 15 | 15 | 15 | 15 | 15 | 15 | 15 |  |
| KGALewens | 59 | 61 | 59 | 68 | 76 | 96 | 96 | 95 | 94 | 94 | 94 |  |
| LionLifeEmerald | 3 296 | 3 467 | 3 453 | 3 415 | 3 388 | 3 343 | 3 306 | 3 273 | 3 256 | 3 238 | 3 238 |  |
| SafricanImbalen | 321 | 349 | 349 | 344 | 340 | 338 | 336 | 334 | 330 | 327 | 327 |  |
| SafricanRestAss | 97 | 100 | 99 | 97 | 96 | 95 | 95 | 91 | 90 | 89 | 89 |  |
| SafricanZuntal | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |  |
| SanlamDevMarket | 5 812 | 5 925 | 5 875 | 5 785 | 5 722 | 5 626 | 5 564 | 5 524 | 5 485 | 5 443 | 5 443 |  |
| SmartLifeIns | 11 | 13 | 13 | 12 | 12 | 12 | 12 | 12 | 12 | 12 | 12 |  |
| 1LifeIns | 7 246 | 7 572 | 7 508 | 7 428 | 7 373 | 7 280 | 7 213 | 7 174 | 7 137 | 7 091 | 7 091 |  |
| **REGIONAL TOTAL** | **33 703** | **35 576** | **35 171** | **35 283** | **35 545** | **35 671** | **35 899** | **36 112** | **36 303** | **36 486** | **36 486** |  |

**Western Cape**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 20** | **May 20** | **June 20** | **July 20** | **Aug. 20** | **Sept.20** | **Oct.20** | **Nov.20** | **Dec.20** | **Jan.21** | **Feb.21** | **Mar.21** |
| AffinityFuneral | 50 | 49 | 49 | 50 | 51 | 51 | 51 | 51 | 51 | 51 | 51 | 51 |
| African unity Ins. |  |  |  |  |  |  | 15 | 27 | 28 | 29 | 31 | 32 |
| AssuplProsperty | 36 | 36 | 33 | 35 | 35 | 35 | 34 | 32 | 31 | 29 | 29 | 30 |
| AssupolLtd | 856 | 848 | 808 | 840 | 828 | 886 | 897 | 920 | 928 | 933 | 934 | 962 |
| AVBOB | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| BrightrockLife |  |  |  |  |  |  | 1 | 1 | 2 | 2 | 2 | 2 |
| CentTransAfrica | 347 | 343 | 326 | 337 | 334 | 333 | 335 | 333 | 333 | 333 | 336 | 335 |
| ChannelLifeLtd | 153 | 150 | 144 | 148 | 147 | 146 | 145 | 119 |  |  |  |  |
| Emeraldlife Pty Ltd |  |  |  |  |  | 134 | 1 079 | 1 800 | 3 018 | 4 155 | 4 257 | 5 400 |
| GREmeraldLife | 102 | 101 | 99 | 99 | 99 | 99 | 99 | 99 | 99 | 99 | 98 | 98 |
| HollLifeWise | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| KGALewens | 1 158 | 1 149 | 1 073 | 1 135 | 1 127 | 1 142 | 1 139 | 1 137 | 1 129 | 1 117 | 1 109 | 1 103 |
| LionLifeEmerald | 9 963 | 9 905 | 9 274 | 9 780 | 9 687 | 9 620 | 9 564 | 9 504 | 9 454 | 9 401 | 9 292 | 9 233 |
| SafricanImbalen | 218 | 215 | 205 | 211 | 207 | 206 | 204 | 204 | 205 | 204 | 201 | 200 |
| SafricanRestAss | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 |
| SanlamDevMarket | 19 | 19 | 17 | 18 | 18 | 18 | 17 | 16 | 159 | 158 | 155 | 153 |
| Smartlife Ins |  |  |  |  |  | 8 | 8 | 8 | 7 | 7 | 7 | 7 |
| 1LifeIns | 31 055 | 30 890 | 29 020 | 30 498 | 30 183 | 29 979 | 29 761 | 29 549 | 29 396 | 29 231 | 28 862 | 28 656 |
| **REGION TOTAL** | **43 972** | **43 719** | **41 062** | **43 165** | **42 730** | **42 671** | **43 363** | **43 814** | **44 854** | **45 763** | **45 378** | **46 276** |

**Western Cape**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of Company** | **Number of Beneficiaries** | | | | | | | | | | | |
| **April 21** | **May 21** | **June 21** | **July 21** | **Aug.21** | **Sept.21** | **Oct.21** | **Nov.21** | **Dec.21** | **Jan. 22** | **Feb.22** | **Mar 22** |
| AffinityFuneral | 52 | 50 | 50 | 59 | 78 | 86 | 87 | 99 | 102 | 109 | 109 |  |
| AfricanUnityIns | 35 | 40 | 40 | 42 | 53 | 55 | 213 | 341 | 505 | 624 | 624 |  |
| AssuplProsperty | 30 | 29 | 29 | 30 | 30 | 29 | 29 | 29 | 28 | 28 | 28 |  |
| AssupolLtd | 973 | 991 | 1 000 | 1 031 | 1 054 | 1 053 | 1 058 | 1 070 | 1 097 | 1 105 | 1 105 |  |
| AVBOB | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |  |
| BrightrockLife | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 2 |  |
| CentTransAfrica | 341 | 343 | 341 | 339 | 339 | 337 | 351 | 379 | 401 | 400 | 400 |  |
| ChannelLifeLtd |  |  |  |  |  |  |  |  |  |  |  |  |
| EMERALDLIFEPtyL | 7 184 | 8 607 | 10 417 | 12 688 | 14 294 | 16 320 | 17 680 | 18 697 | 20 009 | 21 338 | 21 338 |  |
| GREmeraldLife | 97 | 97 | 95 | 94 | 94 | 93 | 93 | 93 | 92 | 92 | 92 |  |
| HollLifeWise | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |  |
| KGALewens | 1 111 | 1 120 | 1 121 | 1 154 | 1 200 | 1 278 | 1 269 | 1 254 | 1 249 | 1 244 | 1 244 |  |
| LionLifeEmerald | 9 178 | 9 134 | 9 089 | 9 017 | 8 936 | 8 824 | 8 741 | 8 676 | 8 627 | 8 566 | 8 566 |  |
| SafricanImbalen | 200 | 200 | 199 | 197 | 196 | 196 | 195 | 194 | 193 | 192 | 192 |  |
| SafricanRestAss | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 |  |
| SanlamDevMarket | 151 | 150 | 149 | 147 | 147 | 143 | 142 | 142 | 139 | 139 | 139 |  |
| SmartLifeIns | 7 | 7 | 6 | 6 | 6 | 5 | 5 | 5 | 5 | 5 | 5 |  |
| 1LifeIns | 28 466 | 28 286 | 28 141 | 27 913 | 27 651 | 27 179 | 26 888 | 26 691 | 26 527 | 26 343 | 26 343 |  |
| **REGIONAL TOTAL** | **47 841** | **49 070** | **50 694** | **52 734** | **54 096** | **55 616** | **56 768** | **57 687** | **58 991** | **60 202** | **60 202** |  |