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SOUTH AFRICAN SOCIAL SECURITY AGENCY

BRANCH: STRATEGY AND BUSINESS DEVELOPMENT

DEPARTMENT: MONITORING AND EVALUATION

FOUR STATISTICAL REPORT: PAYMENT SYSTEM

PERIOD: JULY 2021

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

DEFINITION OF TERMS

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

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1. EXECUTIVE SUMMARY

1.1 INTRODUCTION

This report presents the status on social grant payments until July 2021.

1.2 PURPOSE

To report on the status of social grants payments as at the end of July 2021.

1.3 OBJECTIVES

This report serves to:

1.3.1 Inform management about the status of social grant payment as at July 2021.

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 July 2021, there were 18,597,485 social grants paid to 11,527,935 beneficiaries.

The take up of social grants in July 2021 increased by 0.09%. The largest increases were with the Child Support Grant 0.19%, followed by the Foster Child Grant 1.10%. There has been steady decline in the take up rate of social grants especially CSG and DG.

1.4.2 In July 2021, the number of children 0-1 accessing social grants decreased by 2.5%. The take up of social grants for children 0-1 has been maintaining a steady decline. It seems that Covid 19 is impact either on access by infants or the fertility rate.

1.4.3 The number of new applications in the month of July 2021 was 116,339 a decrease of 24,855 applications from the previous month. The largest number of applications was in respect of CSG 57,812 followed by DG 31,617.

1.4.4 During this period 79.60 % of all applications were processed within one day and 97.88% of the applications were processed within 10 days.

1.4.5 The trend in the payment method in July 2021 showed an increase in the number of beneficiaries paid by Grindrod by 1303, a decrease by SAPO of 55228, and an increase by banks of 42,166 beneficiaries.

1.4.8 The report submitted by Altron for July 2021 was vague and lack substantive information. The report by the in-house call centre also did not provide information on call volumes.

1.4.9 The performance by the call centres tend to be constant from month to month, responding to the same number of calls, the same type calls and with the number and nature of inquiries remaining constant which is rather unusual.

1.4.10 The take up of the permanent and temporary disability grants maintains a constant trend for both types of disability grants in all the Regions.

1.5 RECOMMENDATIONS

It is recommended that:

1.5.1. The steep decline in the take up of the CSG and DG during this period be investigated.

INDICATOR 1 : NUMBER OF SOCIAL GRANTS IN PAYMENT

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

Table 1: Summary of the Take up Rate of Social Grants Net Monthly Increase until July 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								
increase	-	38,015	71,155	31,227	16,516								
% increase		0.21%	0.39%	0,17%	0,09%								

Source: BI SharePoint

Figure 1

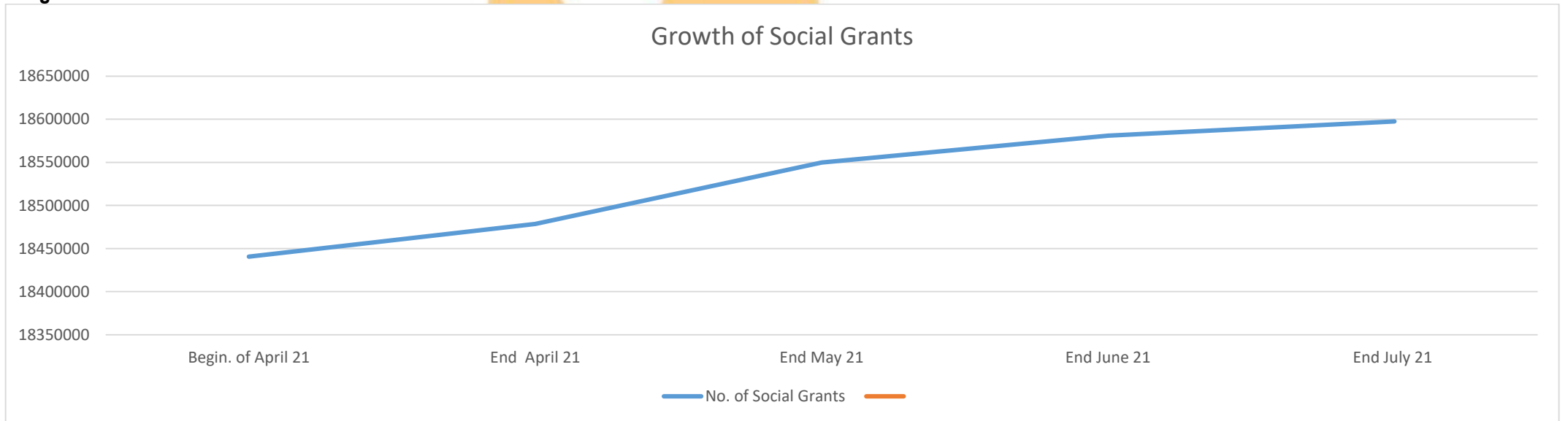


Table 2: Total Number and Percentage Growth of Social Grants by Grant Type Net Monthly until July 2021

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									685	0,45%
CSG	12,992,589	12,999,520	13,028,698	13,041,908	13,067,221									25,313	0,19%
FCG	309,453	318,161	326,972	332,995	336,643									3,648	1,10%
DG	997,752	1,014,245	1,033,058	1,045,339	1,043,802									-1,537	-0,15%
GIA	267,912	269,309	272,063	273,315	273,020									-295	-0,11%
OAG	3,722,675	3,727,158	3,738,055	3,736,065	3,724,769									-11,296	-0,30%
WVG	40	36	36	36	34									-2	-5,56%
Total	18,440,572	18,478,587	18,549,742	18,580,969	18,597,485									16,516	0,09%

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

Social grants increased by 16,516 from June 2021.

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

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								
FS	1,040,837	1,042,633	1,045,078	1,046,073	1,046,207								
GP	2,847,820	2,856,403	2,869,604	2,872,264	2,872,901								
KZN	4,065,512	4,076,577	4,093,277	4,100,702	4,107,860								
LP	2,647,292	2,646,046	2,658,226	2,664,192	2,664,688								
MP	1,555,838	1,558,145	1,562,586	1,565,479	1,566,503								
NW	1,291,307	1,294,881	1,299,414	1,300,244	1,299,637								
NC	502,725	504,329	506,397	506,933	507,193								
WC	1,640,057	1,643,536	1,651,240	1,656,806	1,655,009								
Total	18,440,572	18,478,587	18,549,742	18,580,969	18,597,485								

Figure 2

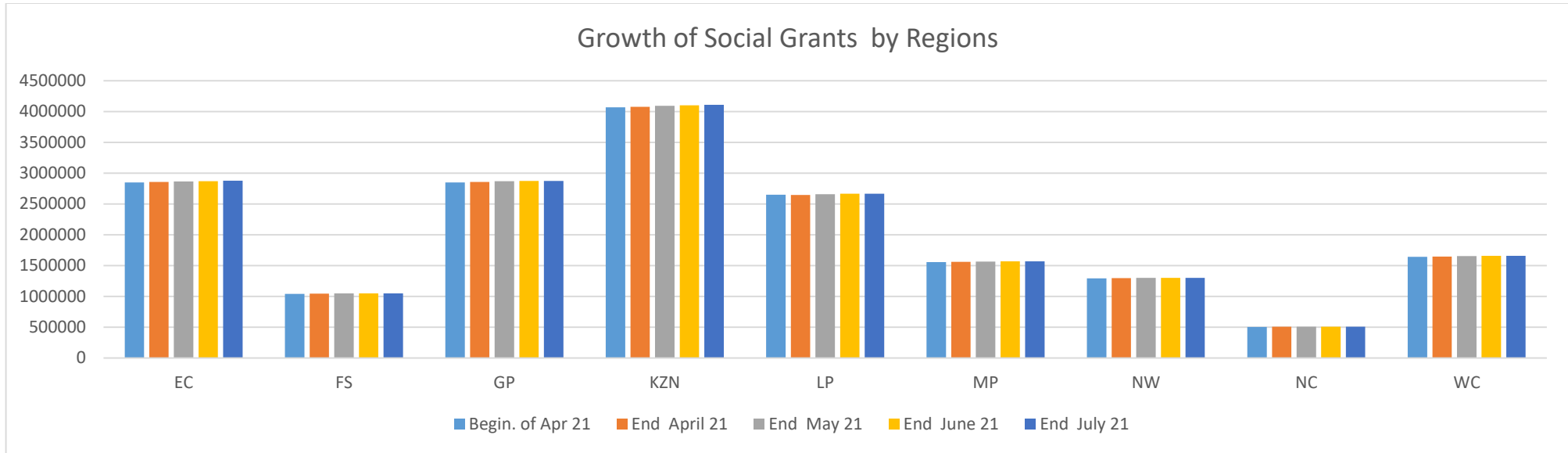


Table 4: Number of Social Grants per Region by Social Grant Type as at the end of July 2021

Region	CDG	CSG	DG	FCG	GIA	OAG	WVG	Total	Percentage
EC	23 417	1 972 830	178 386	74 893	34 024	593 929	8	2 877 487	15,47%
FS	8 787	711 619	78 067	24 569	10 576	212 589		1 046 207	5,63%
GP	20 916	2 000 812	120 845	41 371	10 424	678 524	9	2 872 901	15,45%
KZN	39 044	2 969 151	223 704	63 210	79 759	732 988	4	4 107 860	22,09%
LP	16 627	1 963 506	99 816	40 437	54 687	489 613	2	2 664 688	14,33%
MP	11 335	1 165 489	76 726	22 693	23 237	267 023		1 566 503	8,42%

NW	9 803	903 493	64 815	26 691	17 228	277 606	1	1 299 637	6,99%
NC	5 787	328 070	50 819	10 570	18 975	92 971	1	507 193	2,73%
WC	16 280	1 052 251	150 624	32 209	24 110	379 526	9	1 655 009	8,90%
Total	151 996	13 067 221	1 043 802	336 643	273 020	3 724 769	34	18 597 485	100,00%
Percentage	0,82%	70,26%	5,61%	1,81%	1,47%	20,03%	0,00%	100,00%	-

Figure 3

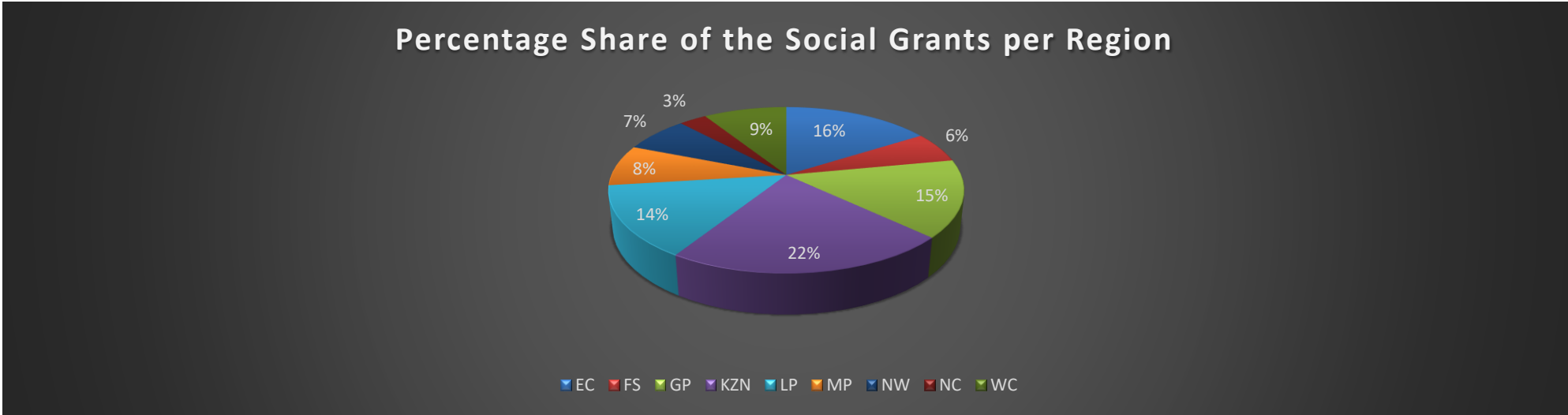


Table 5. Number of Social Grants per Month per Region April - July 2021

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								
	DG	177 074	177 510	178 188	178 495	178 386								
	WV	8	8	8	8	8								
	CDG	23 065	23 042	23 134	23 206	23 417								
	CSG	1 953 054	1 957 054	1 961 170	1 964 048	1 972 830								
FS	FCG	71 051	72 585	73 688	74 299	74 893								
	OAI	213 663	213 604	213 628	212 828	212 589								
	DG	74 596	75 633	76 866	77 926	78 067								
	WV													
	CDG	8 740	8 753	8 811	8 773	8 787								
GP	CSG	711 730	711 420	711 648	711 849	711 619								
	FCG	21 946	22 956	23 719	24 174	24 569								
	OAI	679 083	681 084	684 422	683 345	678 524								
	DG	112 823	116 726	120 360	121 865	120 845								
	WV	11	10	10	10	9								
KZN	CDG	20 345	20 504	20 650	20 757	20 916								
	CSG	1 987 769	1 989 063	1 993 716	1 994 920	2 000 812								
	FCG	38 019	38 939	40 094	40 932	41 371								
	OAI	730 111	731 196	733 387	733 840	732 988								
	DG	214 302	217 560	222 567	224 971	223 704								
LP	WV	5	4	4	4	4								
	CDG	38 485	38 514	38 724	38 844	39 044								
	CSG	2 947 870	2 952 283	2 958 478	2 960 821	2 969 151								
	FCG	56 088	58 033	60 386	62 277	63 210								
	OAI	489 248	489 863	491 062	491 476	489 613								
MP	DG	96 663	98 024	99 520	99 791	99 816								
	WV	2	2	2	2	2								
	CDG	16 473	16 383	16 519	16 575	16 627								
	CSG	1 953 668	1 949 424	1 957 068	1 961 251	1 963 506								
	FCG	36 990	37 984	39 221	40 058	40 437								
NW	OAI	267 169	267 300	267 978	267 632	267 023								
	DG	76 022	75 679	75 455	76 438	76 726								
	WV													
	CDG	11 398	11 334	11 282	11 321	11 335								
	CSG	1 157 540	1 159 496	1 162 858	1 164 442	1 165 489								
EC	FCG	20 300	21 061	21 800	22 358	22 693								
	OAI	279 179	279 105	279 679	279 052	277 606								
	DG	62 454	63 829	64 806	64 978	64 815								
FS	WV	1	1	1	1	1								
	CDG	9 725	9 752	9 773	9 783	9 803								

	CSG	898 666	899 905	901 889	902 818	903 493							
	FCG	24 363	25 242	26 015	26 394	26 691							
NC	OAI	93 726	93 480	93 486	93 025	92 971							
	DG	48 228	49 724	50 743	51 213	50 819							
	WV	1	1	1	1	1							
	CDG	5 782	5 755	5 741	5 771	5 787							
	CSG	326 810	326 678	327 296	327 569	328 070							
	FCG	9 882	10 175	10 378	10 480	10 570							
WC	OAI	378 092	378 511	380 113	380 430	379 526							
	DG	135 590	139 560	144 553	149 662	150 624							
	WV	12	10	10	10	9							
	CDG	16 138	16 121	16 226	16 281	16 280							
	CSG	1 055 482	1 054 197	1 054 575	1 054 190	1 052 251							
	FCG	30 814	31 186	31 671	32 023	32 209							

Figure 4

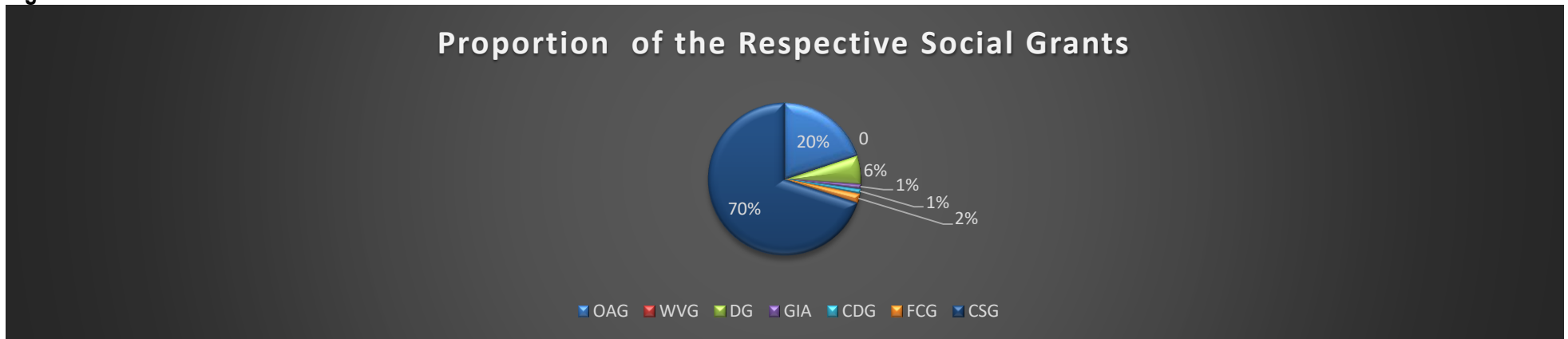


Table 6: Number Disability Grants Paid Per Month per Region from January to December 2019

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 to July 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					
	Permanent Disability	163 487	164 633	165 485	165 432	165 529	165 630	165 692					
	Temporary Disability	7 870	9 462	11 548	12 038	12 619	12 825	12 656					
	Unspecified	12	12	12	11	11	11	10					
Total		171 399	174 136	177 074	177 510	178 188	178 495	178 386					
FS	Not Recommended												
	Permanent Disability	58 581	59 747	60 350	60 377	60 375	60 362	60 251					

	Temporary Disability	8 270	11 082	14 246	15 256	16 491	17 564	17 816					
Total		66 851	70 829	74 596	75 633	76 866	77 926	78 067					
GP	Not Recommended	4	4	5	5	4	4	4					
	Permanent Disability	83 164	85 029	86 956	87 346	87 738	87 921	87 523					
	Temporary Disability	10 267	16 168	25 862	29 375	32 618	33 940	33 318					
	Unspecified												
Total		93 435	101 201	112 823	116 726	120 360	121 865	120 845					
KZN	Not Recommended	95	104	103	101	90	98	100					
	Permanent Disability	179 428	181 477	181 545	181 687	182 089	181 976	181 556					
	Temporary Disability	21 752	29 593	32 653	35 771	40 387	42 896	42 047					
	Unspecified	1	1	1	1	1	1	1					
Total		201 276	211 175	214 302	217 560	222 567	224 971	223 704					
LP	Not Recommended			1	1	1	1	1					
	Permanent Disability	75 419	76 200	76 681	76 750	76 748	76 662	76 496					
	Temporary Disability	11 860	16 304	19 980	21 273	22 771	23 128	23 319					
	Unspecified			1									
Total		87 279	92 504	96 663	98 024	99 520	99 791	99 816					
MP	Not Recommended	24	31	33	29	27	27	29					
	Permanent Disability	63 125	63 980	64 398	64 187	64 010	64 177	64 149					
	Temporary Disability	6 171	9 582	11 590	11 463	11 418	12 234	12 548					
	Unspecified			1									

Total		69 320	73 593	76 022	75 679	75 455	76 438	76 726					
NW	Not Recommended	5	5	5	5	5	6	5					
	Permanent Disability	51 193	51 521	51 470	51 599	51 542	51 417	51 276					
	Temporary Disability	8 058	9 742	10 979	12 225	13 259	13 555	13 534					
Total		59 256	61 268	62 454	63 829	64 806	64 978	64 815					
NC	Not Recommended	11	11	11	11	11	11	11					
	Permanent Disability	33 110	33 380	33 287	33 344	33 214	33 093	32 991					
	Temporary Disability	8 577	11 938	14 930	16 369	17 518	18 109	17 817					
	Unspecified												
Total		41 698	45 329	48 228	49 724	50 743	51 213	50 819					
WC	Not Recommended												
	Permanent Disability	101 387	102 366	104 201	104 689	105 113	105 542	105 449					
	Temporary Disability	16 581	21 352	31 386	34 868	39 437	44 117	45 172					
	Unspecified	2	2	3	3	3	3	3					
WC Total		117 970	123 720	135 590	139 560	144 553	149 662	150 624					
Total		908 484	953 755	997 752	1 014 245	1 033 058	1 045 339	1 043 802					

INDICATOR 2: NUMBER OF BENEFICIARIES IN PAYMENT

KRA 2: BENEFICIARIES IN PAYMENT

Table 9: Total Number of Beneficiaries Receiving Social Grants from April 2016 to July 2021

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		
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				
2016/17		10,528,201	10,542,676	14,475
2017/18		10,716,658	10,728,745	12,087
2018/19	October	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				
2016/17		10,542,676	10,568,774	26,098
2017/18		10,728,745	10,769,741	40,996
2018/19	November	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				
2016/17		10,568,774	10,543,030	-25,744
2017/18		10,769,741	10,766,105	-3,636
2018/19	December	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				
2016/17		10,543,030	10,565,182	22,152
2017/18		10,766,105	10,792,720	26,615
2018/19	January	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				
2016/17		10,565,182	10,597,626	32,444
2017/18		10,792,720	10,822,651	29,931
2018/19	February	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				
2016/17		10,597,626	10,596,299	-1,327
2017/18		10,822,651	10,854,183	31,532
2018/19	March	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				
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 10: Total Number of Beneficiaries Receiving Social Grants by Region from April 2016 to July 2021

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								
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								
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								
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

Source: SASSA BI data

	2021/22	2,446,537	2,451,850	2,460,679	2,464,702	2,465,444								
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								
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								
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								
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								
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								
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								

Table 11a: Number of Beneficiaries by Grant Type without Grant in Aid for July 2021

REGIONS	CDG	COMB	CSG	DG	FCG	OAG	WVG	Grand Total
ECA	21 374	1 719	1 074 654	178 386	53 026	593 929	8	1 923 096
FST	8 080	541	415 563	78 067	18 441	212 589		733 281
GAU	19 863	665	1 166 580	120 845	30 477	678 524	9	2 016 963
KZN	36 654	1 503	1 632 246	223 704	47 080	732 988	4	2 674 179
LIM	15 730	583	1 052 623	99 816	29 234	489 613	2	1 687 601
MPU	10 760	369	644 661	76 726	17 304	267 023		1 016 843
NCA	5 089	531	179 970	50 819	7 215	92 971	1	336 596
NWP	9 115	486	492 736	64 815	19 149	277 606	1	863 908
WCA	15 013	936	635 449	150 624	20 534	379 526	9	1 202 091
Grand Total	141 678	7 333	7 294 482	1 043 802	242 460	3 724 769	34	12 454 558

Source: BI SharePoint Cube

Table 11b: Number of Beneficiaries by Grant Type with Grant in Aid for July 2021

REGIONS	CDG	COMB	CSG	DG	FCG	GIA	OAG	WVG	Grand Total
ECA	21 374	1 719	1 074 654	178 386	53 026	34 024	593 929	8	1 957 120
FST	8 080	541	415 563	78 067	18 441	10 576	212 589		743 857
GAU	19 863	665	1 166 580	120 845	30 477	10 424	678 524	9	2 027 387
KZN	36 654	1 503	1 632 246	223 704	47 080	79 759	732 988	4	2 753 938
LIM	15 730	583	1 052 623	99 816	29 234	54 687	489 613	2	1 742 288
MPU	10 760	369	644 661	76 726	17 304	23 237	267 023		1 040 080
NCA	5 089	531	179 970	50 819	7 215	18 975	92 971	1	355 571
NWP	9 115	486	492 736	64 815	19 149	17 228	277 606	1	881 136

WCA	15 013	936	635 449	150 624	20 534	24 110	379 526	9	1 226 201
Grand Total	141 678	7 333	7 294 482	1 043 802	242 460	273 020	3 724 769	34	12 727 578

Source: BI SharePoint Cube

Table 12: Number of Beneficiaries and the Combinations of Social Grants Received for July 2021

GRANTTYPE	ECA	FST	GAU	KZN	LIM	MPU	NWP	NCA	WCA	Grand Total
/CSG/	812 603	312 418	1 016 516	1 231 182	900 734	529 605	392 505	128 331	504 967	5 828 861
/CDG/	4 152	1 450	5 309	7 043	2 587	1 435	1 863	750	3 551	28 140
/CDG/CSG/	26 529	8 715	26 267	40 677	22 903	14 355	12 724	4 767	13 729	170 666
/CDG/FCG/	186	85	174	138	76	38	46	56	182	981
/CDG/FCG/CSG/	748	209	291	596	303	190	285	179	313	3 114
/CDG/FCG/GIA/	9	3		8	4	2	1		2	29
/CDG/FCG/GIA/CSG/	1								1	2
/CDG/GIA/	208	55	21	599	177	69	87	84	81	1 381
/CDG/GIA/CSG/	23	5	10	13	14	7	13	13	15	113
/CSG/GIA/	461	112	55	808	228	119	53	366	544	2 746
/DG/	111 038	43 387	79 931	121 892	59 874	40 795	36 376	24 264	81 678	599 235
/DG/CDG/	615	248	548	1 049	193	176	210	240	672	3 951
/DG/CDG/CSG/	9 398	5 578	6 295	22 770	5 010	4 422	5 438	4 320	7 275	70 506
/DG/CDG/FCG/	27	17	12	16	2	3	4	9	35	125
/DG/CDG/FCG/CSG/	263	161	90	477	62	77	112	168	237	1 647
/DG/CDG/FCG/GIA/	4	1		4	1	2	1	1	3	17
/DG/CDG/FCG/GIA/CSG/	4	1	1	8	1	3	2	1	4	25

/DG/CDG/GIA/	39	8	20	98	13	15	16	15	39	263
/DG/CDG/GIA/CSG/	176	58	91	558	161	284	157	142	181	1 808
/DG/CSG/	99 911	59 673	72 446	226 742	57 422	55 771	46 957	33 155	104 712	756 789
/DG/CSG/GIA/	110	29	26	135	11	29	15	127	319	801
/DG/FCG/	1 149	886	620	1 378	346	293	412	317	1 209	6 610
/DG/FCG/CSG/	10 234	7 001	4 189	20 027	3 091	3 482	4 482	3 287	6 669	62 462
/DG/FCG/GIA/	40	16	18	90	34	23	19	21	72	333
/DG/FCG/GIA/CSG/	166	56	51	376	68	193	105	89	173	1 277
/DG/GIA/	7 385	2 611	7 017	20 175	8 365	7 817	6 315	4 403	12 539	76 627
/DG/GIA/CSG/	1 792	629	1 567	5 252	2 298	3 364	1 763	1 212	2 392	20 269
/FCG/	19 456	11 150	20 081	21 265	12 045	6 118	8 505	2 811	12 598	114 029
/FCG/CSG/	41 057	14 823	24 242	39 948	23 979	15 114	15 860	5 108	11 321	191 452
/FCG/GIA/	1 213	566	105	3 732	2 233	378	462	480	535	9 704
/FCG/GIA/CSG/	7	2	1	5	1		5	3	4	28
/OAG/	325 242	136 940	542 052	425 717	294 291	168 684	192 431	51 565	287 900	2 424 822
/OAG/CDG/CSG/	10 827	1 843	3 892	11 983	4 250	2 730	3 006	1 278	2 073	41 882
/OAG/CDG/FCG/CSG/	597	147	218	480	179	124	147	149	198	2 239
/OAG/CDG/FCG/GIA/CSG/	25	5		61	19	5	11	15	8	149
/OAG/CDG/GIA/CSG/	452	106	22	1 127	246	189	172	268	104	2 686
/OAG/CSG/	163 682	39 160	85 958	154 699	104 702	59 454	45 327	15 262	44 177	712 421
/OAG/CSG/GIA/	394	95	11	670	142	119	39	380	338	2 188
/OAG/FCG/CSG/	43 340	13 607	21 232	41 075	18 784	12 619	14 764	4 985	9 771	180 177

/OAG/FCG/GIA/CSG/	2 587	840	128	6 365	2 170	1 132	958	1 197	583	15 960
/OAG/GIA/	16 095	5 472	3 056	42 075	39 634	11 159	9 061	9 308	12 051	147 911
/OAG/GIA/CSG/	6 826	1 663	420	14 122	9 181	4 054	2 443	3 191	1 548	43 448
/WVG/	7		9	2			1	1	7	27
/WVG/CSG/	6	2	4	5	1	2	2		3	25
/WVG/FCG/	1									1
/WVG/FCG/CSG/	2									2
/WVG/GIA/				2	2				1	5
/WVG/GIA/CSG/									1	1
Grand Total	1 719 087	669 833	1 922 996	2 465 444	1 575 837	944 450	803 155	302 318	1 124 815	11 527 935

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

Table 12 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 is **11 527 935** beneficiaries.

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

KRA 3: DEMOGRAPHIC DATA OF BENEFICIARIES

Table 13: Number of Beneficiaries by Age Category as at the end of July 2021

Beneficiary Age	EC	FS	GP	KZN	LP	MP	NWP	NC	WC	Total
Invalid DOB	5	3	1	10	8	6	2	1	2	38
[16-17)	18	3	26	26	15	12	3	4	13	120
[17-18)	147	17	153	156	132	74	28	11	106	824
[18-19)	3 155	1 119	3 535	6 378	3 723	2 370	1 631	710	1 983	24 604
[19-20)	7 073	2 731	7 991	15 298	8 262	5 623	3 717	1 709	4 528	56 932
[20-25)	118 318	40 901	116 731	214 793	118 736	78 778	55 524	23 550	67 793	835 124
[25-30)	205 736	76 419	219 751	339 624	211 618	129 877	96 736	35 504	121 332	1 436 597
[30-35)	210 478	91 111	249 653	344 038	223 257	138 168	104 707	36 964	138 388	1 536 764
[35-40)	189 165	84 241	227 994	302 994	194 627	120 452	93 065	34 631	136 805	1 383 974
[40-45)	145 263	65 800	174 079	208 298	141 835	84 679	70 561	28 823	105 397	1 024 735
[45-50)	124 020	51 472	134 179	167 560	105 716	67 863	57 017	25 632	89 142	822 601
[50-55)	102 476	40 403	90 378	124 935	71 888	50 086	41 571	23 259	71 611	616 607
[55-60)	97 936	36 687	65 032	117 942	57 096	40 719	34 665	24 034	67 014	541 125
[60-65)	237 110	80 641	244 449	266 136	154 681	96 170	102 263	38 991	137 911	1 358 352
[65-70)	185 882	67 938	208 107	227 375	134 542	84 648	82 987	31 200	113 947	1 136 626
[70-75)	130 912	47 353	136 081	177 245	104 236	57 078	57 246	21 853	79 205	811 209

[75-80)	82 565	27 901	77 254	106 144	76 157	34 969	37 573	14 025	46 957	503 545
[80+]	118 465	29 619	72 607	136 441	136 311	48 853	42 299	15 190	44 954	644 739
Total	1 958 724	744 359	2 028 001	2 755 393	1 742 840	1 040 425	881 595	356 091	1 227 088	12 734 516

Source: BI SharePoint cube

Table13 illustrates the distribution of beneficiaries by age category as at 31st July 2021 was **12 734 516**

Table 14: Number of Beneficiaries by Age and Gender Category as at the end of July 2021

Beneficiary Age Grouping	Eastern Cape		Free State		Gauteng		KwaZulu Natal		Limpopo	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
Invalid DOB	5	0	3	0	1	0	9	1	7	1
(16 - 17 Years)	18	0	3	0	25	1	26	0	15	0
(17 - 18 Years)	147	0	17	0	152	1	155	1	132	0
(18 - 19 Years)	2 531	624	879	240	2 812	723	5 357	1 021	3 118	605
(19 - 20 Years)	6 105	968	2 310	421	7 025	966	13 664	1 634	7 501	761
(20 - 25 Years)	110 194	8 124	37 864	3 037	110 359	6 372	203 723	11 070	113 185	5 551
(25 - 30 Years)	194 139	11 597	72 051	4 368	210 924	8 827	323 753	15 871	204 125	7 493
(30 - 35 Years)	196 527	13 951	84 759	6 352	237 921	11 732	325 066	18 972	214 961	8 296
(35 - 40 Years)	172 391	16 774	76 680	7 561	212 851	15 143	280 709	22 285	185 255	9 372
(40 - 45 Years)	128 489	16 774	57 978	7 822	158 514	15 565	187 087	21 211	132 308	9 527
(45 - 50 Years)	105 442	18 578	43 387	8 085	118 270	15 909	145 085	22 475	95 520	10 196
(50 - 55 Years)	84 440	18 036	32 580	7 823	75 435	14 943	104 923	20 012	62 175	9 713
(55 - 60 Years)	77 795	20 141	28 060	8 627	50 760	14 272	96 186	21 756	47 242	9 854

(60 - 65 Years)	160 238	76 872	53 406	27 235	151 990	92 459	186 946	79 190	104 476	50 205
(65 - 70 Years)	124 269	61 613	45 359	22 579	126 469	81 638	156 329	71 046	87 549	46 993
(70 - 75 Years)	89 595	41 317	32 104	15 249	84 573	51 508	126 017	51 228	70 217	34 019
(75 - 80 Years)	59 338	23 227	19 832	8 069	50 965	26 289	78 906	27 238	57 697	18 460
(80 - 85 Years)	47 113	16 135	12 556	4 022	30 215	13 309	56 797	15 401	46 810	14 836
(85 - 90 Years)	25 626	6 600	6 746	1 704	14 375	4 907	29 514	5 398	30 445	5 684
(90 - 95 Years)	13 222	3 122	2 678	611	5 812	1 557	18 383	2 621	22 037	3 191
(95 - 100 Years)	3 649	804	707	163	1 431	379	5 105	734	6 676	1 007
(> 100 Years)	1 850	344	356	76	494	128	2 199	289	5 127	498
Total	1 603 123	355 601	610 315	134 044	1 651 373	376 628	2 345 939	409 454	1 496 578	246 262

Beneficiary Age Grouping	Mpumalanga		North West		Northern Cape		Western Cape		National	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
Invalid DOB	5	1	2	0	1	0	1	1	34	4
(16 - 17 Years)	12	0	3	0	4	0	13	0	119	1
(17 - 18 Years)	74	0	28	0	11	0	106	0	822	2
(18 - 19 Years)	2 019	351	1 279	352	542	168	1 586	397	20 123	4 481
(19 - 20 Years)	5 124	499	3 273	444	1 471	238	3 905	623	50 378	6 554
(20 - 25 Years)	74 681	4 097	52 591	2 933	21 867	1 683	62 961	4 832	787 425	47 699
(25 - 30 Years)	124 236	5 641	92 857	3 879	33 316	2 188	114 955	6 377	1 370 356	66 241
(30 - 35 Years)	131 138	7 030	100 048	4 659	34 470	2 494	130 262	8 126	1 455 152	81 612
(35 - 40 Years)	112 254	8 198	87 624	5 441	31 324	3 307	126 677	10 128	1 285 765	98 209

(40 - 45 Years)	76 979	7 700	64 697	5 864	25 174	3 649	95 056	10 341	926 282	98 453
(45 - 50 Years)	59 627	8 236	49 999	7 018	21 149	4 483	75 963	13 179	714 442	108 159
(50 - 55 Years)	42 591	7 495	34 676	6 895	17 995	5 264	56 107	15 504	510 922	105 685
(55 - 60 Years)	33 095	7 624	26 956	7 709	17 333	6 701	47 943	19 071	425 370	115 755
(60 - 65 Years)	63 993	32 177	62 717	39 546	24 460	14 531	87 433	50 478	895 659	462 693
(65 - 70 Years)	54 932	29 716	51 655	31 332	19 900	11 300	71 619	42 328	738 081	398 545
(70 - 75 Years)	37 621	19 457	36 766	20 480	14 160	7 693	50 164	29 041	541 217	269 992
(75 - 80 Years)	24 778	10 191	25 535	12 038	9 533	4 492	30 809	16 148	357 393	146 152
(80 - 85 Years)	18 747	6 261	16 416	6 474	6 000	2 503	18 853	8 288	253 507	87 229
(85 - 90 Years)	9 825	2 344	8 737	2 763	3 305	1 043	9 089	3 135	137 662	33 578
(90 - 95 Years)	6 751	1 357	4 227	1 193	1 311	375	3 587	831	78 008	14 858
(95 - 100 Years)	1 737	387	1 501	311	408	79	824	145	22 038	4 009
(> 100 Years)	1 212	232	548	129	138	28	179	23	12 103	1 747
Total	881 431	158 994	722 135	159 460	283 872	72 219	988 092	238 996	10 582 858	2 151 658

Table 15: Number of Beneficiaries by Grant Type, Region and Gender as at the end of July 2021

Grant Type	Eastern Cape		Free State		Gauteng		KZN		Limpopo	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
CDG	22 166	827	8 216	375	19 377	1 110	36 954	1 183	15 984	306
CSG	1 044 755	29 896	398 541	17 022	1 128 205	38 371	1 594 787	37 456	1 039 044	13 578
DG	82 573	95 813	41 707	36 360	57 372	63 473	115 505	108 199	45 920	53 896
FCG	51 192	3 541	17 523	1 450	28 753	2 383	45 789	2 769	28 129	1 681
GIA	22 670	11 354	6 859	3 717	5 385	5 039	55 496	24 263	40 887	13 800
OAG	379 765	214 164	137 469	75 120	412 277	266 247	497 406	235 582	326 613	163 000
WVG	2	6	0	0	4	5	2	2	1	1
Total	1 603 123	355 601	610 315	134 044	1 651 373	376 628	2 345 939	409 454	1 496 578	246 262

Grant Type	Mpumalanga		North West		Northern Cape		Western Cape		National	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
CDG	9 286	298	5 412	202	15 369	540	143 549	5 170	9 286	298
CSG	483 401	9 335	174 733	5 235	622 670	12 777	7 116 259	178 206	483 401	9 335
DG	31 963	32 852	28 225	22 594	81 151	69 473	522 920	520 882	31 963	32 852
FCG	18 266	1 359	7 312	431	20 249	1 214	233 811	15 896	18 266	1 359
GIA	10 580	6 648	11 757	7 218	12 934	11 176	181 704	91 316	10 580	6 648
OAG	168 639	108 967	56 433	36 538	235 714	143 812	2 384 601	1 340 168	168 639	108 967
WVG	0	1	0	1	5	4	14	20	0	1
Total	722 135	159 460	283 872	72 219	14	20	10 582 858	2 151 658	722 135	159 460

Table 16: Number of Children Receiving All Child Grants per Age Category per Month against Mid-Year Population Estimates 2020: July 2021

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
0	550 919	547 318	551 737	546 982	533 212									1 175 632	46,62%
1	748 704	747 009	749 345	749 817	748 737									1 151 049	63,74%
2	750 631	754 280	757 456	760 352	762 398									1 134 787	63,79%
3	733 216	734 782	736 707	738 054	739 554									1 125 528	61,31%
4	717 259	717 763	719 421	720 678	723 130									1 121 959	59,81%
5	737 720	734 275	731 447	728 349	725 272									1 122 764	60,23%
6	800 566	798 429	794 346	790 852	786 452									1 126 627	65,91%
7	794 827	797 081	800 978	803 643	804 786									1 132 232	68,39%
8	798 947	797 152	794 570	793 264	792 832									1 138 265	68,58%
9	797 916	799 842	800 562	801 062	802 092									1 143 409	70,86%
10	781 916	784 396	789 661	791 273	790 614									1 149 839	71,51%
11	777 132	777 001	775 699	775 503	776 554									1 159 731	72,02%
12	809 067	806 714	806 123	806 059	802 790									1 154 316	76,44%
13	784 173	785 201	784 823	785 393	788 357									1 125 300	77,11%
14	774 577	776 457	778 778	779 198	779 768									1 081 837	78,29%
15	751 482	753 581	754 870	756 263	758 147									1 041 643	78,11%
16	720 607	728 033	736 409	741 547	744 314									1 001 492	78,73%
17	592 474	587 474	592 166	598 292	630 954									969 622	67,71%

Total	13,422,133	13,426,788	13,455,098	13,446,581	13 489 963										19 086 410	67,82%
18	17 352	22 474	26 983	30 302	32 819										952 029	3,51%
19	7 246	10 295	13 163	15 201	16 656										945 156	1,75%
20	4 933	7 183	9 452	11 101	12 417										937 795	1,29%
21	620	1 232	2 088	3 103	4 056										930 203	0,41%
Total	13,452,289	13,467,972	13,506,785	13,526,288	13 555 911										23 821 214	57,14%
>=22	5	5	4	5	4										934 145	0,00%
Total	13,452,289	13,467,977	13,506,789	13,526,293	13 555 916										24 755 359	19,83%

Table 17: Number of Children Receiving the Child Support Grants per Age Category per Month against Mid-Year Population Estimates April – July 2021

Age	Begin of April 19	End of Apr. 21	May 21	June 21	July. 21	A u g, 21	Sept.2 1	Oct.21	Nov.21	Dec.21	Jan.22	Feb.22	Mar 22	Mid-year Population estimates 2021	% of children receiving grants by Marc..20
0	550 341	546 733	551 103	546 357	532 624									1 175 632	45,67%
1	746 341	744 644	746 923	747 344	746 241									1 151 049	64,72%
2	746 412	750 093	753 221	756 076	758 105									1 134 787	66,23%
3	727 312	728 835	730 707	732 018	733 544									1 125 528	64,32%
4	709 859	710 443	712 069	713 391	715 782									1 121 959	62,84%
5	727 675	724 338	721 625	718 577	715 588									1 122 764	62,78%
6	787 901	785 802	781 735	778 283	774 086									1 126 627	67,79%
7	779 804	782 107	786 020	788 693	789 786									1 132 232	69,04%
8	780 960	779 324	776 841	775 686	775 415									1 138 265	67,70%
9	777 095	779 125	779 923	780 518	781 609									1 143 409	68,27%
10	757 198	759 845	765 152	766 826	766 415									1 149 839	66,92%

11	748 160	748 306	747 267	747 405	748 663									1 159 731	65,16%
12	774 231	772 228	771 761	771 772	769 059									1 154 316	67,60%
13	743 858	745 280	745 317	746 253	749 401									1 125 300	67,91%
14	729 066	731 036	733 524	734 212	735 143									1 081 837	69,61%
15	701 127	703 475	705 077	706 729	709 003									1 041 643	70,06%
16	665 607	673 030	681 121	686 253	689 226									1 001 492	71,25%
17	539 726	534 981	539 501	545 572	577 575									969 622	61,71%
Total	12,992,673	12,999,625	13,028,887	13,041,965	13,067,265									19 086 410	68,46%
18	1	1	1	0	0									952 029	0,00%
19	0	0	0	0	0									945 156	0,00%
20	1	1	1	1	1									937 795	0,00%
21	0	0	0	0	0									930 203	0,00%
Total	12,992,675	12,999,627	13,028,889	13,028,966	13,067,266									23 821 214	54,86%
>=22	3	3	2	3	2									934 145	0,00%
Total	12,992,678	12,999,630	13,028,891	13,041,969	13,067,269									24 755 359	52,79%

Table 18: National: Number of Children Receiving Child Grants per Age against Mid-year Population Estimates 2020 as at the end of July 2021

Children's Ages	CDG	CSG	FCG	Total	Mid-year population estimates 2021	% of children receiving grants
0	446	532 624	142	533 212	1 175 632	45,36%
1	1 867	746 241	629	748 734	1 151 049	65,05%
2	2 948	758 105	1 345	762 389	1 134 787	67,18%
3	3 969	733 544	2 041	739 533	1 125 528	65,71%
4	4 548	715 782	2 800	723 092	1 121 959	64,45%
5	5 717	715 588	3 967	725 224	1 122 764	64,59%
6	6 982	774 086	5 384	786 373	1 126 627	69,80%
7	7 884	789 786	7 116	804 687	1 132 232	71,07%
8	8 513	775 415	8 904	792 698	1 138 265	69,64%
9	9 275	781 609	11 208	801 950	1 143 409	70,14%
10	10 152	766 415	14 047	790 418	1 149 839	68,74%
11	10 705	748 663	17 186	776 296	1 159 731	66,94%
12	11 922	769 059	21 809	802 466	1 154 316	69,52%
13	12 788	749 401	26 168	787 932	1 125 300	70,02%
14	13 464	735 143	31 161	779 234	1 081 837	72,03%
15	13 672	709 003	35 472	757 533	1 041 643	72,72%
16	14 393	689 226	40 695	743 658	1 001 492	74,26%
17	12 749	577 575	40 630	630 276	969 622	65,00%
Total	151 994	13 067 265	270 704	13 485 705	19 086 410	70,66%
18			32 819	32 819	952 029	3,45%
19	5		16 651	16 656	945 156	1,76%
20		1	12 416	12 417	937 795	1,32%
21			4 056	4 056	930 203	0,44%
Total	151 999	13 067 266	336 646	13 551 643	23 821 215	56,89%
>=22	2	3		5	934 145	0,00%
Grand Total	152 001	13 067 269	336 646	13 551 648	24 755 359	54,74%

Source: BI SharePoint cube

Figure 18 illustrates the distribution in the number of children by age receiving social grants compared to Stats SA's population estimates for 2020. As at 31st July 2021 **13 551 648** of country's children were in receipt of a social grant.

Table 19: Eastern Cape: Number of Children Receiving Grants Per Age Category as at the end of July 2021 Against Mid-Year Population Estimates 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2021	% of children receiving grants
0	49	82 836	20	82 905	139 494	59,43%
1	192	104 858	78	105 128	138 983	75,64%
2	369	106 772	191	107 331	139 555	76,91%
3	554	104 540	303	105 393	140 980	74,76%
4	655	101 009	445	102 103	143 031	71,39%
5	813	102 944	643	104 391	145 478	71,76%
6	981	113 903	1 021	115 896	148 093	78,26%
7	1 088	118 725	1 369	121 162	150 645	80,43%
8	1 177	114 406	1 804	117 367	152 907	76,76%
9	1 368	118 707	2 419	122 470	154 650	79,19%
10	1 517	116 563	3 126	121 174	156 232	77,56%
11	1 631	113 014	3 831	118 420	158 014	74,94%
12	1 883	118 280	4 931	125 022	156 825	79,72%
13	1 973	117 779	6 034	125 690	151 258	83,10%
14	2 236	117 275	7 126	126 522	142 850	88,57%
15	2 229	114 513	8 392	124 998	134 701	92,80%
16	2 403	110 701	9 328	122 282	126 379	96,76%
17	2 297	96 007	9 011	107 153	118 666	90,30%
Total	23 417	1 972 832	60 072	2 055 407	2 598 741	79,09%
18			7 366	7 366	112 326	6,56%
19	2		4 043	4 045	107 111	3,78%
20			2 693	2 693	101 783	2,65%
21			720	720	96 315	0,75%
22						
>=23	1	1		2	139 494	0,00%
Total	23 418	1 972 833	74 894	2 070 233	3 155 770	65,60%

Source: BI SharePoint cube

Table 19 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 31st July 2021 there were **2 070 233** of children in receipt of a social grant in the Eastern Cape.

Table 20: Free State: Number of Children Receiving Grants per Age Category as at the end of July 2021 Against Mid-Year Population Estimates 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2021	% of children receiving grants
0	29	27 965	9	28 003	56 501	49,56%
1	102	38 542	46	38 690	54 341	71,20%
2	172	39 738	115	40 023	53 002	75,51%
3	209	38 303	148	38 660	52 367	73,83%
4	255	37 576	197	38 026	52 319	72,68%
5	320	37 395	296	38 005	52 742	72,0%
6	390	41 143	358	41 884	53 518	78,26%
7	425	42 067	513	42 997	54 531	78,85%
8	453	42 165	561	43 175	55 665	77,56%
9	540	42 819	688	44 034	56 802	77,52%
10	594	42 478	818	43 880	58 056	75,58%
11	648	42 505	1 092	44 218	59 541	74,26%
12	691	43 499	1 344	45 511	59 988	75,87%
13	744	42 594	1 656	44 963	58 817	76,45%
14	804	41 346	2 098	44 211	56 603	78,11%
15	773	40 045	2 407	43 176	54 534	79,17%
16	918	39 668	2 811	43 349	52 409	82,71%
17	720	31 771	2 930	35 374	50 524	70,01%
Total	8 787	711 619	18 087	738 179	992 260	74,39%
18			2 647	2 647	49 154	5,39%
19			1 808	1 808	48 170	3,75%
20			1 464	1 464	47 126	3,11%
21			564	564	46 073	1,22%
Total	8 787	711 619	24 570	744 662	1 182 738	62,96%

Source: BI SharePoint cube

Table 20 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 31st July 2021 there were **744 662** of Free State's children in receipt of a social grant.

Table 21: Gauteng: Number of Children Receiving Grants Per Age Category as at the end of July 2021 Against Mid-Year Population Estimates 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2021	% of children receiving grants
0	69	65 358	11	65 438	265 731	24,83%
1	277	112 635	56	112 968	265 972	42,93%
2	450	117 205	180	117 834	265 233	45,01%
3	628	114 134	292	115 053	263 629	44,31%
4	694	114 827	381	115 897	261 275	45,13%
5	847	112 432	511	113 786	258 285	44,92%
6	1 095	120 306	643	122 040	254 774	48,93%
7	1 195	122 204	950	124 340	250 855	50,72%
8	1 305	121 946	1 130	124 361	246 643	51,67%
9	1 329	121 944	1 490	124 748	242 253	52,83%
10	1 506	119 460	1 862	122 818	238 178	52,96%
11	1 519	117 388	2 267	121 146	234 913	53,01%
12	1 620	119 469	2 785	123 840	230 674	55,17%
13	1 634	114 282	3 366	119 230	224 815	54,40%
14	1 729	110 496	3 983	116 144	218 591	54,33%
15	1 632	106 200	4 517	112 291	213 424	53,62%
16	1 742	100 709	5 068	107 448	208 459	52,34%
17	1 646	89 824	5 128	96 536	208 657	46,83%
Total	20 917	2 000 819	34 620	2 055 918	4 352 362	47,24%
18			4 003	4 003	216 451	1,87%
19			1 423	1 423	229 427	0,63%
20			1 019	1 019	242 249	0,42%
21			306	306	255 401	0,12%
22		1		1	269 438	0,00%
>=23 Years		1		1	283 913	0,00%
Total	20 917	2 000 821	41 371	2 062 671	5 849 240	37,88%

Source: BI SharePoint cube

Table 21 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 31st July 2021 there were **2 062 671** of Gauteng's children in receipt of a social grant.

Table 22: Kwazulu-Natal: Number of Children Receiving Grants Per Age Category as at the end of July 2021 Against Mid-Year Population Estimates 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2021	% of children receiving grants
0	135	119 194	28	119 357	250 026	47,74%
1	519	167 507	89	168 114	244 964	68,63%
2	763	172 555	176	173 494	241 521	71,83%
3	935	161 792	251	162 976	239 440	68,07%
4	1 021	157 238	401	158 657	238 463	66,53%
5	1 317	160 276	522	162 108	238 333	68,02%
6	1 637	174 389	722	176 739	238 795	74,01%
7	1 909	178 527	984	181 406	239 591	75,71%
8	2 036	173 259	1 289	176 565	240 464	73,43%
9	2 319	174 132	1 655	178 078	241 159	73,84%
10	2 576	173 717	2 079	178 333	242 048	73,68%
11	2 747	169 044	2 793	174 542	243 506	71,68%
12	3 051	174 974	3 752	181 730	242 121	75,06%
13	3 428	172 029	4 930	180 307	236 376	76,28%
14	3 546	171 157	6 126	180 745	227 906	79,31%
15	3 819	166 570	7 264	177 526	219 939	80,72%
16	3 868	163 211	8 881	175 816	211 920	82,96%
17	3 420	139 588	8 928	151 787	205 091	74,01%
Total	39 046	2 969 159	50 870	3 058 280	4 241 663	72,10%
18			6 714	6 714	200 425	3,35%
19			2 765	2 765	197 397	1,40%
20			2 165	2 165	194 231	1,11%
21			696	696	190 948	0,36%
Total	39 046	2 969 159	63 210	3 070 620	5 024 664	61,11%

Source: BI SharePoint Cube

Table 22 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 31st July 2021 there were **3 070 620** of KwaZulu Natal's children in receipt of a social grant.

Table 23: Limpopo: Number of Children Receiving Grants Per Age Category as at the end of July 2021 Against Mid-Year Population Estimates 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2021	% of children receiving grants
0	30	104 870	3	104 903	135 144	77,62%
1	194	128 120	15	128 329	132 942	96,53%
2	340	120 390	54	120 783	131 774	91,66%
3	447	116 063	131	116 640	131 458	88,73%
4	541	113 226	223	113 989	131 811	86,48%
5	632	110 494	303	111 429	132 650	84,00%
6	789	118 830	473	120 086	133 795	89,75%
7	917	119 297	688	120 899	135 062	89,51%
8	994	117 113	957	119 058	136 269	87,37%
9	1 086	116 309	1 272	118 655	137 233	86,46%
10	1 090	111 864	1 697	114 636	138 108	83,00%
11	1 184	106 505	1 976	109 649	139 043	78,86%
12	1 338	107 425	2 614	111 355	138 188	80,58%
13	1 445	104 685	3 072	109 179	134 691	81,06%
14	1 411	102 414	3 644	107 434	129 374	83,04%
15	1 463	97 925	4 011	103 361	124 208	83,22%
16	1 535	94 244	4 603	100 330	119 165	84,19%
17	1 191	73 747	4 610	79 500	113 300	70,17%
Total	16 627	1 963 521	30 346	2 310 964	2 374 215	97,34%
18			4 166	4 166	106 459	3,91%
19			2 741	2 741	99 252	2,76%
20			2 310	2 310	92 203	2,51%
21			874	874	84 920	1,03%
Total	16 627	1 963 521	40 437	2 020 306	2 757 049	73,28%

Source: BI SharePoint Cube

Table 23 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 31st July 2021 there were **2 020 306** of Limpopo's children in receipt of a social grant.

Table 24: Mpumalanga: Number of Children Receiving Grants per Age Category as at 31st July 2021 against Mid-Year Population Estimates 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2021	% of children receiving grants
0	34	55 074		55 108	101 363	54,37%
1	128	71 553	15	71 696	95 470	75,10%
2	227	69 770	54	70 051	91 366	76,67%
3	272	67 761	82	68 115	88 814	76,69%
4	356	65 449	112	65 917	87 573	75,27%
5	470	64 799	189	65 457	87 405	74,89%
6	519	68 349	297	69 162	88 070	78,53%
7	609	69 450	395	70 453	89 330	78,87%
8	676	68 327	537	69 532	90 945	76,46%
9	726	68 798	667	70 190	92 676	75,74%
10	743	65 986	875	67 595	94 786	71,31%
11	801	64 571	1 105	66 471	97 537	68,15%
12	915	66 778	1 456	69 135	98 182	70,42%
13	914	64 269	1 679	66 847	95 475	70,02%
14	977	63 159	2 084	66 192	90 684	72,99%
15	1 014	61 252	2 456	64 689	86 312	74,95%
16	1 076	61 389	2 894	65 336	81 849	79,83%
17	878	48 756	2 946	52 559	78 410	67,03%
Total	11 335	1 165 490	17 843	1 194 505	1 636 246	73,00%
18			2 416	2 416	76 798	3,15%
19			1 211	1 211	76 465	1,58%
20		1	922	923	75 958	1,22%
21			302	302	75 451	0,40%
Total	11 335	1 165 491	22 694	1 199 357	1 928 906	61,79%

Source: BI SharePoint Cube

Table 24 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 31st July 2021 there were **1 199 357** of Mpumalanga's children in receipt of a social grant.

Table 25: Northern Cape: Number of Children Receiving Grants per Age Category as at 31st July 2021 against Mid-Year Population Estimates 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2021	% of children receiving grants
0	15	14 026	6	14 047	26 217	53,58%
1	45	18 864	23	18 932	25 830	73,29%
2	85	19 729	59	19 873	25 577	77,70%
3	125	19 267	64	19 453	25 435	76,48%
4	160	18 673	117	18 946	25 380	74,65%
5	228	18 895	159	19 275	25 387	75,92%
6	243	20 235	205	20 674	25 433	81,29%
7	273	19 893	257	20 417	25 494	80,09%
8	325	19 786	318	20 415	25 545	79,92%
9	324	19 334	385	20 024	25 564	78,33%
10	357	18 825	442	19 608	25 586	76,64%
11	391	18 636	614	19 617	25 649	76,48%
12	440	18 777	715	19 898	25 425	78,26%
13	547	17 957	794	19 264	24 768	77,78%
14	527	17 637	976	19 091	23 837	80,09%
15	548	16 821	1 001	18 299	22 956	79,71%
16	607	16 827	1 191	18 573	22 085	84,10%
17	545	13 888	1 179	15 540	21 281	73,02%
Total	5 785	328 070	8 505	341 946	447 449	76,42%
18			960	960	20 615	4,66%
19	2		580	582	20 074	2,90%
20			392	392	19 551	2,01%
21			133	133	19 036	0,70%
Total	5 787	328 070	10 570	344 013	526 725	65,31%

Source: BI SharePoint Cube

Table 25 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 31st July 2021 there were **344 013** of Northern Cape's children in receipt of a social grant.

Table 26: North West: Number of Children Receiving Grants per Age Category as at 31st July 2021 Against Mid-Year Population Estimates 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2021	% of children receiving grants
0	27	40 126	9	40 162	81 951	49,01%
1	127	53 667	20	53 814	78 576	68,49%
2	184	53 544	51	53 779	76 393	70,40%
3	251	52 065	108	52 424	75 229	69,69%
4	264	49 801	146	50 210	74 909	67,03%
5	322	49 247	224	49 792	75 260	66,16%
6	387	52 305	333	53 022	76 109	69,67%
7	485	54 175	473	55 127	77 281	71,33%
8	529	54 492	618	55 631	78 604	70,77%
9	548	54 667	845	56 057	79 904	70,16%
10	677	52 546	1 138	54 353	81 386	66,78%
11	664	51 846	1 428	53 927	83 255	64,77%
12	780	52 957	1 780	55 496	83 443	66,51%
13	803	51 232	2 062	54 068	81 020	66,73%
14	924	49 487	2 473	52 845	76 947	68,68%
15	928	46 894	2 725	50 520	73 169	69,05%
16	998	46 872	3 140	50 975	69 359	73,49%
17	905	37 575	3 371	41 793	66 118	63,21%
Total	9 803	903 498	20 944	933 995	1 388 913	67,25%
18			2 840	2 840	63 963	4,44%
19			1 449	1 449	62 634	2,31%
20			1 088	1 088	61 245	1,78%
21			370	370	59 845	0,62%
Total	9 803	903 498	26 691	939 742	1 636 600	57,42%

Source: BI SharePoint Cube

Table 26 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 31st July 2021 there were 939 742 of North West's children were in receipt of a social grant.

Table 27: Western Cape: Number of Children Receiving Grants per Age Category as at 31st July 2021 against Mid-Year Population Estimates 2020

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2021	% of children receiving grants
0	58	23 175	56	23 289	121 455	19,18%
1	283	50 495	287	51 063	117 559	43,44%
2	358	58 402	465	59 221	114 877	51,55%
3	548	59 619	662	60 819	113 239	53,71%
4	602	57 983	778	59 347	112 474	52,77%
5	768	59 106	1 120	60 981	112 413	54,25%
6	941	64 626	1 332	66 870	112 883	59,24%
7	983	65 448	1 487	67 886	113 717	59,70%
8	1 018	63 921	1 690	66 594	114 742	58,04%
9	1 035	64 899	1 787	67 694	115 788	58,46%
10	1 092	64 976	2 010	68 021	117 150	58,06%
11	1 120	65 154	2 080	68 306	119 120	57,34%
12	1 204	66 900	2 432	70 479	119 210	59,12%
13	1 300	64 574	2 575	68 384	116 320	58,79%
14	1 310	62 172	2 651	66 050	111 673	59,15%
15	1 266	58 783	2 699	62 673	107 505	58,30%
16	1 246	55 605	2 779	59 549	103 272	57,66%
17	1 147	46 419	2 527	50 034	100 678	49,70%
Total	16 279	1 052 257	29 417	1 097 260	2 044 075	53,68%
18			1 707	1 707	100 767	1,69%
19	1		631	632	102 707	0,62%
20			363	363	104 489	0,35%
21			91	91	106 353	0,09%
>=23	1			1	108 856	0,00%
Total	16 281	1 052 257	32 209	1 100 054	2 570 413	42,80%

Source: BI SharePoint Cube

Table 27 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 31st July 2021 there were **1 100 054** 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 28: NATIONAL: Total Number of Applications by Application and Grant Type as at the end of July 2021

	GRANT SERVICE	CDG	CSG	DG	FCG	GIA	OAG	TOTAL	PERCENTAGE	
July 2021	Continuation				817			817	0,63%	
	Exception			4		1	1	6	0,00%	
	New Application	1 765	55 940	22 491	3 691	4 112	16 573	104 572	81,22%	
	Re-instatement	218	1 821	9 121	269	58	223	11 710	9,10%	
	Transfer	113	10 865			609		11 587	9,00%	
	U4			51	5			1	57	0,04%
	Total		2 096	68 677	31 621	5 386	4 171	16 798	128 749	100,00%

Source: SASSA BI data warehouse

Table 28 illustrates there were **128 749** applications by grant type as at end of July 2021

Table 29: Total Number of All Applications Processed by Grant Type as at end of July 2021

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									9 191	1,47%
CSG	83 930	98 166	82 937	68 677									333 710	53,45%
DG	37 335	42 180	40 040	31 621									151 176	24,21%
FCG	10 131	10 090	7 575	5 386									33 182	5,31%
GIA	4 120	5 486	5 401	4 171									19 178	3,07%

OAG	18 293	21 757	21 052	16 798										77 900	12,48%
WVG		2												2	0,00%
Total	155 794	180 274	159 522	128 749										624 339	100,00%

Source: SASSA BI data warehouse

Table 30: Total Number of All Applications of Social Grants Processed by Average Waiting Periods at the end of July 2021

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									496 984	79,60%
10 Days	29 461	31 573	30 581	22 488									114 103	18,28%
15 Days	2 206	1 634	2 411	2 497									8 748	1,40%
30 Days	759	852	1 451	1 442									4 504	0,72%
Total	155 794	180 274	159 522	128 749									624 339	100,00%

Source: SASSA BI data warehouse

Table 31: Number of New Applications Processed by Social Grant Type for July 2021

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	Febr 22	March 22	Total
CDG	2 695	1 866	2 436	2 404	1 983									8 689
CSG	78 649	70 325	82 863	70 008	57 812									281 008
DG	73 871	36 693	42 178	39 897	31 617									150 385
FCG	2 405	2 466	2 697	2 486	3 960									11 609
GIA	5 788	4 062	5 485	5 396	4 170									19 113
OAG	23 297	18 019	21 754	21 003	16 797									77 573
WVG			2											2
Total	186 705	133 431	157 415	141 194	116 339									548 379

Source: SASSA BI data warehouse

Table 32: Number of New Applications by Service Outcome Average Waiting Period and Grant Type as at the end of July 2021

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	%
Approved	1 Day	1 187	46 675	16 678	2 484	2 810	13 705	83 539	71,78%
	10 Days	303	9 264	4 630	1 098	759	2 231	18 285	15,71%
	15 Days	19	988	539	181	61	245	2 033	1,75%
	30 Days	8	620	214	171	28	150	1 191	1,02%
	Approved Total	1 517	57 547	22 061	3 934	3 658	16 331	105 048	90,27%
Outstanding	1 Day	1	7	2	9	2		21	0,02%
	10 Days		1	2	6	1		10	0,01%
	15 Days		1		1			2	0,00%
	30 Days				5			5	0,00%
	Outstanding Total	1	9	4	21	3		38	0,03%
Refused	1 Day	365	210	7 340	20	394	385	8 714	7,49%
	10 Days	84	48	1 914	4	95	67	2 212	1,90%
	15 Days	12	3	223	1	19	11	269	0,23%
	30 Days	5	4	79	1	4	3	96	0,08%
	Refused Total	466	265	9 556	26	512	466	11 291	9,70%
Grand Total		1 984	57 821	31 621	3 981	4 173	16 797	116 377	100,00%

Source: SASSA BI data warehouse

Table 32 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of July 2021 there were **116 337** new applications received. Most of the applications were for Child Support Grant % and % were processed within 1 day.

EASTERN CAPE

Table 33: Total Number of New Applications by Service Outcome Average Waiting Period and Grant Type as at the end of July 2021

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	75	8 486	786	233	194	2 861	12 635	83,77%
	10 Days	16	979	213	62	51	417	1 738	11,52%
	15 Days	2	119	17	8	5	32	183	1,21%
	30 Days	1	15	8	2	1	15	42	0,28%
	Approval Total	94	9 599	1 024	305	251	3 325	14 598	96,78%
Outstanding	1 Day		1					1	0,01%
	10 Days		1		1			2	0,01%
	Outstanding Total		2		1			3	0,02%
Refused	1 Day	8	42	209	2	24	94	379	2,51%
	10 Days	6	6	61		2	13	88	0,58%
	15 Days	1		9			1	11	0,07%
	30 Days		3	1				4	0,03%
	Refused Total	15	51	280	2	26	108	482	3,20%
Total		109	9 652	1 304	308	277	3 433	15 083	100,00%

Source: SASSA BI data warehouse

Table 33 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of 31st July 2021 there were **15 083** new applications received. Most of the applications were for Child Support Grant. 86.29 % of applications received during quarter 1 were processed within a day while 98.4 % of the applications were processed within 10 days.

FREE STATE

Table 34: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at the end of July 2021

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	1	3 351	2	202	4	909	4 469	90,52%
	10 Days	1	236		67		71	375	7,60%
	15 Days		3		13		1	17	0,34%
	30 Days		2		5		1	8	0,16%
	Approved Total	2	3 592	2	287	4	982	4 869	98,62%
Refused	1 Day		19		5		39	63	1,28%
	10 Days						4	4	0,08%
	15 Days		1					1	0,02%
	Refused Total		20		5		43	68	1,38%
Total		2	3 612	2	292	4	1 025	4 937	100,00%

Source: SASSA BI data warehouse

Table 34 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of July 2021 there were **4 937** New Applications received. Most of the applications were for Child Support Grant. 91.8 % of applications received during quarter 1 were processed within a day while 99.48 % of the applications were processed within 10 days.

GAUTENG

Table 35: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at end of July 2021

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	4	12 841	8	674	1	4 225	17 753	87,08%
	10 Days		1 409	20	117		423	1 969	9,66%
	15 Days		185		15		51	251	1,23%
	30 Days		75		9		4	88	0,43%
	Approved Total	4	14 510	28	815	1	4 703	20 061	98,40%
Outstanding	1 Day		2		3			5	0,02%
	30 Days				1			1	0,00%
	Outstanding Total		2		4			6	0,03%
Refused	1 Day	1	141	3	3		122	270	1,32%
	10 Days		22	1			17	40	0,20%
	15 Days		8				3	11	0,05%
	Refused Total	1	171	4	3		142	321	1,57%
Total		5	14 683	32	822	1	4 845	20 388	100,00%

Source: SASSA BI data warehouse

Table 35 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of July 2021 there were **20 388** new applications received. Most of the applications were for Child Support Grant. 88.42% of the applications were processed within 1 day and 98.28% within 10 days.

Table 36: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at end of July 2021

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	28	16 381	193	633	44	3 147	20 426	94,44%
	10 Days		421	13	234	5	63	736	3,40%
	15 Days		43	1	21		4	69	0,32%
	30 Days		35		9		1	45	0,21%
	Approved Total		28	16 880	207	897	49	3 215	21 276
Outstanding	1 Day	1	2	3	7		1	14	0,06%
	10 Days		1	1	4			6	0,03%
	15 Days		1					1	0,00%
	Outstanding Total	1	4	4	11		1	21	0,10%
Refused	1 Day	3	82	98	5	1	126	315	1,46%
	10 Days		10	3	1		1	15	0,07%
	30 Days		2					2	0,01%
	Refused Total	3	94	101	6	1	127	332	1,53%
Total		32	16 978	312	914	50	3 343	21 629	100,00%

Source: SASSA BI data warehouse

Table 36 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of July 2021 there were **21 629** New Applications received. Most of the applications were for Child Support Grant. 95.96 % of applications received during quarter 1 were processed within a day while 99.46% of the applications were processed within 10 days.

Table 37: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at July 2021

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	40	13 433	679	340	200	2 249	16 941	89,87%
	10 Day	2	1 010	41	180	9	115	1 357	7,20%
	15 Day		17		20			37	0,20%
	30 Day		2		1		1	4	0,02%
	Approved Total	42	14 462	720	541	209	2 365	18 339	97,28%
Outstanding	1 Day		2		1			3	0,02%
	10 Day				1			1	0,01%
	Outstanding Total		2		2			4	0,02%
Refused	1 Day	6	58	249		79	79	471	2,50%
	10 Day		8	17		1	8	34	0,18%
	15 Day		3					3	0,02%
	Refused Total	6	69	266		80	87	508	2,69%
Total		48	14 533	986	543	289	2 452	18 851	100,00%

Source: SASSA BI data warehouse

Table 37 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of 31st July 2021 there were **18 851** new applications received. Most of the applications were for Child Support Grant. 92.39 % of the applications received during were processed within a day and 99.76% within 10 days.

MPUMALANGA

Table 38: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at the end of July 2021

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	2	7 362	16	231	3	1 220	8 834	80,42%
	10 Day	1	1 526	12	170		277	1 986	18,08%
	15 Day		41		19		1	61	0,56%
	30 Day		1		2		1	4	0,04%
	Approved Total	3	8 930	28	422	3	1 499	10 885	99,09%
Outstanding	1 Day			1				1	0,01%
	Outstanding Total			1				1	0,01%
Refused	1 Day		40	5	1		37	83	0,76%
	10 Day		6		1		9	16	0,15%
	Refused Total		46	5	2		46	99	0,90%
Total		3	8 976	34	424	3	1 545	10 985	100,00%

Source: SASSA BI data warehouse

Table 38 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of 31st July 2021 there were **10 985** new applications received. Most of the applications were for Child Support Grant. 81.19% of applications received during June 2021 were processed within a day and 99.42% within 10 days.

NORTHERN CAPE

Table 39: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at July 2021

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	13	1 815	345	60	81	354	2 668	69,26%
	10 Day	3	414	131	67	29	65	709	18,41%
	15 Day		49	1	17	1	2	70	1,82%
	30 Day		42	10	7	1	3	63	1,64%
	Approved Total		16	2 320	487	151	112	424	3 510
Outstanding	1 Day		2					2	0,05%
	Outstanding Total		2					2	0,05%
Refused	1 Day	7	13	224	1	7	11	263	6,83%
	10 Day	1		61			6	68	1,77%
	15 Day		1	2			1	4	0,10%
	30 Day			5				5	0,13%
	Refused Total		8	14	292	1	7	18	340
Total		24	2 336	779	152	119	442	3 852	100,00%

Source: SASSA BI data warehouse

Table 39 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of 31st July 2021 there were **3 852** new applications received. Most of the applications were for Child Support Grant. 76.14% of the new applications received were processed within a day and 96.32% within 10 days.

NORTH WEST

Table 40: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type for July 2021

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	6	5 590	100	234	9	1 327	7 266	87,96%
	10 Day		525	6	107		133	771	9,33%
	15 Day		10	2	5	1	1	19	0,23%
	30 Day		5		3		1	9	0,11%
	Approved Total		6	6 130	108	349	10	1 462	8 065
Outstanding	1 Day		3	1	2			6	0,07%
	10 Day				1			1	0,01%
	Outstanding Total		3	1	3			7	0,08%
Refused	1 Day	2	30	86	3		48	169	2,05%
	10 Day		3	8	1		6	18	0,22%
	15 Day			1				1	0,01%
	30 Day		1					1	0,01%
Refused Total		2	34	95	4		54	189	2,29%
Total		8	6 167	204	356	10	1 516	8 261	100,00%

Source: SASSA BI data warehouse

Table 40 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. At the end of July 2021 there were **8261** new applications received. Most of the applications were for Child Support Grant. 90% of applications received during June 2021 were processed within a day and 99.6% within 10 working days.

WESTERN CAPE

Table 41: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at the end of July 2021

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	69	6 659	460	302	54	2 616	10 160	87,15%
	10 Days	4	792	28	99	5	238	1 166	10,00%
	15 Days	1	28	3	18		2	52	0,45%
	30 Days		16		9		1	26	0,22%
	Approved Total	74	7 495	491	428	59	2 857	11 404	97,82%
Outstanding	1 Day		3	7				10	0,09%
	10 Days			2				2	0,02%
	Outstanding Total		3	9				12	0,10%
Refused	1 Day	4	84	62		8	59	217	1,86%
	10 Days		14	1			9	24	0,21%
	30 Days						1	1	0,01%
	Refused Total	4	98	63		8	69	242	2,08%
Total		78	7 596	563	428	67	2 926	11 658	100,00%

Source: SASSA BI data warehouse

Table 41 shows the number of new applications by Service Outcome Status Average Waiting Period and Grant Type. There were **11 658** new applications received. Most of the applications were for Child Support Grant. 89.1 % of applications received were processed within a day and 99.12% within 10 days.

Table 42: Total Number of Online Applications by Region and Status from 5 July to 12 August 2021

Row Labels	Applications awaiting Supporting Documents (Saved on Portal)	Number of Applications Assessed but Incomplete	Number of Applications Cancelled	Application Processed to outcome	Work In Process	Grand Total
Eastern Cape	185	204	5	472	678	1544
Free State	185	278	12	113	225	813
Gauteng	2410	2352	204	2416	2306	9688
KwaZulu-Natal	524	1142	32	418	806	2922
Limpopo	256	394	19	369	243	1281
Mpumalanga	548	621	3	934	1275	3381
North West	212	312	10	1803	158	2495
Northern Cape	30	19		22	66	137
Western Cape	1589	3710	195	1040	3400	9934
Grand Total	5939	9032	480	7587	9157	32195

Table 43: Total Number of Online Applications by Region, Grant Type and Status from 5 July to 12 August 2021

Row Labels	Applications awaiting Supporting Documents (Saved on Portal)	Number of Applications Assessed but Incomplete	Number of Applications Cancelled	Application Processed to outcome	Work In Process	Grand Total
Eastern Cape	185	204	5	472	678	1544
Child Support Grant	107	125	3	280	343	858
Foster Care Grant	1	7		9	9	26
Old Age Grant	77	72	2	183	326	660
Free State	185	278	12	113	225	813
Child Support Grant	106	124	4	32	107	373
Foster Care Grant	4	21		7	1	33
Old Age Grant	75	133	8	74	117	407
Gauteng	2410	2352	204	2416	2306	9688
Child Support Grant	1729	1363	116	1207	1358	5773
Foster Care Grant	29	47	1	28	33	138
Old Age Grant	652	942	87	1181	915	3777
KwaZulu-Natal	524	1142	32	418	806	2922
Child Support Grant	301	533	12	183	303	1332
Foster Care Grant	1	8		3	3	15
Old Age Grant	222	601	20	232	500	1575
Limpopo	256	394	19	369	243	1281
Child Support Grant	229	294	18	285	204	1030

Foster Care Grant		7			1	8
Old Age Grant	27	93	1	84	38	243
Mpumalanga	548	621	3	934	1275	3381
Child Support Grant	461	521		820	1019	2821
Foster Care Grant	6	5		3	29	43
Old Age Grant	81	95	3	111	227	517
North West	212	312	10	1803	158	2495
Child Support Grant	151	183	6	1274	111	1725
Foster Care Grant	11	11		76	3	101
Old Age Grant	50	118	4	453	44	669
Northern Cape	30	19		22	66	137
Child Support Grant	22	8		5	42	77
Foster Care Grant		1				1
Old Age Grant	8	10		17	24	59
Western Cape	1589	3710	195	1040	3400	9934
Child Support Grant	1096	2561	118	815	2153	6743
Foster Care Grant	15	44		7	26	92
Old Age Grant	478	1105	77	218	1221	3099
Grand Total	5939	9032	480	7587	9157	32195

Table 44: Number of Online Applications by Region Pending Finalization as at the end of 12 August 2021

Row Labels	Number of Applications in Processing Queue	Number of Applications in Verification Queue	Application Pended	Grand Total
Eastern Cape	312	5	3	320
Free State	50	20	3	73
Gauteng	794	134	68	996
KwaZulu-Natal	275	36	8	319
Limpopo	48	6		54
Mpumalanga	405	48	22	475
North West	22	1		23
Northern Cape	20	2		22
Western Cape	1569	71	130	1770
Grand Total	3495	323	234	4052

Table 45: Total Number of COVID SRD Applications by Region from 6 to 8 August 2021

Province	202108	%
Eastern Cape	201428	9%
Free State	73560	3%
Gauteng	474080	22%
KwaZulu Natal	404395	19%
Limpopo	499077	23%
Mpumalanga	264451	12%
North West	97423	5%
Northern Cape	20484	1%
Western Cape	115306	5%
Total	2150204	100%

Table 46: Total Applications By Gender from 6 - 8 August 2021

Province	Female	Male	Total
Eastern Cape	127739	73689	201428
Free State	42535	31025	73560
Gauteng	282208	191872	474080
KwaZulu Natal	255038	149357	404395
Limpopo	307557	191520	499077
Mpumalanga	161421	103030	264451
North West	58578	38845	97423
Northern Cape	11859	8625	20484

Western Cape	71295	44011	115306
Total	1318230	831974	2150204
%	61%	39%	100%

Table 47: Total Applications By Application Channel As At 8 August 2021

Province	SRD Website	WhatsApp	Total
Eastern Cape	195132	6296	201428
Free State	71566	1994	73560
Gauteng	453405	20675	474080
KwaZulu Natal	391065	13330	404395
Limpopo	479224	19853	499077
Mpumalanga	256496	7955	264451
North West	94378	3045	97423
Northern Cape	19841	643	20484
Western Cape	111125	4181	115306
Total	2072232	77972	2150204
%	96%	4%	100%

Table 48: Number of Covid SRD applications by age group as at 8 August 2021

Age group	Female	Male	Grand Total	%
Under 20yrs	99121	85098	184219	8.6%
20-24	296446	228689	525135	24.4%
25-29	262928	164405	427333	19.9%
30-34	184291	109710	294001	13.7%
35yrs	29433	17319	46752	2.2%
36-39	102419	60279	162698	7.6%
40-44	97750	52625	150375	7.0%
45-49	89255	43452	132707	6.2%
50-54	80699	35657	116356	5.4%

55-59	73175	33363	106538	5.0%
60 and above	2713	1376	4089	0.2%
Unknown		1	1	0.0%
Grand Total	1318230	831974	2150204	100%

Table 49: Number of Applications by Caregiver or Proxy as at 8 August 2021

Province	Caregivers	Non-caregivers	Total
Eastern Cape	70074	131354	201428
Free State	20180	53380	73560
Gauteng	141635	332445	474080
KwaZulu Natal	140688	263707	404395
Limpopo	188860	310217	499077
Mpumalanga	95267	169184	264451
North West	30241	67182	97423
Northern Cape	5741	14743	20484
Western Cape	30934	84372	115306
Total	723620	1426584	2150204
%	34%	66%	100%

INDICATOR 5: DATA QUALITY

KPA 5: GRANT DATA INTEGRITY

Table 50: Number of Social Grants with Power of Attorney by Grant Type as at the end of July 2021

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									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
September 2021	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
October 2021	ADMINISTRATOR									
	GORVENMENT CARE									

	PROCURATOR									
	Grand Total									
November 2021	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
December 2021	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
January 2022	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
February 2022	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									
March 2022	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	Grand Total									

Source: BI SharePoint cube

Table 50 illustrates that **153 153** social grants using the power of attorneys across South Africa's 9 regions.

Table 51: Number of beneficiaries by Citizenship Status as at the end of July 2021

Region	Grant Type	Permanent Resident	Refugee	South African Citizen	Unspecified	Total
Eastern Cape		948	729	1 934 164		1 935 841
	Care Dependency Grant	6	22	22 493		22 521
	Child Support Grant	185	660	1 065 280		1 066 125
	Disability Grant	28	31	174 077		174 136
	Foster Care Grant	7		49 685		49 692
	Grant-In-Aid	9		31 925		31 934
	Old Age Grant	713	16	590 696		591 425
	War Veteran's Grant			8		8
Free State		1 124	138	732 008		733 270
	Care Dependency Grant	10	1	8 459		8 470
	Child Support Grant	302	136	414 520		414 958
	Disability Grant	29		70 800		70 829
	Foster Care Grant	5	1	15 828		15 834
	Grant-In-Aid	9		9 826		9 835
	Old Age Grant	769		212 575		213 344
Gauteng		16 221	5 834	1 973 539	1	1 995 595
	Care Dependency Grant	93	73	19 419		19 585
	Child Support Grant	3 407	5 466	1 151 573		1 160 446
	Disability Grant	222	36	100 943		101 201
	Foster Care Grant	38	3	28 193		28 234

	Grant-In-Aid	45	4	9 110		9 159
	Old Age Grant	12 416	252	664 289	1	676 958
	War Veteran's Grant			12		12
Kwazulu Natal		2 175	805	2 715 989	1	2 718 970
	Care Dependency Grant	14	26	37 669		37 709
	Child Support Grant	268	710	1 619 626		1 620 604
	Disability Grant	39	20	211 116		211 175
	Foster Care Grant	5	3	42 458		42 466
	Grant-In-Aid	39	4	78 677		78 720
	Old Age Grant	1 810	42	726 438	1	728 291
	War Veteran's Grant			5		5
Limpopo		7 819	150	1 711 816	1	1 719 786
	Care Dependency Grant	45	2	15 891		15 938
	Child Support Grant	4 504	141	1 039 213		1 043 858
	Disability Grant	189	3	92 312		92 504
	Foster Care Grant	111		25 187		25 298
	Grant-In-Aid	118		53 881		53 999
	Old Age Grant	2 852	4	485 330	1	488 187
	War Veteran's Grant			2		2
Mpumalanga		8 015	306	1 022 131	1	1 030 453
	Care Dependency Grant	50	3	11 065		11 118
	Child Support Grant	2 684	294	637 407		640 385

	Disability Grant	323	5	73 265		73 593
	Foster Care Grant	74		15 306		15 380
	Grant-In-Aid	171	1	22 949		23 121
	Old Age Grant	4 713	3	262 139	1	266 856
North West		1 028	93	871 804	1	872 926
	Care Dependency Grant	6		9 475		9 481
	Child Support Grant	253	92	489 666		490 011
	Disability Grant	29		61 239		61 268
	Foster Care Grant	7		17 204		17 211
	Grant-In-Aid	5		16 651		16 656
	Old Age Grant	728	1	277 568	1	278 298
	War Veteran's Grant			1		1
Northern Cape		242	46	347 863		348 151
	Care Dependency Grant	2	3	5 565		5 570
	Child Support Grant	45	40	179 126		179 211
	Disability Grant	30	2	45 297		45 329
	Foster Care Grant	1		6 857		6 858
	Grant-In-Aid	11		17 927		17 938
	Old Age Grant	153	1	93 090		93 244
	War Veteran's Grant			1		1
Western Cape		2 432	3 502	1 190 257		1 196 191
	Care Dependency Grant	44	114	15 592		15 750

	Child Support Grant	588	3 050	631 798		635 436
	Disability Grant	72	134	123 514		123 720
	Foster Care Grant	11	8	20 169		20 188
	Grant-In-Aid	29	18	23 636		23 683
	Old Age Grant	1 688	178	375 535		377 401
	War Veteran's Grant			13		13
Total		40 004	11 603	12 499 571	5	12 551 183

Table 52: Total Number of Medical Review completed for April- July 2021

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									6
FS	0	0	0	4									4
GP	13	5	10	1									29
KZN	151	185	154	95									585
LP	9	14	6	6									35
MP	6	14	34	20									74
NC	0	0	2	0									2
NW	9	16	8	3									36
WC	2	7	2	2									13
Total	191	243	216	134									784

Table 52 illustrates that a total of **784** medical review as at end July 2021

Table 53: Total Number of Life Certifications completed for April- July 2021

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									3 752
FS	322	451	328	311									1 412
GP	305	360	274	243									1 182
KZN	1 442	1 860	1 789	1 128									6 219
LP	258	598	481	313									1 650
MP	242	202	175	148									767
NC	77	63	95	76									311
NW	236	308	259	223									1 026
WC	443	516	460	400									1 819
Total	4 022	5 329	4 976	3 811									18 138

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

Table 53 illustrates that during **18 138** beneficiaries were life certified in **July 2021**.

Table 54: Foster Child Grants Life Certified and Admin Reviews Completed from April - July 2021

Grant Type	Life certificate completed	Admin review completed	Suspended failed to review	Suspended failed to life certify	Total
EC	2 491	653	200	170	3514
FS	787	455	36	35	1 313
GP	605	600	226	48	1 479
KZN	3 278	1 390	391	181	5 240
LP	979	477	196	184	1 836
MP	366	243	147	99	855
NCA	174	102	43	12	331
NW	522	220	125	56	923
WC	958	972	150	64	2 144
Total	10 160	5 112	1514	849	17 635

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

Table 54: illustrates that **17 635** Foster Child Grants were reviewed for end of July 2021.

Table 55: Number of Beneficiaries with Invalid ID Numbers (Including system generated) as at the end of July 2021

Region	Beneficiary Identity Number Validity	CDG	CSG	Combination	DG	FCG	GIA	OAG	Grand Total
EC	Identity Number Invalid							1	1
	Quad 7 - No Current Valid Identity Number	22	642		90		4	163	921
FS	Identity Number Invalid					1			1
	Quad 7 - No Current Valid Identity Number		114		16		1	39	170
GP	Identity Number Invalid					1			1
	Quad 7 - No Current Valid Identity Number	42	4 959	1	80	5	20	1 814	6 921
KZN	Identity Number Invalid					7			7
	Quad 7 - No Current Valid Identity Number	10	368		146		32	154	710
LP	Quad 7 - No Current Valid Identity Number	1	185		47		6	105	344
MP	Quad 7 - No Current Valid Identity Number	3	265		51		14	188	521
NW	Quad 7 - No Current Valid Identity Number	2	316		44	1	6	131	500
NC	Quad 7 - No Current Valid Identity Number		17		32		4	15	68
WC	Identity Number Invalid					12			12
	Quad 7 - No Current Valid Identity Number	79	2 245		175	7	38	250	2 794
Total		159	9 111	1	681	34	125	2 860	12 971

Source: SASSA BI data warehouse

Table 55 illustrates that a total of **12 971** beneficiaries with Invalid ID Numbers (Including system generated) and most captured were in Gauteng at followed by Western Cape at **6 922** and **2 806** respectively. With CSG and OAG leading other grant types in terms of numbers, with **9 111** and **2 860** respectively.

Table 56: Number of Children with Invalid ID Numbers (Including system generated) as at the end of July 2021

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 6: NUMBER SOCIAL GRANTS LAPSED

KRA 6: LAPSED DATA

Table 57: Total Number of Lapsed Social Grants by Region for April - July 2021

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									70 425
FS	8 677	6 267	10 272	7 054									32 270
GP	21 267	13 854	25 008	15 804									75 933
KZN	32 716	20 163	29 545	15 280									97 704
LP	17 962	10 931	16 847	15 028									60 768
MP	12 078	7 368	11 198	9 464									40 108
NC	4 850	3 598	6 372	4 878									19 698
NW	10 297	6 701	11 595	9 594									38 187
WC	13 641	10 206	17 262	13 415									54 524
Total	143 998	94 177	152 355	99 087									489 617

Table 58: Total Number of Social Grants Lapsed per Grant Type for April - July 2021

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									65 807
DG	9 725	9 477	36 752	21 561									40 763
WV	4		2	2									8
CSG	113 086	65 497	76 017	42 866									221 449
CDG	2 596	1 436	2 979	908									7 919

FCG	1 244	1 403	4 383	1 650									8 680
Total	143 998	94 177	152 355	99 087									489 617

INDICATOR 7: PAYMENT OF SOCIAL GRANTS

KRA 7: BENEFICIARY PAYMENT FILES

Table 59: Summary of Beneficiaries Per Bank from April to August 2021 (March 2021 to July 2021 payment files)

Bank	202103	202104	202105	202106	202107	202108
ABSA BANK	318367	328053	333791	339807	345540	347657
AFRICAN BANK	18805	19891	20523	21305	22164	22586
ALBARAKA BANK	229	240	248	253	264	268
BIDVEST BANK	16623	17156	17457	17816	18098	18205
CAPITEC BANK	1055482	1130714	1178973	1230503	1283309	1312746
DISCOVERY BANK	7	12	18	21	28	29
FINBOND MUTUAL	46119	46344	46441	46280	46108	45959
FINBOND NET1	9232	9594	9817	10045	9851	9559
FIRSTRAND BANK	411878	421618	425978	434179	439567	442442
FNB						1
GRINDROD BANK	953811	960857	962514	965196	969397	970700
GROBANK LTD	14885	14806	14654	14526	14379	14287
HABIB OVERSEAS	3	3	3	3	3	3
HBZ BANK	15	15	15	15	15	15
HSBC BANK	2					
INVESTEC BANK LTD	72	72	72	73	74	73
ITHALA	16393	17242	17703	18125	18587	18716
MERCANTILE BANK	310	310	309	310	306	305
NEDBANK INCORP BOE	12	12	12	12	13	13
NEDBANK LIMITED	363652	374164	380468	387772	395019	398055
POSTBANK	7877378	7811669	7759674	7703771	7641631	7586403
SASFIN	1	2	2	2	2	2
STANDARD CHARTERED	1	2	1	1	1	1
STANDARD SA	275864	288132	296581	306428	316411	320438
STATE BANK OF INDIA	1	1				
TYMEBANK	1662	2634	3159	3831	5032	5577
VBS MUTUAL	1					
Grand Total	11380805	11443543	11468413	11500274	11525799	11514040

Table 60: Summary of Beneficiaries Paid in Namibia April to August 2021 (March to July 2021 payment files)

Branch	202103	202104	202105	202106	202107	202108
BANK WINDHOEK : OMUTHIYA	1	1	1	1	1	1
BANK WINDHOEK : SWAKOPMUND	1	1	1	1	1	
BANK WINDHOEK : WALVIS BAAI	29	28	28	27	27	26
FIRSTRAND BANK : H/O ADMIN WIN	129	129	129	128	129	127
FIRSTRAND BANK : OSHIKANGO						1
NEDBANK NAMIBIA : INDEPENDENCE	1	1	1	1	1	1
NEDBANK NAMIBIA : KATATURA	1	1	1	1	1	1
NEDBANK NAMIBIA : KUISEBMOND	5	5	5	5	5	5
NEDBANK NAMIBIA : MAIN BRANCH	1	1	1	1	1	1
NEDBANK NAMIBIA : ONDANGWA	2	2	2	2	2	2
NEDBANK NAMIBIA : OSHIKANGO	2	2	2	2	1	1
NEDBANK NAMIBIA : SWAKOPMUND	3	3	3	3	3	3
NEDBANK NAMIBIA : WALVISBAY	74	73	73	72	72	67
STANDARD NAMIBIA : STANDARD BA	1	1	1	1	1	1
Grand Total	250	248	248	245	245	237

Table 61: Summary of the Number of Beneficiaries by Social Grant Type Paid from April to August 2021 (March to July 2021 payment files)

Grant Type	202103	202104	202105	202106	202107	202108
Care Dependency Grant	139864	140566	140666	141090	141741	141771
Child Support Grant	7253388	7264985	7270285	7280974	7292022	7292639
Combination	7009	7144	7206	7231	7286	7287
Disability Grant	934153	989657	1007481	1023520	1040588	1037813
Foster Child Grant	212144	222121	228615	234611	239531	241726
Old Age Grant	3704993	3715248	3720836	3729481	3731115	3718340
Unclaimed Benefits	2	22	15	5	5	2
War Veterans Grant	42	40	36	36	36	34
Grand Total	12251595	12339783	12375140	12416948	12452324	12439612

GRANT TYPE	202103	202104	202105	202106	202107
Care Dependency Grant	139864	140566	140666	141090	141741
Child Support Grant	7253388	7264985	7270285	7280974	7292022
Combination	7009	7144	7206	7231	7286
Disability Grant	934153	989657	1007481	1023520	1040588
Foster Child Grant	212144	222121	228615	234611	239531
Old Age Grant	3704993	3715248	3720836	3729481	3731115
Unclaimed Benefits	2	22	15	5	5
War Veterans Grant	42	40	36	36	36
Grand Total	12251595	12339783	12375140	12416948	12452324

Figure 5

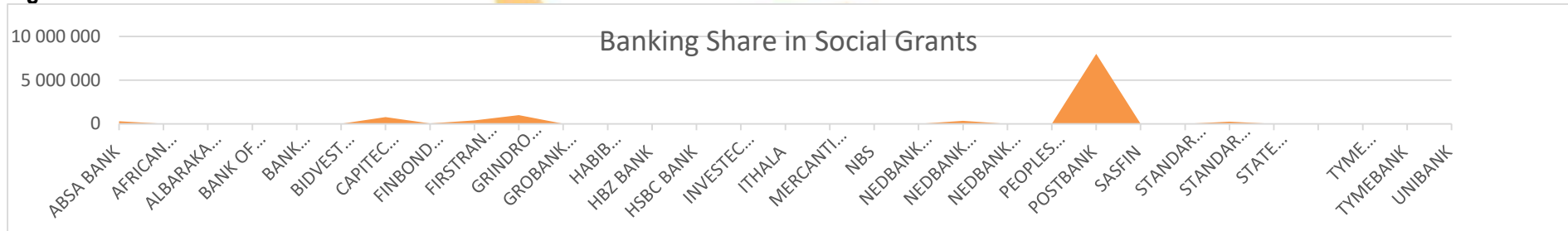


Table 62: Summary of Beneficiaries Paid Per Payment Method from April 2021 - July 2022 (April 2021– June 2022 Payment Files)

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	970,700							
SAPO/POSTBANK	7,811,669	7,759,674	7,703,771	7,641,631	7,586,403							
ACB/BANKS	2,671,017	2,746,225	2,831,307	2,914,771	2,956,937							
TOTAL	11,443,543	11,468,413	11,500,274	11,525,799	11,514,040							

INDICATOR 7: NUMBER AND EXPENDITURE OF SOCIAL RELIEF OF DISTRESS (SRD) DISBURSED**KRA 7: SRD AWARDED AND EXPENDITURE****Table 63: Number of Social Relief of Distress Disbursed as at end of July 2021**

Region	Cash	Food Parcel	School Uniform	Voucher	Total
EC			646		646
FS	1		209		210
GP	19		535	39	593
KZN		6	135	7 320	7 461
LP			823	5 695	6 518
MP		14	172	682	868
NW		1	109	839	949
NC	73	1	298		372
WC	106				106
Total	199	22	2 927	14 575	17 723

Source: BI Solution SharePoint

Table 64: Number of Beneficiaries Receiving Social Relief of Distress per Category April – July 2021

SRD Type	March 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									427	0,70%
Food Parcel	237	62	68	61	22									213	0,35%
School Uniform	221	1 979	9 053	5 423	2 927									19 382	31,56%
Voucher	306	121	3 733	22 954	14 575									41 383	67,39%
Total	3 562	2 229	12 884	28 569	17 723									61 405	100,00%

Table 65: Expenditure on Social Relief of Distress Disbursed April – July 2021

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									
FS	23 452 800	16	5	2	435									
GP	58 632 000	61	9	26	9									
KZN	85 993 600	1 426	285	1 563	7 542									
LP	54 723 200	158	1 392	730	1 868									
MP	31 270 400	46	1 917	772	765									
NC	11 726 400	242	7	47	41									
NW	27 361 600	46	44	320	653									
WC	35 179 200	63	551	83	359									
Nat.	390 880 000	1 189	5 665	4 948	13 301									

Data source: Finance branch SASSA head office

INDICATOR 8: NUMBER OF APPLICATIONS AND BENEFICIARIES IN RESPECT OF THE COVID19 SRD GRANT

KRA 8: BUDGET AND EXPENDITURE OF THE COVID 19 SRD GRANT

Table 66: COVID 19 SRD Expenditure: April – July 2021

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									
FS	238 294 178	194 222	18 367	33 143	21 895									
GP	238 294 178	753 600	72 219	140 238	104 284									
KZN	238 294 178	776 348	78 696	180 831	84 175									
LP	238 294 178	498 736	43 953	99 868	54 324									
MP	238 294 178	299 672	29 503	57 953	34 769									
NC	238 294 178	72 001	7 814	13 493	9 465									
NW	238 294 178	251 642	26 598	52 088	32 165									
WC	238 294 178	239 011	27 096	50 686	37 584									
NATIONAL	2 144 647 608	3 539 780	349 108	740 012	424 369									

INDICATOR 9 : EXPENDITURE ON SOCIAL GRANTS

KPA 9: EXPENDITURE ON SOCIAL ASSISTANCE FOR APRIL- JULY 2021

Table 67: 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									
WVG	1 197 000	76	68	45	68									
DG	23 578 935 000	2 023 388	1 972 882	1 998 362	2 042 537									
GIA	1 600 052 000	125 316	124 782	126 178	127 671									
FCG	4 338 120 000	370 282	369 772	384 759	390 044									
CDG	3 658 015 000	289 020	287 558	289 358	291 607									
CSG	73 317 920 000	6 029 402	6 021 463	6 044 495	6 055 174									
Sub Total	192 980 895 000	15 839 069	15 760 090	15 879 446	15 938 148									
Other(SRD)	390 880 000	3 246	5 665	4 948	13 301									
COVID-19	2 144 647 608	3 539 780	349 108	740 012	424 369									
Total	195 516 422 608	19 382 095	16 114 863	16 624 406	16 375 817									

Table 68: 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	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										
WVG	265 437	15	15	15	15										
DG	4 140 551 859	344 587	338 836	340 575	342 603										
GIA	195 705 922	15 303	15 281	15 596	15 912										
FCG	897 672 901	87 225	81 974	81 286	81 380										
CDG	561 962 738	44 515	44 204	44 670	44 782										
CSG	11 058 183 934	907 232	907 683	910 304	912 139										
Sub Total	30 944 768 390	2 516 513	2 504 599	2 512 180	2 518 156										
Other(SRD)	62 540 800	1 189	1 458	1 404	1 629										
COVID-19	238 294 178	454 550	44 862	111 711	45 707										
Total	31 245 603 369	2 972 252	2 550 920	2 625 295	2 565 492										

Table 69: 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	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										
WV	-	-	-	-	-										
DG	1 722 509 225	152 915	145 719	148 052	152 221										
GIA	58 042 949	4 834	4 757	4 838	4 958										

FC	304 604 559	28 939	28 656	29 065	28 972									
CDG	213 344 128	16 893	16 796	16 783	16 884									
CSG	3 984 997 421	330 277	329 413	329 798	330 316									
Sub Total	11 218 857 656	934 951	925 297	929 000	932 713									
Other(SRD)	23 452 800	16	5	2	435									
COVID-19	238 294 178	194 222	18 367	33 143	21 895									
Total	11 480 604 635	1 129 189	943 669	962 145	955 044									

Table 70: 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									
WV	338 882.7	21	19	19	19									
DG	2 604 098 218.50	241 276	234 140	236 355	239 254									
GIA	51 013 461.68	4 714	4 772	4 862	4 940									
FC	596 389 159.25	41 790	43 553	48 267	48 609									
CDG	494 035 088.77	39 272	39 435	39 786	40 023									
CSG	11 133 913 627.48	921 621	920 861	923 850	926 007									
Sub Total	30 610 549 464.57	2 523 211	2 520 810	2 536 268	2 544 654									
Other(SRD)	58 632 000.00	61	9	26	9									
COVID-19	238 294 178.67	753 600	72 219	140 238	104 284									
Total	30 907 475 643	3 276 872	2 593 038	2 676 532	2 648 947									

Data source: Finance branch SASSA head offices

Table 71: 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									
WVG	142 616	9	8	8	8									
DG	5 140 913 002	423 894	418 745	429 754	438 009									
GIA	482 706 674	36 464	36 507	36 863	37 172									
FCG	791 308 732	64 015	69 248	73 998	79 179									
CDG	940 246 809	73 957	73 635	74 203	74 863									
CSG	16 744 403 126	1 369 741	1 368 537	1 372 463	1 374 577									
Sub Total	41 273 572 910	3 343 479	3 341 619	3 365 105	3 385 989									
Other(SRD)	85 993 600	1 426	285	1 563	7 542									
COVID-19	238 294 178	776 348	78 696	180 831	84 175									
Total	41 597 860 690	4 121 252	3 420 600	3 547 499	3 477 706									

Table 72: 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	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										
WVG	49 855	4	4	4	4										
DG	2 248 367 798	197 059	188 887	192 063	193 205										
GIA	331 629 701	25 251	25 092	25 420	25 635										
FCG	518 828 886	48 928	44 242	46 410	46 945										
CDG	397 117 765	31 552	31 253	31 681	31 851										
CSG	10 923 084 011	903 775	901 212	909 141	910 207										
Sub Total	25 823 559 663	2 130 487	2 097 889	2 146 849	2 135 542										
Other(SRD)	54 723 200	158	1 392	730	1 868										
COVID-19	238 294 178	498 736	43 953	99 868	54 324										
Total	26 116 577 042	2 629 380	2 143 233	2 247 447	2 191 735										

Table 73: 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	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										
WVG	17 208	-	-	-	-										
DG	1 776 580 972	153 132	144 990	142 087	148 012										
GIA	136 511 283	10 995	10 763	10 662	10 829										
FCG	331 701 198	23 501	25 169	27 004	26 873										
CDG	277 171 138	22 032	21 659	21 444	21 754										
CSG	6 573 404 270	537 852	537 538	540 100	540 888										
Sub Total	15 278 516 235	1 251 483	1 243 439	1 246 524	1 252 701										
Other(SRD)	31 270 400	46	1 917	772	765										
COVID-19	238 294 178	299 672	29 503	57 953	34 769										
Total	15 548 080 814	1 551 200	1 274 858	1 305 249	1 288 235										

Table 74: 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	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										
WVG	17 093	2	2	-	2										
DG	1 074 657 462	102 797	98 340	99 160	101 335										
GIA	106 374 604	8 559	8 607	8 767	8 855										
FCG	134 437 284	12 007	12 067	12 245	11 836										
CDG	139 321 940	11 091	11 074	11 029	11 104										
CSG	1 848 449 161	151 826	151 336	151 828	152 209										
Sub Total	5 420 257 087	461 327	456 355	458 123	459 519										
Other(SRD)	11 726 400	242	7	47	41										
COVID-19	238 294 178	72 001	7 814	13 493	9 465										
Total	5 670 277 667	533 569	464 175	471 662	469 025										

Data source: Finance branch SASSA head office

Table 75: 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	
OAG	6 462 077 497	525 614	524 742	526 249	525 522									
WVG	21 179	2	2	-	2									
DG	1 494 470 766	126 597	122 877	125 156	125 835									
GIA	97 911 184	7 953	7 896	8 017	8 041									
FCG	343 172 550	29 067	30 012	30 846	30 106									
CDG	235 635 830	18 850	18 714	18 790	18 897									
CSG	5 086 226 099	417 572	416 880	418 279	419 079									
Sub Total	13 719 515 109	1 125 654	1 121 122	1 127 337	1 127 482									
Other(SRD)	27 361 600	46	44	320	653									
COVID-19	238 294 178	251 642	26 598	52 088	32 165									
Total	13 985 170 889	1 377 343	1 147 764	1 179 745	1 160 299									

Data source: Finance branch SASSA head office

Table 76: 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	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										
WVG	344 725	23	19	-	19										
DG	3 376 785 694	281 130	280 349	285 159	302 063										
GIA	140 156 216	11 242	11 107	11 154	11 330										
FCG	420 004 726	34 809	34 851	35 638	36 145										
CDG	399 179 561	30 857	30 789	30 973	31 451										
CSG	5 965 258 345	489 507	488 004	488 733	489 751										
Sub Total	18 691 298 480	1 551 965	1 548 960	1 558 061	1 581 391										
Other(SRD)	35 179 200	63	551	83	359										
COVID-19	238 294 178	239 011	27 096	50 686	37 584										
Total	18 964 771 859	1 791 038	1 576 607	1 608 830	1 619 334										

Data source: Finance branch SASSA head office

INDICATOR 10: NUMBER CALL CENTRE RESPONSES

KRA 10: CALL CENTRE AND ENQUIRIES MANAGEMENT

In December 2020 Altron was appointed to handle Special COVID-19 SRD grant calls and emails including backlog thereof. Operations commenced in January 2021. The SASSA IVR was configured to directly route special Covid-19 grant enquiries to Altron Contact Centre by selecting option 1. The routing of calls takes place directly from the Telkom queue to address the congestion challenge that was experienced. As soon as one lands by the Altron side there is an option to select the preferred language of communication and thereafter directed to the available agent. There was no quantification of the call volume for June 2021 and the figures were contradictory.

Table 77: Record of Calls Entering System : April – July 2021

	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								
Calls Lost	52926	43933	1204	1678								
Calls Distributed to Agents	44329	40086	39643	56195								
Missing Calls	528	1766	-	-								
Answered	6888	23281	17062	25938								
Abandon	36910	15039	22581	30257								
Agents	23	23	25	23								
Interns	0	0	0									
Back Office Staff	9	9	-									

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. The Centre has 22 hunting lines and operates from 8am to 4:00pm, five days a week. In the month of July 2021 it was reported that there were 25 agents manning the centre.

Table 78: 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								
Abandon	3099	2193	2105	3400								
Answered	216	854	875	1494								
English	18068	15411	16169	24987								
Abandon	14501	5204	8583	12061								

Answered	3567	10207	7586	12926								
General	1557	1534	1376	1559								
Abandon	1335	605	725	838								
Answered	222	929	651	721								
Sesotho	6972	6443	6857	8486								
Abandon	5975	2433	3952	4740								
Answered	997	4010	2905	3746								
Tshivenda	256	237	320	357								
Abandon	237	120	197	233								
Answered	19	117	123	124								
Tsonga	771	581	652	935								
Abandon	719	304	422	574								
Answered	52	277	230	361								
Xhosa	2193	2288	2389	3183								
Abandon	1937	880	1459	1655								
Answered	256	1408	930	1528								
Zulu	10666	8779	8900	11794								
Abandon	9107	3300	5138	6756								
Answered	1559	5479	3762	5038								
Grand Total	43798	38320	39643	56195								

Table 79: Number of Walk-Ins Attended April – July 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
1566	2489	1399	1061								

Table 80: Nature of Calls Received; April – July 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 swaps			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

NB: The issues highlighted were the most dominant

TRENDS IN JULY 2021

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

- ✓ Clients disputing decline status after reconsideration

- ✓ No clear timeframe for applicants whose money was deposited into closed accounts, (how long must they wait for bank to reverse money to SASSA in order to pay them back to new account or post office);
- ✓ COVID-19 R350 grant customers enquiring about the next pay date and others

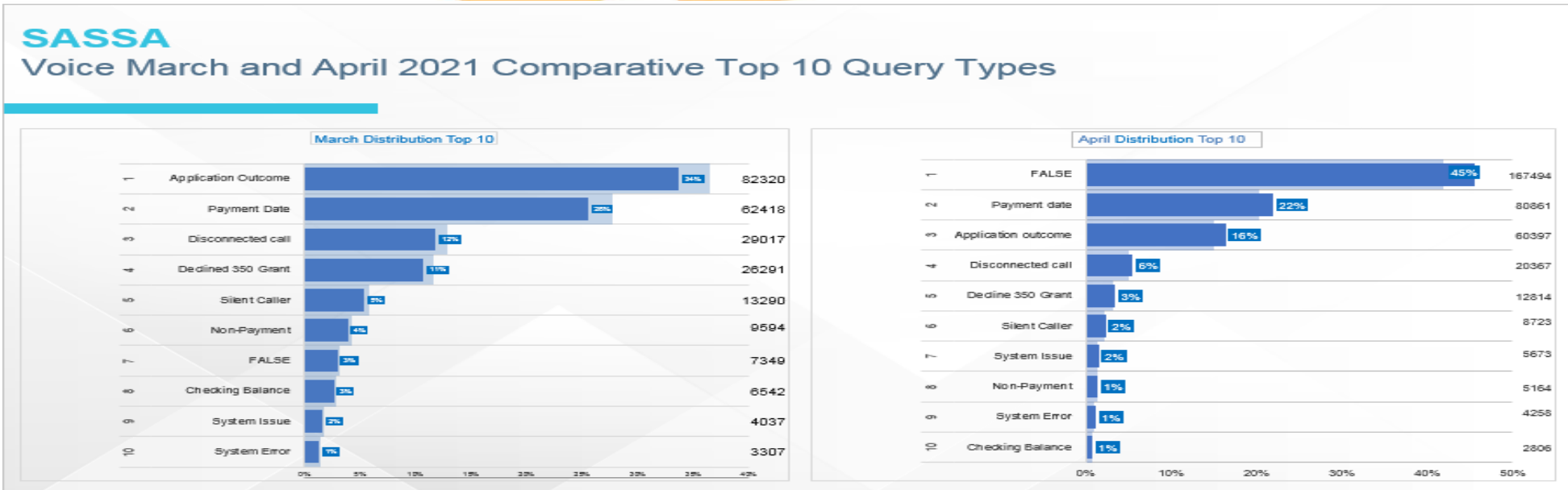
- ❖ Request for qualifying criteria for normal grants and special COVID-19 grant
- ❖ Call from applicants whose status is still on 'referred'
- ❖ Online applications hindrances
- ❖ SRD vouchers
- ❖ Requests for confirmation letters

Report on the Outsourced Call Centre

Trends March, April, May, June and July 2021

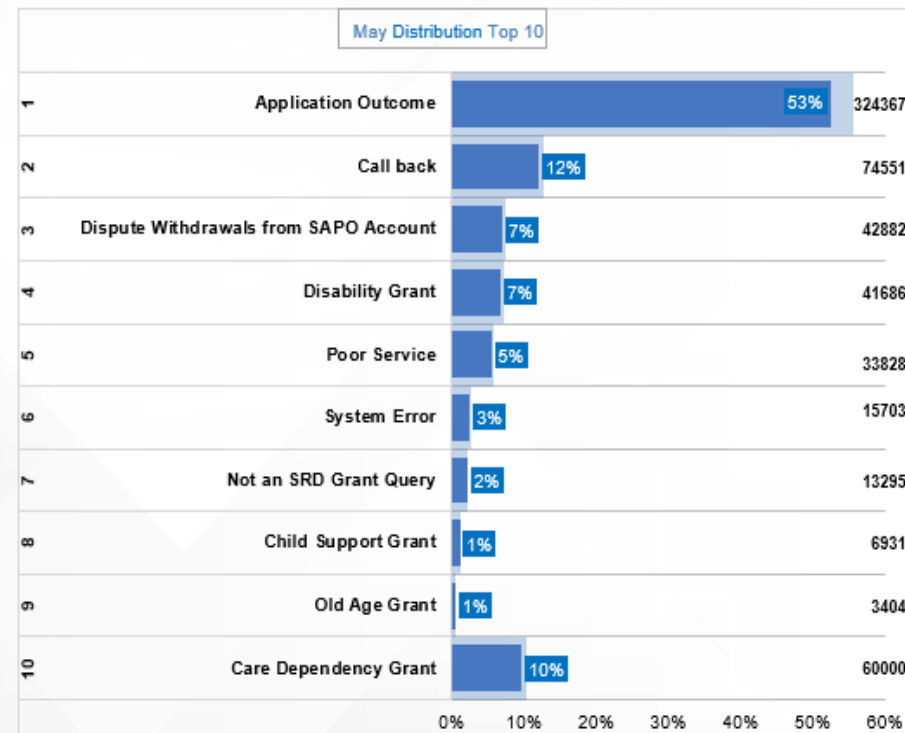
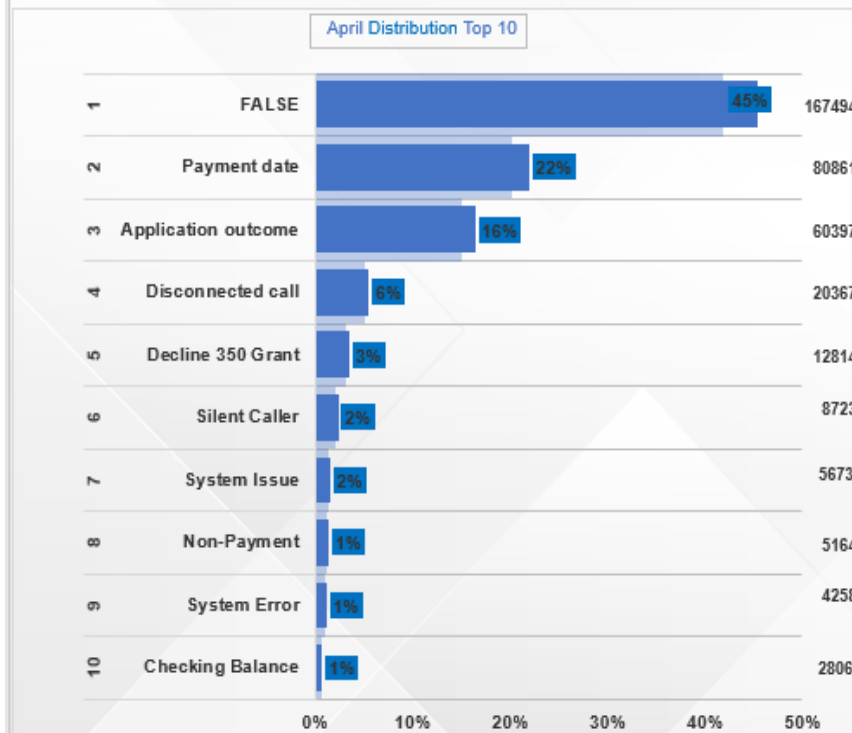
TOP 10 QUERY TYPES THROUGH VOICE CHANNEL

Figure 6

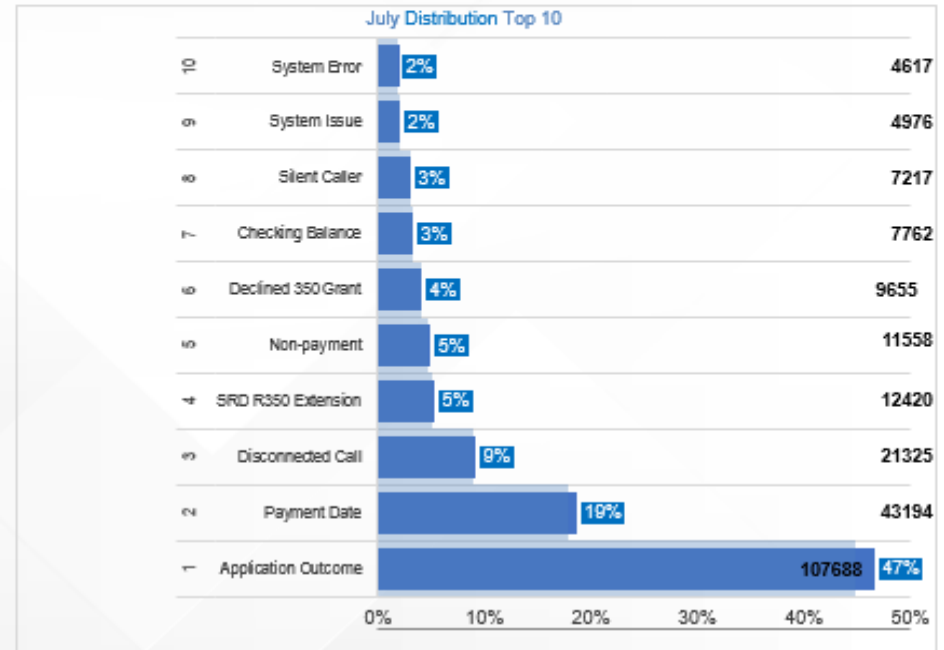
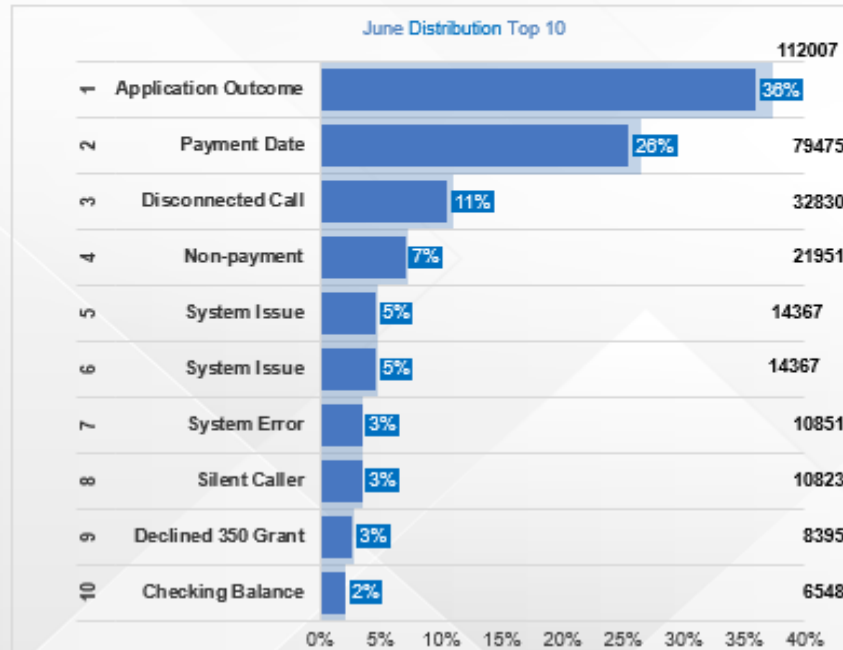


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Voice April and May 2021 Comparative Top 10 Query Types



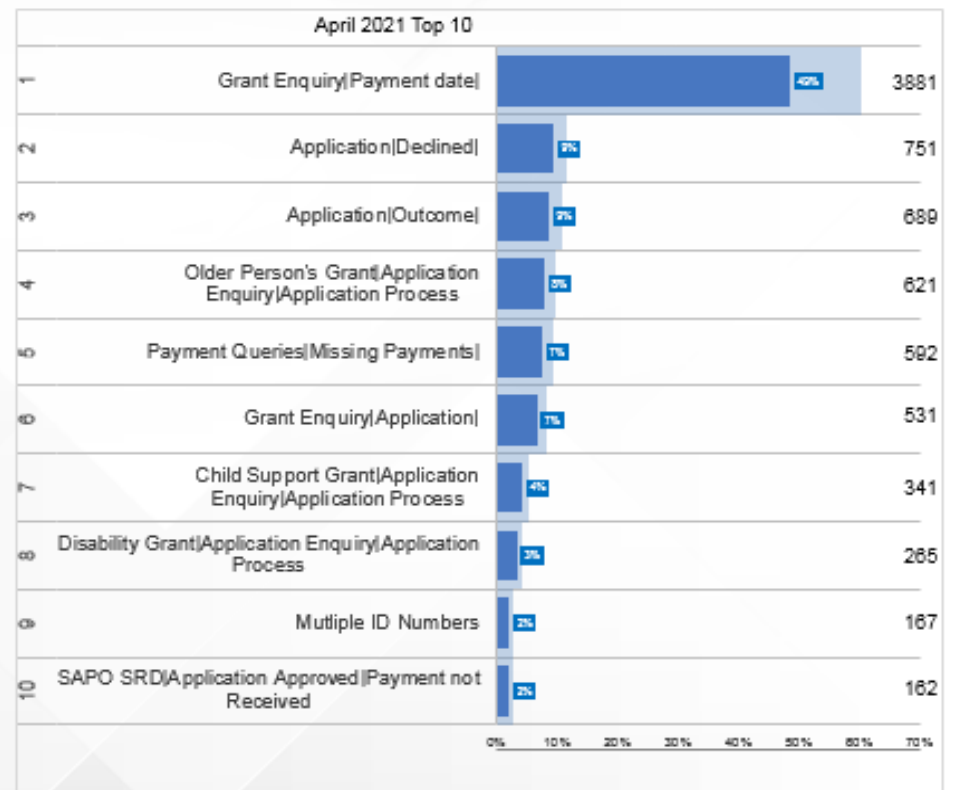
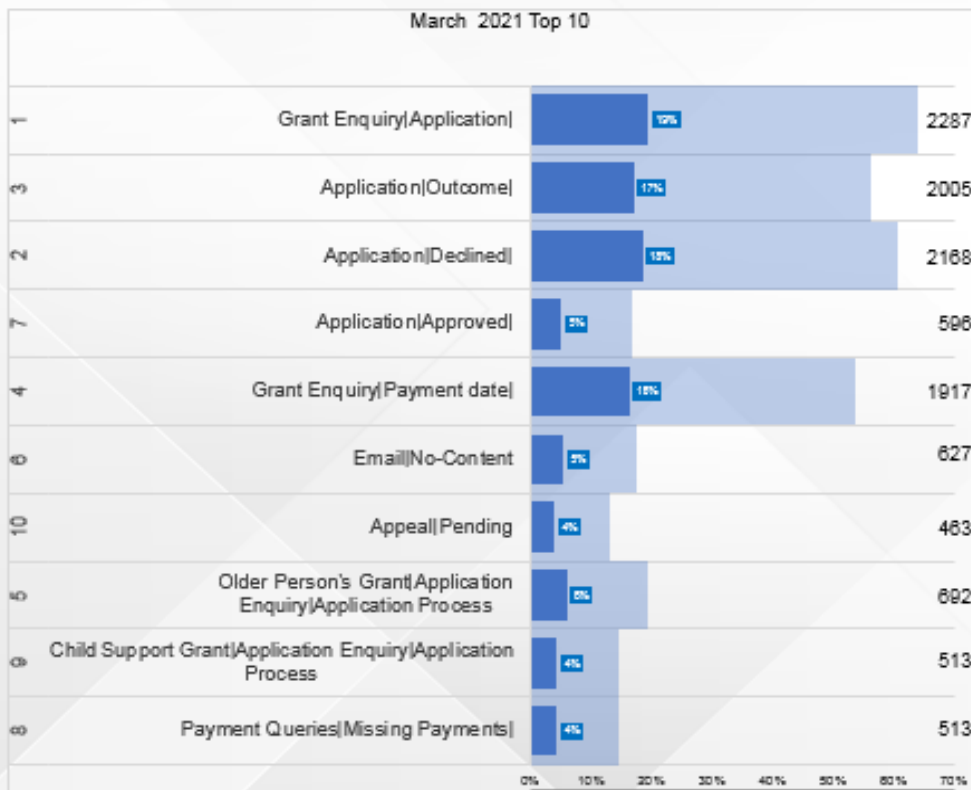
Voice June and July 2021 Comparative Top 10 Query Types



TOP 40 E-MAIL TAGS (QUERY TYPES) MARCH TO JUNE 2021

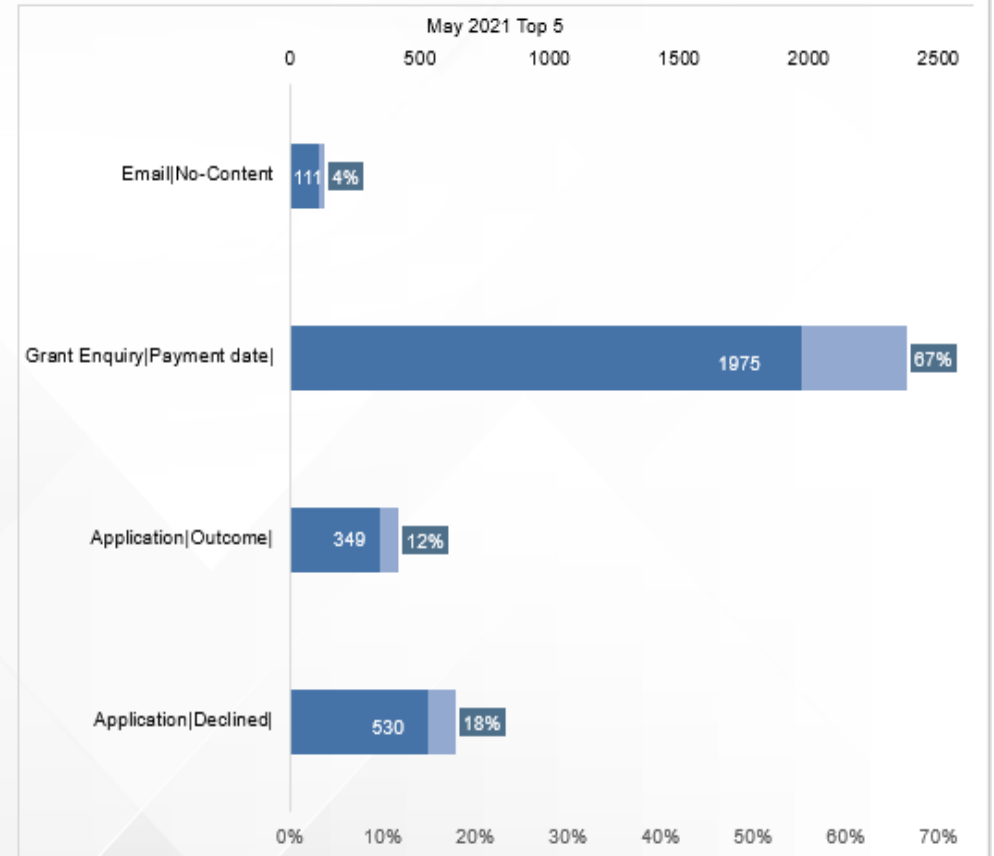
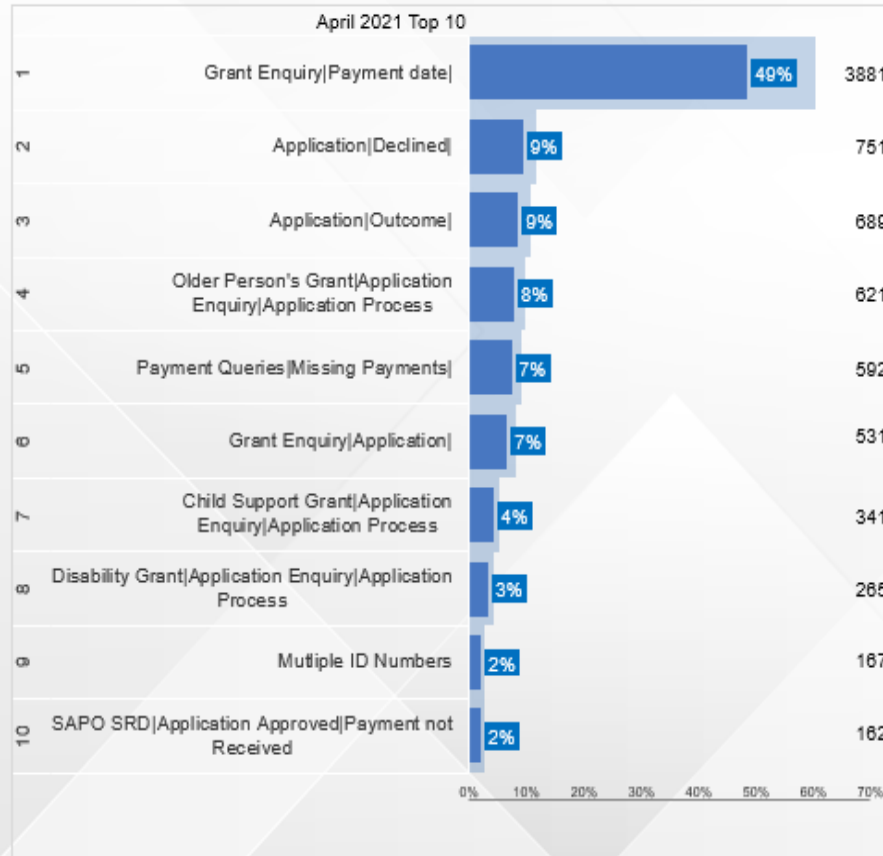
Figure 7

SASSA
Top 40 E-mail Query Types



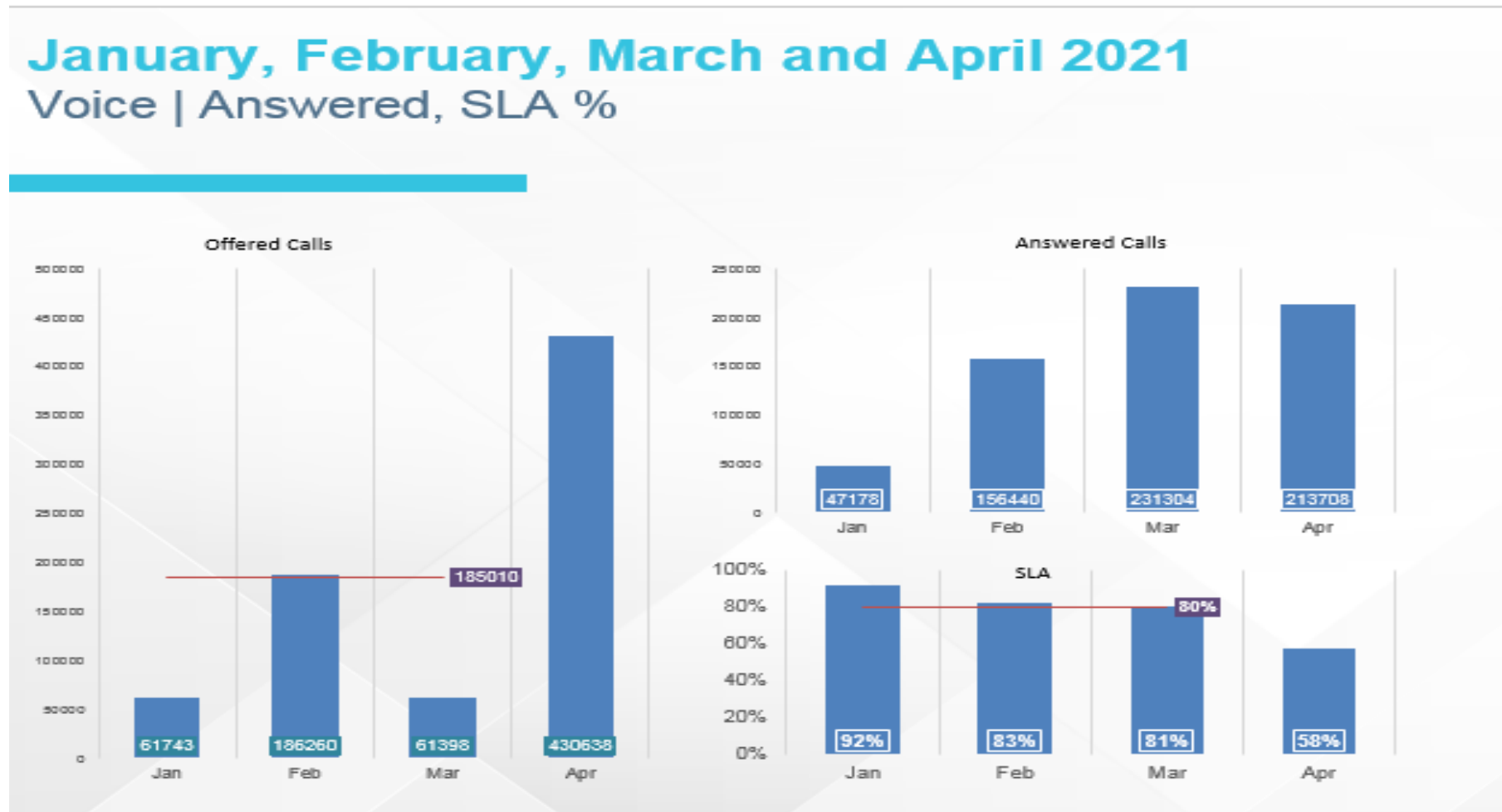
SASSA

Top 40 E-mail Query Types



VOICE COMPARATION YEAR TO DATE (YTD) 2021 VOLUMES, ABANDONMENT AND SERVICE LEVEL

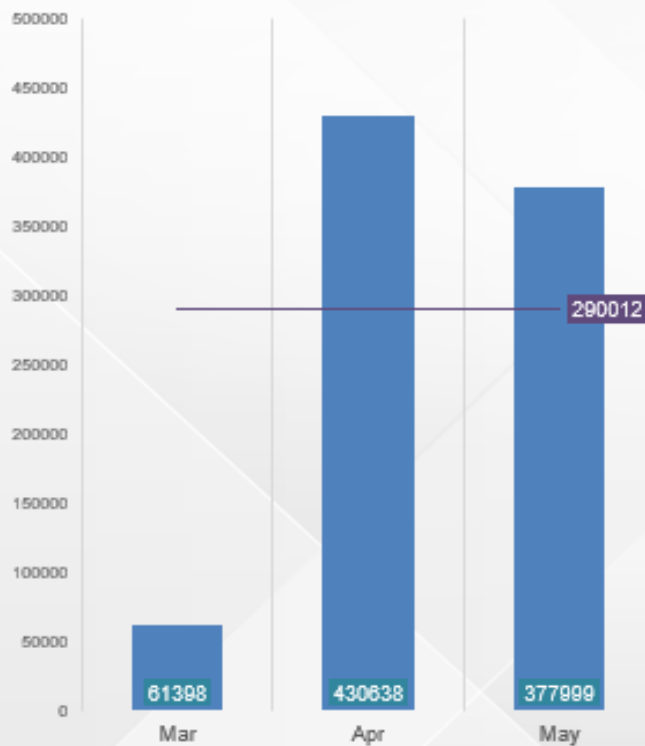
Figure 9



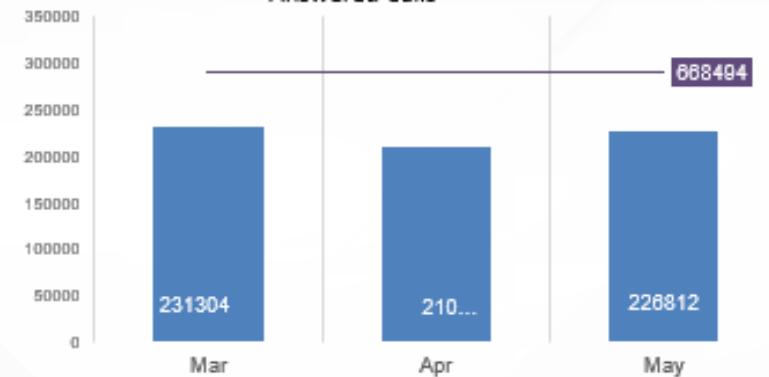
March, April and May 2021

Voice | Answered, SLA %, Voice | Ring time and Average Talk time with customer

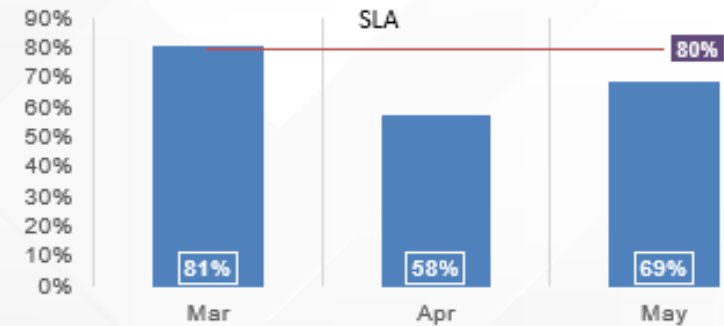
Offered Calls



Answered Calls

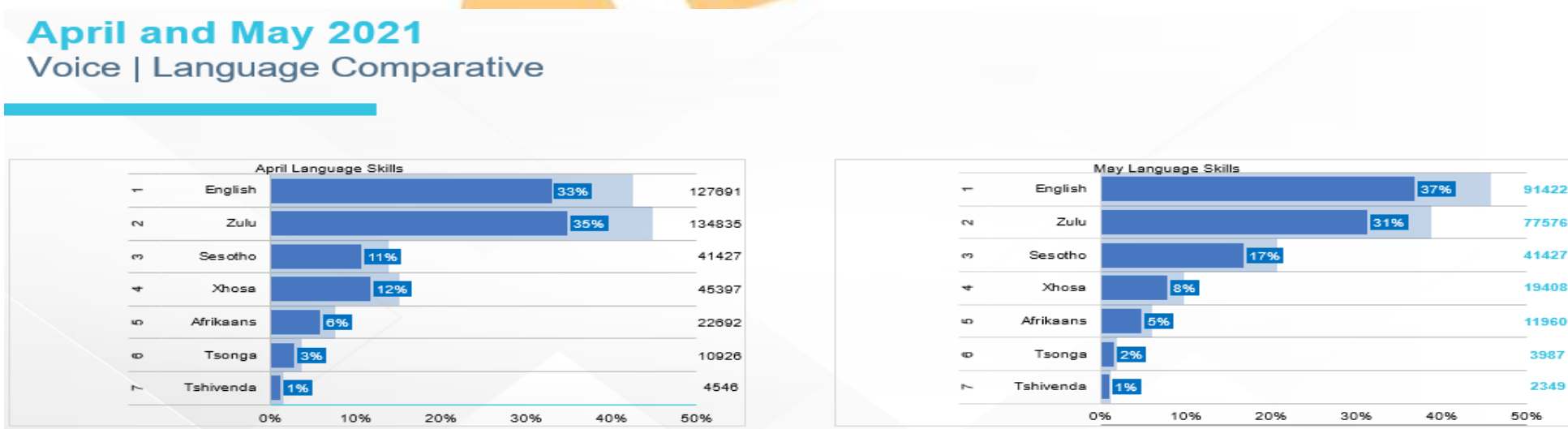
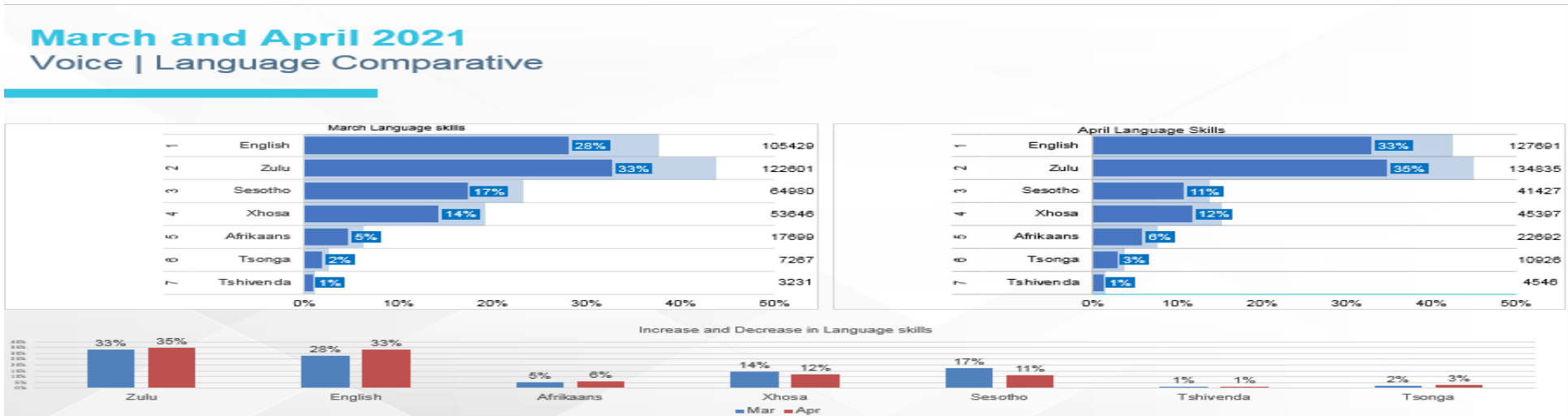


SLA



VOICE COMPARATION MARCH, APRIL, MAY AND JUNE 2021 LANGUAGE DISTRIBUTION

Figure 10



Challenges Reported in JUNE 2021

- Limited system access (IGPS, SOCPEN)
- Payment dates not fulfilled.
- Instant Cash Send not functioning since Nov '20
- No committed resolution time on submitted appeals (oldest appeal date May '20)
- After appeal application is approved, client cannot change or upload new banking details on the SASSA website.
- Backlog at SASSA still working on appeals for the period April 2020 to October 2020 whilst clients follow up on appeals including November 2020 to January 2021
- No access to other grant systems resulting in escalations to SASSA back office as we can only provide general information.
- New telephone number updates that are escalated to SASSA back office not captured correctly; new number added as an additional number instead of deleting the previous one resulting communication sent to the previous number.
- Successful processing of April 2021 payments creating queries and complaints for the previous monthly outstanding payments.
- Instant Cash Send is showing issues as beneficiaries are either receiving the voucher code without the pin code or pin without the voucher, thus still relating in them not getting the money.
- Delay in cell phone number updates is resulting in beneficiaries not being able to collect their money. New telephone number updates that are escalated to SASSA back office not captured correctly; new number added as an additional number instead of deleting the previous one resulting communication sent to the previous number
- No access to other grant systems resulting in escalations to SASSA back office as we can only provide general information

Challenges Reported in JULY 2021

- Limited system access (IGPS, SOCPEN)
- Payment dates not fulfilled.
- Instant Cash Send not functioning since Nov '20
- No committed resolution time on submitted appeals (oldest appeal date May '20)

- After appeal application is approved, client cannot change or upload new banking details on the SASSA website.
- Backlog at SASSA still working on appeals for the period April 2020 to October 2020 whilst clients follow up on appeals including November 2020 to January 2021
- No access to other grant systems resulting in escalations to SASSA back office as we can only provide general information.

INDICTOR 11: RESTORATIVE JUSTICE

KRA 12: RESTORATIVE JUSTICE MECHANISMS: INTERNAL REVIEW AND APPEALS

Table 81: Number of IRM received and processed from April to July 2021

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																	
FS	0	0	0	0	1	0	3	0																	
GP	153	153	161	161	114	113	45	57																	
KZN	157	174	320	240	290	396	79	88																	
LP	3	0	10	7	0	0	0	0																	
MP	0	0	0	0	0	0	0	0																	
NW	51	59	83	96	11	3	43	35																	
NC	0	0	49	24	13	3	29	7																	
WC	5	3	26	5	13	2	2	0																	
Total	487	488	755	637	497	572	260	265																	

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

Table 82: Appeal Applications Processed from April to July 2021

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			
September 21			
October 21			
November 21			
December 21			
January 22			
February 22			
March 22			

Source: DSD Appeals Tribunal

INDICATOR 12: PAYOUT PERFORMANCE BY SAPO

KRA 12: PAYMENT INFORMATION BY SAPO

Table 83: April 2021 Payment File Channel Data

Month	ATM Txns	ATM Value	SASWITCH		BIO PAY		POS Txns	POS Value	Grand Total Txns	Grand Total Value
			Branch (OTC) Txns	Branch Value	BRANCH + CPP Txns	BRANCH + CPP 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 -
	9 887 565	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 11

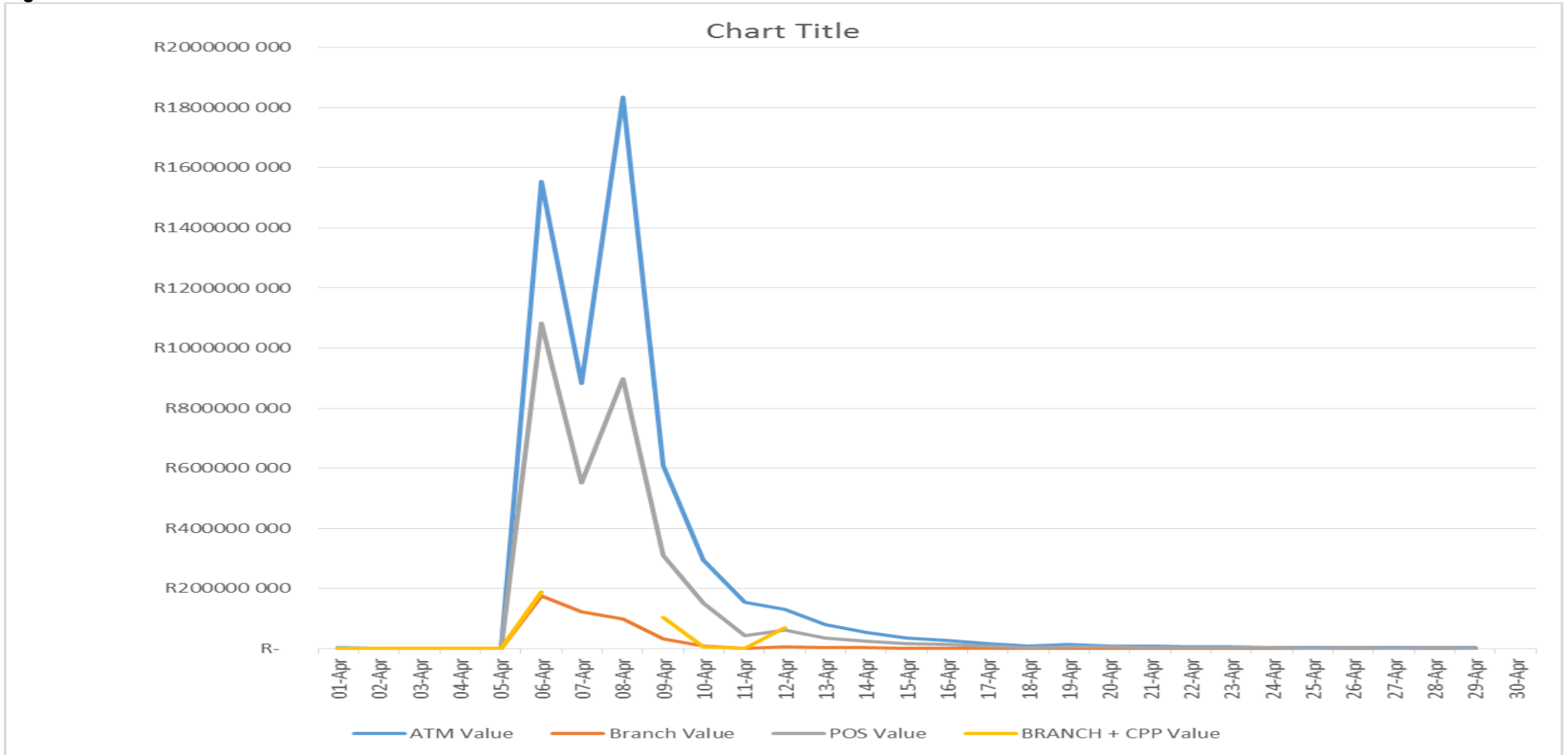


Table 84: May 2021 Payment File Channel Data

Month	ATM Txns	ATM Value	SASWITCH		BIO PAY		POS Txns	POS Value	Grand Total Txns	Grand Total Value
			Branch (OTC) Txns	Branch Value	BRANCH + CPP Txns	BRANCH + CPP 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 3 990 030.00	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 1 274 700.00	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	R 3 620 906.00	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 12

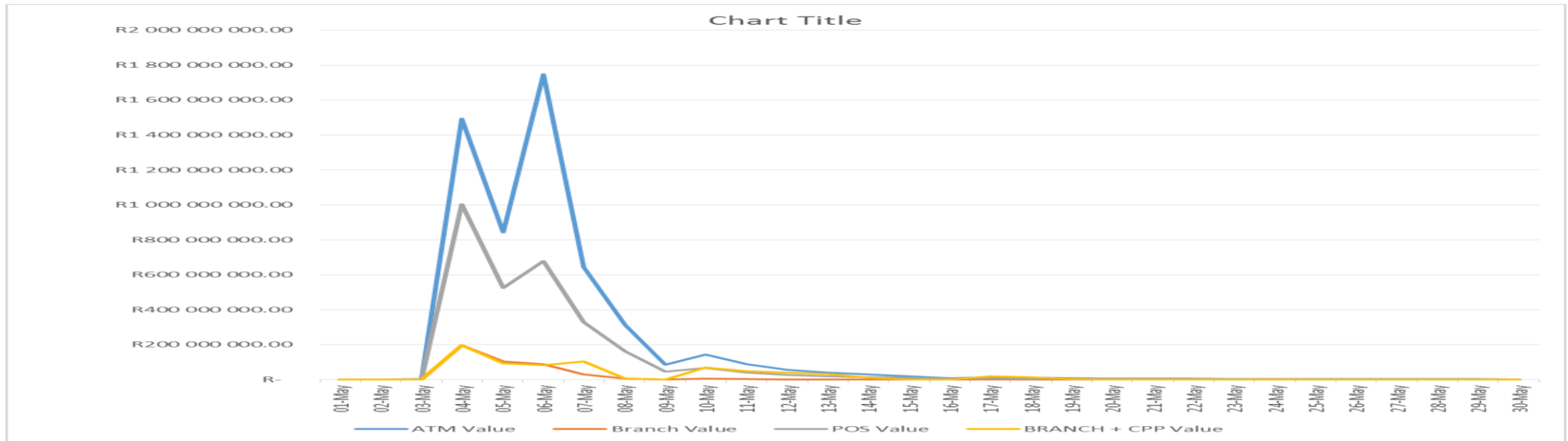


Table 85: May 2021: Number of Beneficiaries Collecting Their Social Grants at Respective Bank Atms'

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 86: June 2021 Payment File Channel Data

Month	ATM Txns	ATM Value	SASWITCH		BIO PAY		POS Txns	POS Value	Grand Total Txns	Grand Total Value
			Branch (OTC) Txns	Branch Value	BRANC H + CPP Txns	BRANCH + CPP 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 13

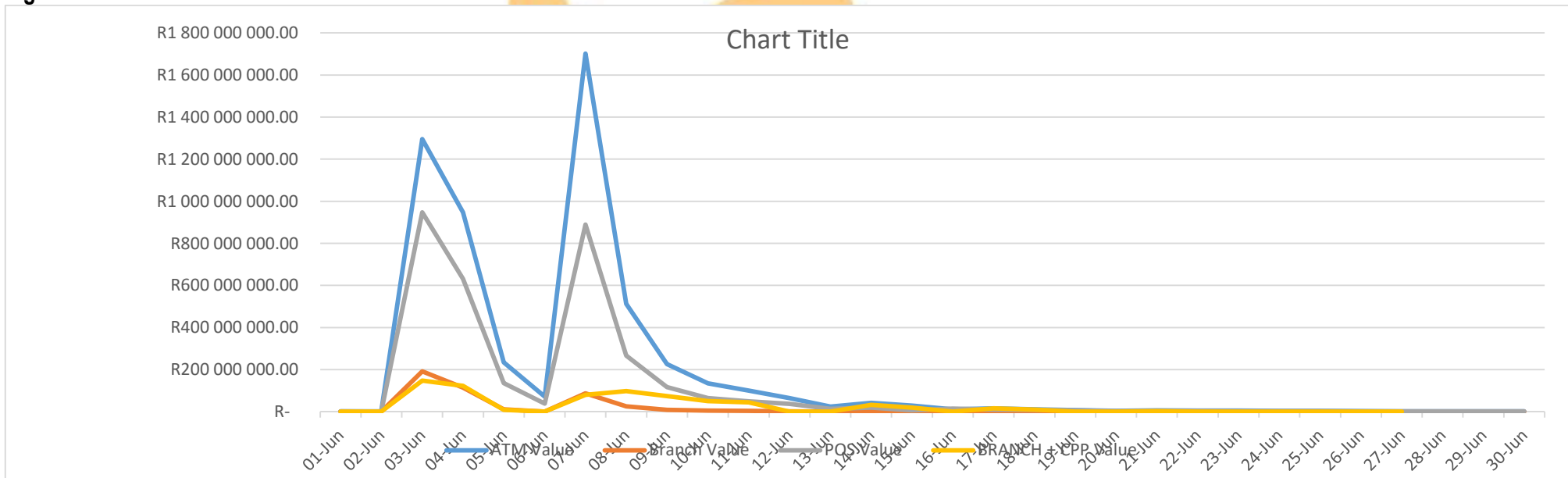
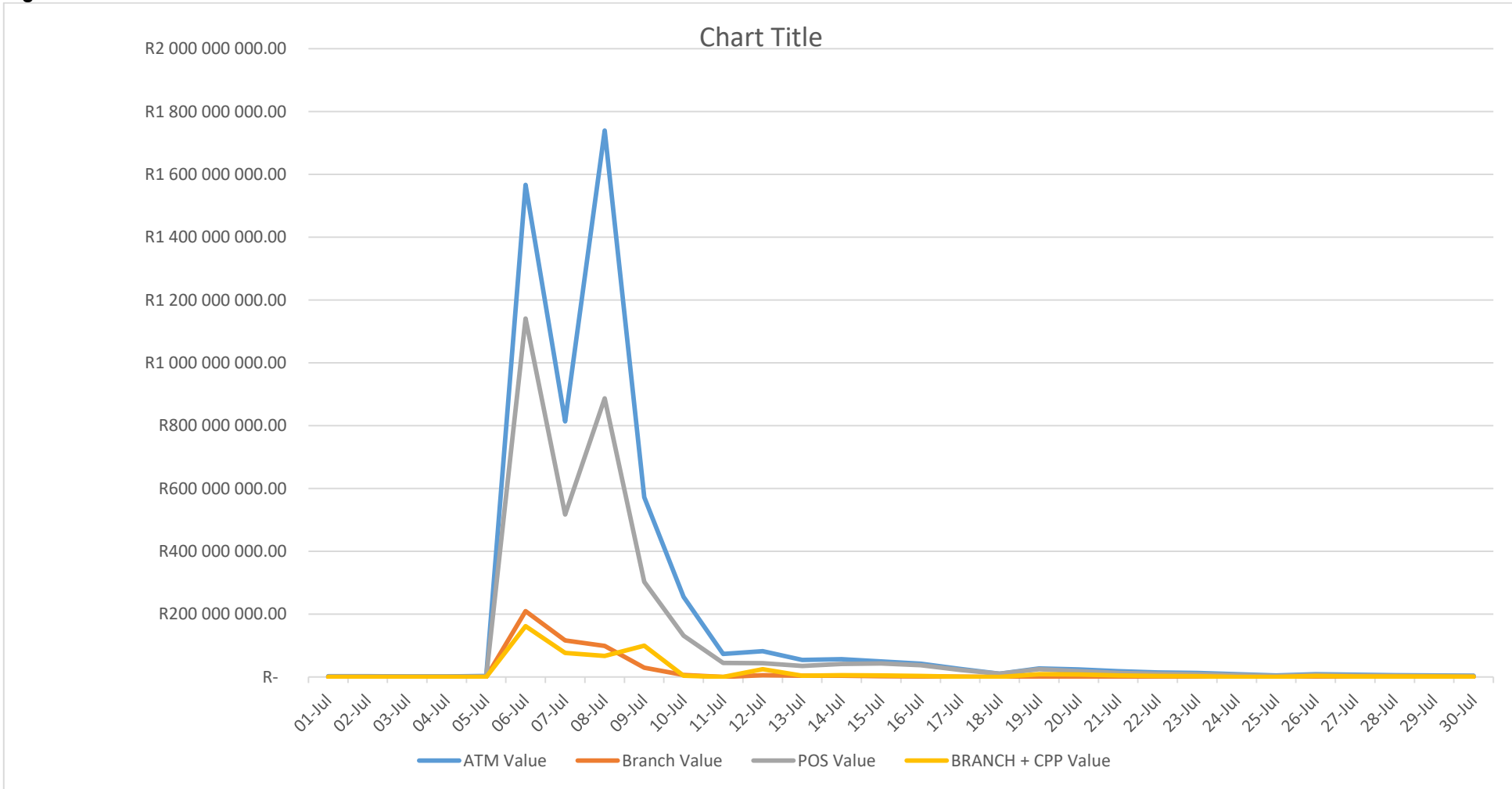


Table 86: July 2021 Payment File Channel Data

Month	ATM Txns	ATM Value	SASWITCH		BIO PAY		POS Txns	POS Value	Grand Total Txns	Grand Total Value
			Branch (OTC) Txns	Branch Value	BRANC H + CPP Txns	BRANCH + CPP 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 14



INDICATOR 13:NUMBER OF BENEFICIARIES PAID IN CASH

KRA 13: CASH PAYMENTS AND PAYPOINT INFORMATION

Table 88: 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 14: NUMBER OF BENEFICIARIES ACCESSING FUNERAL COVER

KRA 14: DEDUCTIONS AND REGULATIONS 26A

**Table 89: 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
AssuplProsperity	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

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	3 902	3 893	3 883	4 187								
AfricanUnityIns	1 976	2 218	2 530	3 064								
AssuplProsperity	37 444	37 300	37 074	36 675								
AssupolLtd	244 196	247 075	248 130	248 984								
AVBOB	3 391	3 502	3 466	3 425								
BrightrockLife	311	328	329	342								
CentTransAfrica	22 255	22 751	23 082	23 475								
ChannelLifeLtd												
EmeraldLifePtyLtd	29 311	34 557	40 567	47 687								
GREmeraldLife	261	262	260	257								
HollardTBFS	119	118	118	112								
HollLifeWise	177	176	175	175								
KGALewens	7 625	7 738	7 811	7 898								
LionLifeEmerald	33 092	33 109	32 936	32 655								
SafricanImbalen	12 886	12 842	12 770	12 664								
SafricanRestAss	132	135	134	132								
SafricanZuntal	6 180	6 137	6 098	6 051								
SanlamDevMarket	94 174	93 733	93 184	92 395								
SmartLifeIns	468	467	458	453								
1LifeIns	115 943	115 529	114 830	113 748								
TOTAL	613 843	621 870	627 835	634 379								

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
Channellifeldt	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
Hollardtbfbs	13	13	13	13	12	12	12	12	12	21	12	12
Hollifewise	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
Safricanimbaleen	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								
AfricanUnityIns	62	63	64	64								
AssuplProsperty	3 661	3 643	3 610	3 572								
AssupolLtd	37 143	38 012	38 699	39 337								
AVBOB	200	200	198	197								

BrightrockLife	308	325	323	330								
CentTransAfrica	3 512	3 615	3 715	3 819								
ChannellLifeLtd												
EmeraldLifePtyLtd	8 600	9 739	10 983	12 123								
GREmeraldLife	52	52	52	51								
HollardTBFS	12	12	12	11								
HollLifeWise	21	21	21	21								
KGALewens	5 058	5 149	5 211	5 248								
LionLifeEmerald	13 148	13 081	13 009	12 915								
SafricanImbalen	4 718	4 695	4 670	4 643								
SafricanRestAss	25	25	25	25								
SafricanZuntal	3	3	3	3								
SanlamDevMarket	8 960	8 896	8 849	8 817								
SmartLifeIns	63	62	58	58								
1LifeIns	42 388	42 104	41 869	41 537								
TOTAL	128 977	130 738	132 411	134 111								

Free State

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
AssuplProsperity	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
SmartLifelns	19	18	18	18	18	22	22	22	22	22	22	22
1Lifelns	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

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
Affinity Funeral	166	166	166	167								
African Unit Ins	108	109	108	107								
Assupl Prosperity	283	283	281	280								
Assupol Ltd	4 574	5 030	5 282	5 325								
AVBOB	13	13	13	13								
Cent Trans Africa	5 309	5 359	5 378	5 371								
ChannelLifeLtd												
EMERALD LIFE PtyL	6 354	7 210	7 903	8 705								
GREmerald Life	19	19	19	18								
Hollard TBFS	11	11	11	10								
HollLife Wise	57	57	56	56								
KGALewens	128	128	141	144								
Lion Life Emerald	2 560	2 542	2 529	2 502								
Safrican Imbalen	1 840	1 828	1 815	1 801								
Safrican Zuntal	2	2	2	2								
Sanlam Dev Market	149	149	147	143								
Smart Life Ins	22	22	22	21								
1LifeIns	12 025	11 918	11 811	11 646								
TOTAL	33 620	34 846	35 684	36 311								

Gauteng

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
AssuplProsperity	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

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								
AfricanUnityIns	1 059	1 265	1 459	1 895								
AssuplProsperity	181	177	176	175								
AssupolLtd	26 890	27 549	28 099	28 613								
AVBOB	757	753	748	740								
BrightrockLife	1	1	1	1								
CentTransAfrica	5 346	5 452	5 582	5 670								

ChannellifeLtd												
EMERALDLIFEptyLtd	710	904	1 323	1 829								
GREmeraldLife	8	8	8	8								
HollardTBFS	61	60	60	56								
HollLifeWise	28	27	27	27								
KGALewens	429	427	425	421								
LionLifeEmerald	1 570	1 563	1 553	1 532								
SafricanImbalen	1 838	1 824	1 818	1 798								
SafricanZuntal	17	17	18	18								
SanlamDevMarket	384	380	377	372								
SmartLifeIns	86	85	83	84								
1LifeIns	8 961	8 907	8 856	8 732								
TOTAL	49 791	50 860	52 071	53 426								

KwaZulu Natal

Name of Company	Number of Beneficiaries											
	April 20	May 20	June 20	July 20	Aug20	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
AssuplProsperity	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

	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								
AfricanUnityIns	499	524	640	690								
AssuplProsperity	13 209	13 102	13 041	12 941								
AssupolLtd	99 782	99 585	99 518	99 276								
AVBOB	9	9	9	9								
CentTransAfrica	688	837	947	1 145								
ChannelLifeLtd												
EMERALDLIFEPTYL	1 368	1 855	2 426	3 289								
GREmeraldLife	13	13	13	13								
HollardTBFS	1	1	1	1								
KGALewens	281	296	300	315								
LionLifeEmerald	788	783	780	774								
SafricanImbalen	2 579	2 563	2 545	2 526								
SafricanZuntal	6 142	6 099	6 059	6 012								
SanlamDevMarket	65 333	64 936	64 573	64 058								
SmartLifeIns	187	187	187	184								
1LifeIns	2 306	2 296	2 281	2 270								
REGIONAL TOTAL	193 408	193 308	193 541	193 726								

North West

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
AssuplProsperity	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
SmartLifelns	28	27	27	27	27	28	28	29	29	29	29	27
1Lifelns	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								
AfricanUnityIns	63	64	67	110								
AssuplProsperity	16 674	16 568	16 468	16 253								
AssupolLtd	35 915	36 084	36 113	35 956								
AVBOB	628	625	615	610								
CentTransAfrica	4 171	4 151	4 142	4 099								
ChannellifeLtd												
EMERALDLIFEpt yL	2 238	2 629	3 098	3 599								
GREmeraldLife	7	7	7	7								
HollardTBFS	24	24	24	24								
HollLifeWise	54	53	53	53								
KGALewens	348	346	343	339								
LionLifeEmerald	2 344	2 331	2 317	2 295								
SafricanImbalen	448	447	443	439								
SafricanZuntal	1	1	1	1								
SanlamDevMarket	1 428	1 414	1 401	1 388								
SmartLifeIns	27	27	27	27								
1LifeIns	11 698	11 613	11 547	11 426								
REGIONAL TOTAL	76 318	76 633	76 914	76 873								

Limpopo

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
AssuplProsperity	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

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								
AfricanUnityIns	119	121	120	120								
AssuplProsperity	30	30	30	30								
AssupolLtd	16 271	16 633	16 824	17 032								
AVBOB	353	351	351	348								
BrightrockLife			3	9								
CentTransAfrica	656	692	691	769								

EMERALDLIFEptyL	314	451	623	886									
HollLifeWise	2	2	2	2									
KGALewens	40	40	40	39									
LionLifeEmerald	117	117	117	117									
SafricanImbalen	93	93	92	90									
SafricanZuntal	1	1	1	1									
SanlamDevMarket	6 491	6 460	6 424	6 363									
SmartLifeIns	25	25	24	24									
1LifeIns	1 661	1 653	1 645	1 636									
REGIONAL TOTAL	26 503	26 999	27 314	27 792									

Mpumalanga

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
AssuplProsperity	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

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								
AfricanUnityIns	31	32	32	36								
AssuplProsperity	44	44	44	44								
AssupolLtd	13 445	13 457	13 433	13 357								
AVBOB	56	55	54	53								
CentTransAfrica	1 318	1 307	1 301	1 290								
ChannelLifeLtd												
EMERALDLIFEptyL	586	807	1 083	1 353								
HollardTBFS	10	10	10	10								
KGALewens	171	171	171	170								
LionLifeEmerald	91	91	89	88								
SafricanImbalen	849	843	839	826								
SafricanZuntal	13	13	13	13								
SanlamDevMarket	5 466	5 423	5 389	5 322								
SmartLifeIns	40	39	38	37								
1LifeIns	1 192	1 180	1 172	1 160								
TOTAL	23 682	23 840	24 035	24 123								

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
AssuplProsperity	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								
AfricanUnityIns				3 350								
AssuplProsperity	3 332	3 424	3 395	9 057								

AssupolLtd	9 203	9 734	9 162	1 451								
AVBOB	1 372	1 493	1 474	6								
CentTransAfrica	914	995	985	973								
ChannellifeLtd												
EMERALDLIFEptyL	1 957	2 355	2 711	3 215								
GREmeraldLife	65	66	66	66								
HollLifeWise	14	15	15	15								
KGALewens	59	61	59	68								
LionLifeEmerald	3 296	3 467	3 453	3 415								
SafricanImbalen	321	349	349	344								
SafricanRestAss	97	100	99	97								
SafricanZuntal	1	1	1	1								
SanlamDevMarket	5 812	5 925	5 875	5 785								
SmartLifeIns	11	13	13	12								
1LifeIns	7 246	7 572	7 508	7 428								
REGIONAL TOTAL	33 703	35 576	35 171	35 283								

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
AssuplProsperity	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

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								
AfricanUnityIns	35	40	40	42								
AssuplProsperity	30	29	29	30								
AssupolLtd	973	991	1 000	1 031								
AVBOB	3	3	4	4								
BrightrockLife	2	2	2	2								
CentTransAfrica	341	343	341	339								
Channel Life Ltd												
EMERALD LIFE PtyL	7 184	8 607	10 417	12 688								
GREmeraldLife	97	97	95	94								
HollLifeWise	1	1	1	1								
KGALewens	1 111	1 120	1 121	1 154								
LionLifeEmerald	9 178	9 134	9 089	9 017								
SafricanImbalen	200	200	199	197								
SafricanRestAss	10	10	10	10								
SanlamDevMarket	151	150	149	147								
SmartLifeIns	7	7	6	6								
1LifeIns	28 466	28 286	28 141	27 913								
REGIONAL TOTAL	47 841	49 070	50 694	52 734								

