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SOUTH AFRICAN SOCIAL SECURITY AGENCY

**BRANCH: STRATEGY AND BUSINESS DEVELOPMENT**

**DEPARTMENT: MONITORING AND EVALUATION**

**SECOND STATISTICAL REPORT: PAYMENT SYSTEM**

**PERIOD: MAY 2021**

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

## DEFINITION OF TERMS

<b><u>Aged Person</u></b>	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.
<b><u>Beneficiary</u></b>	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).
<b><u>Care Dependency Grant</u></b>	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.
<b><u>Care Dependent Child</u></b>	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.
<b><u>Child</u></b>	Refers to any person under the age of 18 years.
<b><u>Child Grant</u></b>	Refers to Child Support Grant, Care Dependency Grant, and Foster Child Grant.
<b><u>Child Support Grant</u></b>	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).
<b><u>Disability Grant</u></b>	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).
<b><u>Foster Child Grant</u></b>	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).
<b><u>Foster Child</u></b>	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).
<b><u>Foster Parent</u></b>	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.
<b><u>Grant in Aid</u></b>	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).
<b><u>Grant recipient</u></b>	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.
<b><u>Older Person</u></b>	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).
<b><u>Old Age Grant</u></b>	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).
<b><u>Parent</u></b>	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.
<b><u>Social Grant</u></b>	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.
<b><u>War Veteran Grant</u></b>	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 May 2021.

### **1.2 PURPOSE**

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

### **1.3 OBJECTIVES**

This report serves to:

1.3.1 Inform management about the status of social grant payment as at May 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 May 2021, there were 18,549,742 social grants paid to 11,516,266 beneficiaries.

The take up of social grants in May 2021 increased by 0.39% in part due to the increased take up of the Foster Child Grant and the Disability Grant. The DG increased by 1.85% and the FCG by 2.77%.

1.4.2 In May 2021, the number of children 0-1 accessing social grants increased by 0.8% from April 2021.

1.4.3 The number of new applications in the month of May 2021 was 157,415, an increase of 23,985 from the previous month. The largest number of applications was in respect of CSG 82,863 followed by DG 42,178.

1.4.4 During this period 80.22 % of all applications were processed within one day and 98.38% within 10 days.

1.4.5 During the month of May 2021, six Regions namely FS, GP, LP, MP, NC and WC processed less than 80% of its applications within one day.

1.4.6 The low take up of the CSG in Gauteng and Western Cape continues to prevail, despite the empirical evidence on areas of exclusion.

1.4.7 The trend in the payment method in May 2021 showed an increase in the number of beneficiaries paid by Grindrod by 2641, a decrease by SAPO of 55,903 and an increase by banks of 85,082 beneficiaries.

1.4.8 A rigorous analysis of the number of calls entering the system shows that over 100,532 calls in May 2021 or 16% of the call volume were not answered.

1.4.9 472,607 calls were channelled to Altron of which 324,367 or 67% was in relation to application outcome. If SASSA invested in an effective application response system for applicants and beneficiaries, 67% of its call inquiries would be reduced. 10% of the calls were in respect of disputed withdrawals from SAPO account, 9.7% in respect to disability grant applications and 7.15% in respect of poor service.

1.4.10 The complaints about poor service is very significant and should be given due attention.

### **1.5 RECOMMENDATIONS**

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It is recommended that :

- 1.5.1. SASSA must improve its service delivery in responding to citizens on the progress and outcome of their applications which will reduce calls volumes by 80%.
- 1.5.2 The complaints about poor services must be investigated and responses provided to complainants to maintain citizen moral in SASSA services.

## INDICATOR 1 : NUMBER OF SOCIAL GRANTS IN PAYMENT

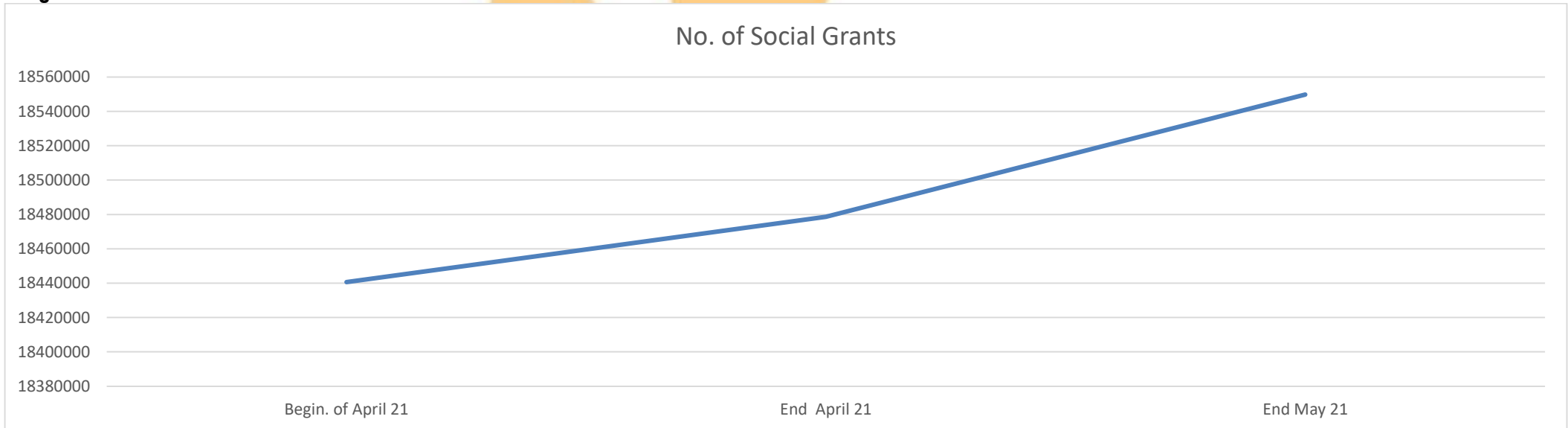
### KRA 1: TAKE-UP RATES OF SOCIAL GRANTS AND BENEFICIARIES

**Table 1: Summary of the Take Up Rate of Social Grants Net Monthly Increase until May 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
<b>No. of Social Grants</b>	18,440,572	18,478,587	18,549,742										
<b>increase</b>	-	38,015	71,155										
<b>% increase</b>		0.21%	0.39%										

Source: BI SharePoint

**Figure 1**



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

Grant type	Begin. of Apr 21	End Apr 21	End May 21	End Jun 21	End Jul 21	End Aug 21	End Sept 21	End Oct 21	End Nov 21	End Dec 21	End Jan.22	End Febr. 22	End Mar. 22	Increase	% Increase
CDG	150,151	150 158	150 860											702	0,47%
CSG	12,992,589	12 999 520	13 028 698											29 178	0,22%
FCG	309,453	318 161	326 972											8 811	2,77%
DG	997,752	1 014 245	1 033 058											18 813	1,85%
GIA	267,912	269 309	272 063											2 754	1,02%
OAG	3,722,675	3 727 158	3 738 055											10 897	0,29%
WVG	40	36	36											0	0,00%
<b>Total</b>	<b>18,440,572</b>	<b>18 478 587</b>	<b>18 549 742</b>											<b>71 155</b>	<b>0,39%</b>

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

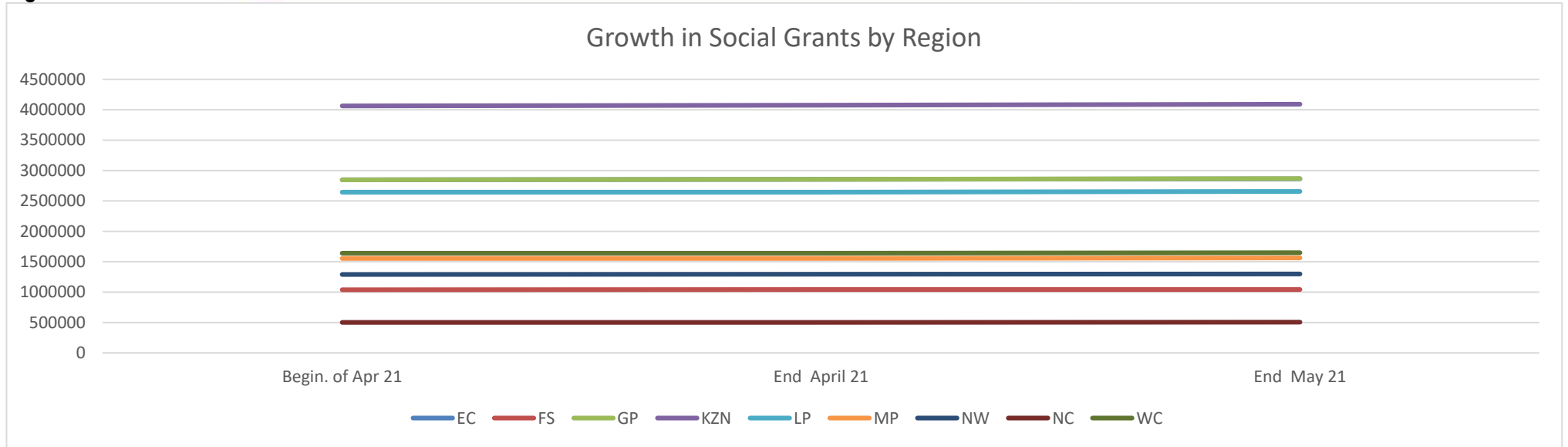
Social grants increased by 71,155 from April 2021.

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

Region	Begin. of Apr 21	End April 21	End May 21	End June 21	End July 21	End Aug. 21	End Sept. 21	End Oct. 21	End Nov. 21	End Dec 21	End Jan.22	End Febr. 22	End Mar. 22
EC	2,849,184	2, 856, 037	2,863,920										
FS	1,040,837	1, 042, 633	1,045,078										
GP	2,847,820	2, 856,403	2,869,604										
KZN	4,065,512	4, 076, 577	4,093,277										
LP	2,647,292	2, 646, 046	2,658,226										
MP	1,555,838	1, 558, 145	1,562,586										
NW	1,291,307	1, 294, 881	1,299,414										
NC	502,725	504, 329	506,397										
WC	1,640,057	1, 643, 536	1,651,240										
<b>Total</b>	<b>18,440,572</b>	<b>18, 478, 587</b>	<b>18,549,742</b>										



**Figure 2**



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

Region	CDG	CSG	DG	FCG	GIA	OAG	WVG	Total	Percentage
EC	23 134	1 961 170	178 188	73 688	33 432	594 300	8	2 863 920	15,44%
FS	8 811	711 648	76 866	23 719	10 406	213 628		1 045 078	5,63%
GP	20 650	1 993 716	120 360	40 094	10 352	684 422	10	2 869 604	15,47%
KZN	38 724	2 958 478	222 567	60 386	79 731	733 387	4	4 093 277	22,07%
LP	16 519	1 957 068	99 520	39 221	54 834	491 062	2	2 658 226	14,33%
MP	11 282	1 162 858	75 455	21 800	23 213	267 978		1 562 586	8,42%
NW	9 773	901 889	64 806	26 015	17 251	279 679	1	1 299 414	7,01%
NC	5 741	327 296	50 743	10 378	18 752	93 486	1	506 397	2,73%
WC	16 226	1 054 575	144 553	31 671	24 092	380 113	10	1 651 240	8,90%
<b>Total</b>	<b>150 860</b>	<b>13 028 698</b>	<b>1 033 058</b>	<b>326 972</b>	<b>272 063</b>	<b>3 738 055</b>	<b>36</b>	<b>18 549 742</b>	<b>100,00%</b>
<b>Percentage</b>	<b>0,81%</b>	<b>70,24%</b>	<b>5,57%</b>	<b>1,76%</b>	<b>1,47%</b>	<b>20,15%</b>	<b>0,00%</b>	<b>100,00%</b>	

Figure 3

### Percentage Share of the Social Grants per Region

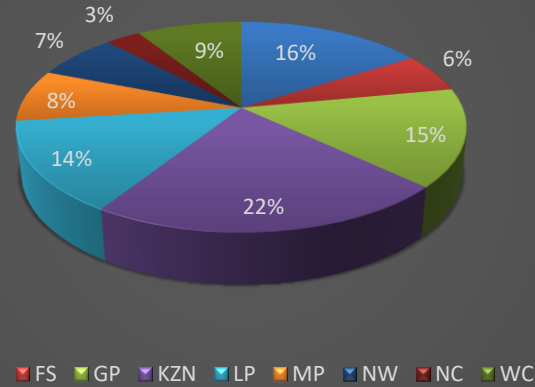


Table 5. Number of Social Grants per Month Per Region April - May 2021

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										
	DG	177 074	177 510	178 188										
	WV	8	8	8										
	CDG	23 065	23 042	23 134										
	CSG	1 953 054	1 957 054	1 961 170										
FS	FCG	71 051	72 585	73 688										
	OAI	213 663	213 604	213 628										
	DG	74 596	75 633	76 866										
	WV													
	CDG	8 740	8 753	8 811										
GP	CSG	711 730	711 420	711 648										
	FCG	21 946	22 956	23 719										
	OAI	679 083	681 084	684 422										
	DG	112 823	116 726	120 360										
	WV	11	10	10										
KZN	CDG	20 345	20 504	20 650										
	CSG	1 987 769	1 989 063	1 993 716										

	FCG	38 019	38 939	40 094															
KZN	OAI	730 111	731 196	733 387															
	DG	214 302	217 560	222 567															
	WV	5	4	4															
	CDG	38 485	38 514	38 724															
	CSG	2 947 870	2 952 283	2 958 478															
	FCG	56 088	58 033	60 386															
LP	OAI	489 248	489 863	491 062															
	DG	96 663	98 024	99 520															
	WV	2	2	2															
	CDG	16 473	16 383	16 519															
	CSG	1 953 668	1 949 424	1 957 068															
	FCG	36 990	37 984	39 221															
MP	OAI	267 169	267 300	267 978															
	DG	76 022	75 679	75 455															
	WV																		
	CDG	11 398	11 334	11 282															
	CSG	1 157 540	1 159 496	1 162 858															
	FCG	20 300	21 061	21 800															
NW	OAI	279 179	279 105	279 679															
	DG	62 454	63 829	64 806															
	WV	1	1	1															
	CDG	9 725	9 752	9 773															
	CSG	898 666	899 905	901 889															
	FCG	24 363	25 242	26 015															
NC	OAI	93 726	93 480	93 486															
	DG	48 228	49 724	50 743															
	WV	1	1	1															
	CDG	5 782	5 755	5 741															
	CSG	326 810	326 678	327 296															
	FCG	9 882	10 175	10 378															
WC	OAI	378 092	378 511	380 113															
	DG	135 590	139 560	144 553															
	WV	12	10	10															
	CDG	16 138	16 121	16 226															
	CSG	1 055 482	1 054 197	1 054 575															
	FCG	30 814	31 186	31 671															

Figure 4

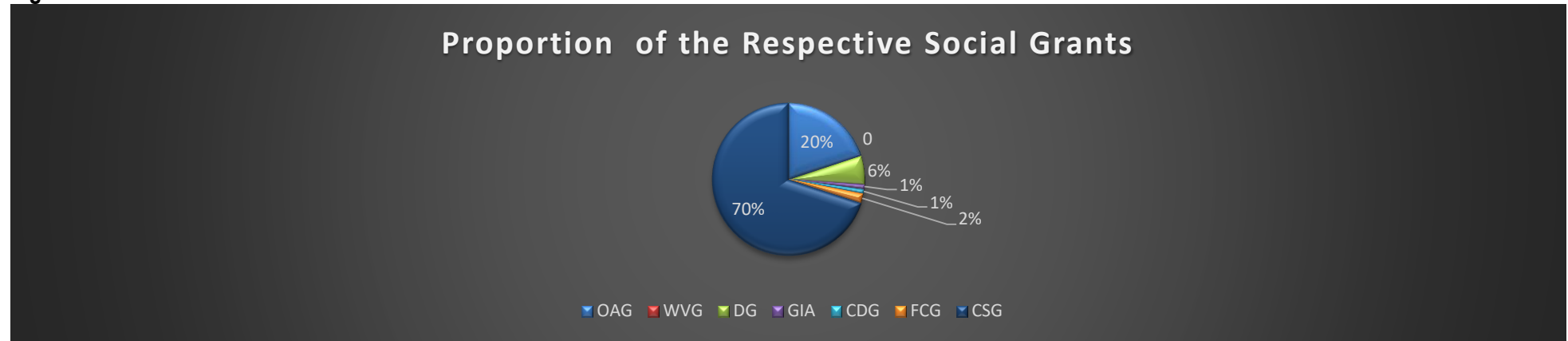


Table 6: Number Disability Grants Paid Per Month Per Region from January to December 2019

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
	<b>Total</b>		<b>182 478</b>	<b>182 641</b>	<b>182 393</b>	<b>182 824</b>	<b>183 589</b>	<b>183 348</b>	<b>182 390</b>	<b>182 589</b>	<b>182 513</b>	<b>183 149</b>	<b>183 760</b>
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
	<b>Total</b>		<b>73 853</b>	<b>74 123</b>	<b>74 047</b>	<b>73 630</b>	<b>74 480</b>	<b>74 536</b>	<b>74 551</b>	<b>75 070</b>	<b>75 101</b>	<b>74 985</b>	<b>75 587</b>
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
	<b>Total</b>		<b>115 280</b>	<b>116 893</b>	<b>116 710</b>	<b>115 954</b>	<b>117 713</b>	<b>118 995</b>	<b>120 582</b>	<b>121 318</b>	<b>120 692</b>	<b>120 474</b>	<b>121 935</b>
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
<b>Total</b>		<b>230 266</b>	<b>229 621</b>	<b>228 743</b>	<b>227 669</b>	<b>227 670</b>	<b>227 148</b>	<b>227 737</b>	<b>228 192</b>	<b>228 292</b>	<b>229 553</b>	<b>230 747</b>	<b>228 962</b>
<b>LP</b>	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
<b>Total</b>		<b>96 213</b>	<b>97 100</b>	<b>96 729</b>	<b>96 732</b>	<b>97 352</b>	<b>97 834</b>	<b>98 163</b>	<b>98 561</b>	<b>98 477</b>	<b>98 850</b>	<b>99 783</b>	<b>98 763</b>
<b>MP</b>	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												
<b>Total</b>		<b>78 692</b>	<b>78 747</b>	<b>78 308</b>	<b>78 405</b>	<b>79 089</b>	<b>79 055</b>	<b>79 252</b>	<b>79 300</b>	<b>79 572</b>	<b>79 664</b>	<b>80 435</b>	<b>79 987</b>
<b>NW</b>	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
<b>Total</b>		<b>69 116</b>	<b>68 019</b>	<b>67 149</b>	<b>67 117</b>	<b>67 344</b>	<b>67 337</b>	<b>67 231</b>	<b>67 071</b>	<b>66 920</b>	<b>66 827</b>	<b>66 754</b>	<b>66 317</b>
<b>NC</b>	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												
<b>Total</b>		<b>47 769</b>	<b>47 519</b>	<b>48 572</b>	<b>47 876</b>	<b>48 223</b>	<b>48 878</b>	<b>49 751</b>	<b>49 349</b>	<b>49 734</b>	<b>49 902</b>	<b>50 612</b>	<b>49 847</b>
<b>WC</b>	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												
<b>Total</b>		<b>155 634</b>	<b>156 033</b>	<b>155 604</b>	<b>155 008</b>	<b>156 282</b>	<b>157 293</b>	<b>158 063</b>	<b>158 534</b>	<b>158 148</b>	<b>159 438</b>	<b>161 320</b>	<b>160 774</b>
<b>Grand Total</b>		<b>1 049 301</b>	<b>1 050 696</b>	<b>1 048 255</b>	<b>1 045 215</b>	<b>1 051 742</b>	<b>1 054 424</b>	<b>1 057 720</b>	<b>1 059 984</b>	<b>1 059 449</b>	<b>1 062 842</b>	<b>1 070 933</b>	<b>1 062 456</b>

**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
<b>EC</b>	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
<b>Total</b>		<b>179 239</b>	<b>178 616</b>	<b>179 453</b>	<b>177 414</b>	<b>179 972</b>	<b>179 847</b>	<b>178 054</b>	<b>179 877</b>	<b>180 452</b>	<b>181 040</b>	<b>181 502</b>	<b>171 737</b>
<b>FS</b>	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
	<b>Total</b>	<b>74 405</b>	<b>74 787</b>	<b>74 810</b>	<b>74 224</b>	<b>76 523</b>	<b>76 049</b>	<b>73 696</b>	<b>75 194</b>	<b>75 498</b>	<b>76 246</b>	<b>77 485</b>	<b>64 862</b>
<b>GP</b>	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						
<b>Total</b>	<b>118 828</b>	<b>119 447</b>	<b>119 582</b>	<b>118 843</b>	<b>123 680</b>	<b>123 386</b>	<b>118 474</b>	<b>121 861</b>	<b>121 213</b>	<b>121 313</b>	<b>122 033</b>	<b>91 215</b>	
<b>KZN</b>	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
<b>Total</b>	<b>227 607</b>	<b>227 617</b>	<b>226 891</b>	<b>224 606</b>	<b>231 064</b>	<b>229 699</b>	<b>223 485</b>	<b>228 483</b>	<b>229 687</b>	<b>232 102</b>	<b>234 292</b>	<b>197 385</b>	
<b>LP</b>	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
<b>Total</b>	<b>97 613</b>	<b>97 897</b>	<b>97 188</b>	<b>96 588</b>	<b>99 596</b>	<b>99 181</b>	<b>97 142</b>	<b>100 281</b>	<b>101 241</b>	<b>102 208</b>	<b>103 043</b>	<b>83 186</b>	
<b>MP</b>	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						
<b>Total</b>	<b>79 180</b>	<b>79 039</b>	<b>78 010</b>	<b>77 604</b>	<b>80 086</b>	<b>79 853</b>	<b>77 913</b>	<b>79 078</b>	<b>78 877</b>	<b>79 551</b>	<b>80 406</b>	<b>67 300</b>	
<b>NW</b>	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
<b>Total</b>	<b>65 822</b>	<b>65 857</b>	<b>65 357</b>	<b>64 831</b>	<b>66 658</b>	<b>66 231</b>	<b>64 334</b>	<b>65 939</b>	<b>66 319</b>	<b>67 135</b>	<b>67 959</b>	<b>56 737</b>	
<b>NC</b>	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						
<b>Total</b>		<b>49 013</b>	<b>47 312</b>	<b>46 675</b>	<b>46 253</b>	<b>49 154</b>	<b>49 245</b>	<b>48 438</b>	<b>49 645</b>	<b>50 170</b>	<b>50 983</b>	<b>52 331</b>	<b>39 852</b>
<b>WC</b>	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	
<b>Total</b>		<b>156 759</b>	<b>157 218</b>	<b>154 059</b>	<b>52 880</b>	<b>163 167</b>	<b>165 174</b>	<b>158 031</b>	<b>164 237</b>	<b>164 176</b>	<b>164 407</b>	<b>165 473</b>	<b>116 660</b>
<b>Total</b>		<b>1 048 466</b>	<b>1 047 790</b>	<b>1 042 025</b>	<b>1 033 243</b>	<b>1 069 900</b>	<b>1 068 665</b>	<b>1 039 567</b>	<b>1 064 595</b>	<b>1 067 633</b>	<b>1 074 985</b>	<b>1 084 524</b>	<b>888 934</b>

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

Region	Disability Type	202101	202102	202103	202104	202105	202106	202107	202108	202109	202110	202111	202112
<b>EC</b>	Not Recommended	30	29	29	29	29							
	Permanent Disability	163 487	164 633	165 485	165 432	165 529							
	Temporary Disability	7 870	9 462	11 548	12 038	12 619							
	Unspecified	12	12	12	11	11							
<b>Total</b>		<b>171 399</b>	<b>174 136</b>	<b>177 074</b>	<b>177 510</b>	<b>178 188</b>							
<b>FS</b>	Not Recommended												
	Permanent Disability	58 581	59 747	60 350	60 377	60 375							
	Temporary Disability	8 270	11 082	14 246	15 256	16 491							
<b>Total</b>		<b>66 851</b>	<b>70 829</b>	<b>74 596</b>	<b>75 633</b>	<b>76 866</b>							
<b>GP</b>	Not Recommended	4	4	5	5	4							
	Permanent Disability	83 164	85 029	86 956	87 346	87 738							
	Temporary Disability	10 267	16 168	25 862	29 375	32 618							
	Unspecified												
<b>Total</b>		<b>93 435</b>	<b>101 201</b>	<b>112 823</b>	<b>116 726</b>	<b>120 360</b>							
<b>KZN</b>	Not Recommended	95	104	103	101	90							
	Permanent Disability	179 428	181 477	181 545	181 687	182 089							
	Temporary Disability	21 752	29 593	32 653	35 771	40 387							
	Unspecified	1	1	1	1	1							
<b>Total</b>		<b>201 276</b>	<b>211 175</b>	<b>214 302</b>	<b>217 560</b>	<b>222 567</b>							
<b>LP</b>	Not Recommended			1	1	1							
	Permanent Disability	75 419	76 200	76 681	76 750	76 748							
	Temporary Disability	11 860	16 304	19 980	21 273	22 771							
	Unspecified			1									
<b>Total</b>		<b>87 279</b>	<b>92 504</b>	<b>96 663</b>	<b>98 024</b>	<b>99 520</b>							
<b>MP</b>	Not Recommended	24	31	33	29	27							
	Permanent Disability	63 125	63 980	64 398	64 187	64 010							

	Temporary Disability	6 171	9 582	11 590	11 463	11 418						
	Unspecified			1								
<b>Total</b>		<b>69 320</b>	<b>73 593</b>	<b>76 022</b>	<b>75 679</b>	<b>75 455</b>						
<b>NW</b>	Not Recommended	5	5	5	5	5						
	Permanent Disability	51 193	51 521	51 470	51 599	51 542						
	Temporary Disability	8 058	9 742	10 979	12 225	13 259						
<b>Total</b>		<b>59 256</b>	<b>61 268</b>	<b>62 454</b>	<b>63 829</b>	<b>64 806</b>						
<b>NC</b>	Not Recommended	11	11	11	11	11						
	Permanent Disability	33 110	33 380	33 287	33 344	33 214						
	Temporary Disability	8 577	11 938	14 930	16 369	17 518						
	Unspecified											
<b>Total</b>		<b>41 698</b>	<b>45 329</b>	<b>48 228</b>	<b>49 724</b>	<b>50 743</b>						
<b>WC</b>	Not Recommended											
	Permanent Disability	101 387	102 366	104 201	104 689	105 113						
	Temporary Disability	16 581	21 352	31 386	34 868	39 437						
	Unspecified	2	2	3	3	3						
<b>WC Total</b>		<b>117 970</b>	<b>123 720</b>	<b>135 590</b>	<b>139 560</b>	<b>144 553</b>						
<b>Total</b>		<b>908 484</b>	<b>953 755</b>	<b>997 752</b>	<b>1 014 245</b>	<b>1 033 058</b>						

## 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 May 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
<b>2020/21</b>		<b>11,334,373</b>	<b>11,312,072</b>	<b>-22,301</b>
<b>2021/2022</b>		<b>11,312,072</b>	<b>11,478,760</b>	<b>166,688</b>
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



<b>2020/21</b>		<b>11,312,072</b>	<b>11,370,095</b>	<b>58,023</b>
<b>2021/2022</b>		<b>11,478,760</b>	<b>11,516,266</b>	<b>37,506</b>
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
<b>2020/2021</b>		<b>11,370,095</b>	<b>11,421,944</b>	<b>51,841</b>
<b>2021/2022</b>		<b>11,516,266</b>		
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
<b>2020/2021</b>		<b>11,421,944</b>	<b>11,412,303</b>	<b>-9 641</b>
<b>2021/2022</b>				
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		<b>11,158,436</b>	<b>11,184,569</b>	<b>26,133</b>
<b>2020/2021</b>		<b>11,412,303</b>	<b>11,451,387</b>	<b>39,084</b>
<b>2021/2022</b>				
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		<b>11,184,569</b>	<b>11,212,678</b>	<b>28,109</b>
<b>2020/2021</b>		<b>11,451,387</b>	<b>11,470,956</b>	<b>19,569</b>
<b>2021/2022</b>				
2016/17	October	10,528,201	10,542,676	14,475
2017/18		10,716,658	10,728,745	12,087
2018/19		10,946,702	10,994,987	48,285
2019/20		<b>11,212,678</b>	<b>11,256,228</b>	<b>43,550</b>
<b>2020/2021</b>		<b>11,470,956</b>	<b>11,497,771</b>	<b>26,815</b>
<b>2021/2022</b>				
2016/17	November	10,542,676	10,568,774	26,098
2017/18		10,728,745	10,769,741	40,996
2018/19		10,994,987	11,041,757	46,770
2019/20		<b>11,256,228</b>	<b>11,283,312</b>	<b>27,084</b>
<b>2020/2021</b>		<b>11,497,771</b>	<b>11,508,352</b>	<b>10,581</b>
<b>2021/2022</b>				
2016/17	December	10,568,774	10,543,030	-25,744

2017/18		10,769,741	10,766,105	-3,636
2018/19		11,041,757	11,030,665	-11,092
2019/20		<b>11,283,312</b>	<b>11,271,834</b>	<b>-11,478</b>
<b>2020/2021</b>		<b>11,508,352</b>	<b>11,364,433</b>	<b>-143,919</b>
<b>2021/2022</b>				
2016/17	January	10,543,030	10,565,182	22,152
2017/18		10,766,105	10,792,720	26,615
2018/19		11,030,665	11,059,317	28,652
2019/20		<b>11,271,834</b>	<b>11,270,619</b>	<b>40,234</b>
<b>2020/2021</b>		<b>11,364,433</b>	<b>11,363,935</b>	<b>503</b>
<b>2021/2022</b>				
2016/17	February	10,565,182	10,597,626	32,444
2017/18		10,792,720	10,822,651	29,931
2018/19		11,059,317	11,096,368	37,051
2019/20		<b>11,270,619</b>	<b>11,312,068</b>	<b>22,305</b>
<b>2020/2021</b>		<b>11,363,935</b>	<b>11,405,022</b>	<b>41,087</b>
<b>2021/2022</b>				
2016/17	March	10,597,626	10,596,299	-1,327
2017/18		10,822,651	10,854,183	31,532
2018/19		11,096,368	11,033,505	-62,863
2019/20		<b>11,312,068</b>	<b>11,334,373</b>	<b>22,305</b>
<b>2020/2021</b>		<b>11,405,022</b>	<b>11,457,005</b>	<b>51,983</b>
<b>2021/2022</b>				
<b>Total new beneficiaries from April to March</b>		<b>2016/17</b>	<b>170,490</b>	
		<b>2017/18</b>	<b>257,884</b>	
		<b>2018/19</b>	<b>179,322</b>	
		<b>2019/20</b>	<b>300,868</b>	
		<b>2020/21</b>	<b>122,632</b>	
		<b>2021/22</b>		

**Table 10: Total Number of Beneficiaries Receiving Social Grants by Region from April 2016 until May 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										
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										
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										
KZN	2016/17	2,282,359	2,269,633	2,272,954	2,277,620	2,284,786	2,284,902	2,290,044	2,291,498	2,291,707	2,282,508	2,284,115	2,289,468	2,284,639
	2017/18	2,284,639	2,286,533	2,290,159	2,296,195	2,294,331	2,298,389	2,303,381	2,302,685	2,305,051	2,298,399	2,306,316	2,312,324	2,319,392
	2018/19	2,319,392	2,322,378	2,325,768	2,328,209	2,183,172	2,338,050	2,345,891	2,356,883	2,363,870	2,360,376	2,365,758	2,372,005	2,363,953
	2019/20	2,363,953	2,370,647	2,369,364	2,380,385	2,390,148	2,395,343	2,401,660	2,411,462	2,416,817	2,415,073	2,416,919	2,423,568	2,428,874
	2020/21	2,428,874	2,424,499	2,437,492	2,446,729	2,444,812	2,450,927	2,454,952	2,461,691	2,463,042	2,436,392	2,432,235	2,439,883	2,446,537
	2021/22	2,446,537	2,451,850	2,460,679										
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										
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										
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										
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										
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										
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										

Source: SASSA BI data

**Table 11a: Number of Beneficiaries by Grant Type without Grant In Aid for May 2021**

REGIONS	CDG	CSG	COMB	DG	FCG	OAG	WVG	Grand Total
ECA	21 133	1 070 572	1 690	178 188	52 281	594 300	8	1 918 172
FST	8 125	415 329	550	76 866	17 828	213 628		732 326
GAU	19 607	1 164 015	659	120 360	29 564	684 423	10	2 018 638
KZN	36 383	1 627 901	1 479	222 567	45 074	733 388	4	2 666 796
LIM	15 636	1 049 721	572	99 520	28 437	491 062	2	1 684 950
MPU	10 726	643 320	356	75 455	16 667	267 978		1 014 502
NWP	9 099	491 997	479	64 806	18 733	279 679	1	864 794
NCA	5 077	179 558	548	50 743	7 069	93 486	1	336 482
WCA	14 949	635 890	941	144 553	20 227	380 113	10	1 196 683
<b>Grand,Total</b>	<b>140 735</b>	<b>7 278 303</b>	<b>7 274</b>	<b>1 033 058</b>	<b>235 880</b>	<b>3 738 057</b>	<b>36</b>	<b>12 433 343</b>

Source: BI SharePoint Cube

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

REGIONS	CDG	CSG	COMB	DG	FCG	GIA	OAG	WVG	Grand Total
ECA	21 133	1 070 572	1 690	178 188	52 281	33 432	594 300	8	1 951 604
FST	8 125	415 329	550	76 866	17 828	10 406	213 628		742 732
GAU	19 607	1 164 015	659	120 360	29 564	10 352	684 423	10	2 028 990
KZN	36 383	1 627 901	1 479	222 567	45 074	79 731	733 388	4	2 746 527
LIM	15 636	1 049 721	572	99 520	28 437	54 834	491 062	2	1 739 784
MPU	10 726	643 320	356	75 455	16 667	23 213	267 978		1 037 715
NWP	9 099	491 997	479	64 806	18 733	17 251	279 679	1	882 045
NCA	5 077	179 558	548	50 743	7 069	18 752	93 486	1	355 234
WCA	14 949	635 890	941	144 553	20 227	24 092	380 113	10	1 220 775
<b>Grand Total</b>	<b>140 735</b>	<b>7 278 303</b>	<b>7 274</b>	<b>1 033 058</b>	<b>235 880</b>	<b>272 063</b>	<b>3 738 057</b>	<b>36</b>	<b>12 705 406</b>

Source: BI SharePoint Cube

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

GRANTTYPE	ECA	FST	GAU	KZN	LIM	MPU	NWP	NCA	WCA	Grand Total
/CSG/	809 300	312 050	1 014 014	1 227 069	897 873	528 349	391 453	128 143	505 126	5 813 377
/CDG/	4 162	1 448	5 303	7 032	2 596	1 433	1 873	748	3 539	28 134
/CDG/CSG/	26 395	8 676	26 037	40 371	22 724	14 224	12 641	4 722	13 653	169 443
/CDG/FCG/	178	85	174	140	74	38	44	57	185	975
/CDG/FCG/CSG/	742	208	285	580	301	176	275	182	310	3 059
/CDG/FCG/GIA/	9	3		8	4	2	1		2	29
/CDG/FCG/GIA/CSG/	1								1	2
/CDG/GIA/	202	55	22	591	172	69	87	83	82	1 363
/CDG/GIA/CSG/	24	5	10	13	14	7	13	13	17	116
/CSG/GIA/	455	110	54	808	226	123	52	370	547	2 745
/DG/	111 278	43 048	79 598	121 596	59 741	40 362	36 433	24 371	78 868	595 295
/DG/CDG/	618	254	536	1 053	195	176	214	238	673	3 957
/DG/CDG/CSG/	9 355	5 550	6 280	22 731	4 976	4 385	5 440	4 301	7 176	70 194
/DG/CDG/FCG/	27	19	13	14	2	3	5	10	36	129
/DG/CDG/FCG/CSG/	256	161	84	474	61	78	106	174	237	1 631
/DG/FCG/GIA/CSG/	165	50	52	371	64	197	101	85	172	1 257
/DG/CDG/FCG/GIA/	4	1		4	1	2	1	1	3	17
/DG/CDG/FCG/GIA/CSG/	4	1	1	9	1	3	2	2	4	27
/DG/CDG/GIA/	38	8	19	99	15	13	17	16	40	265
/DG/CDG/GIA/CSG/	172	57	86	555	157	277	151	135	182	1 772
/DG/CSG/	99 864	59 423	72 486	226 962	57 389	55 531	47 142	32 990	103 834	755 621
/DG/CSG/GIA/	1 848	634	1 584	5 377	2 289	3 334	1 750	1 315	2 695	20 826
/DG/FCG/	1 152	866	635	1 369	360	287	400	321	1 204	6 594
/DG/FCG/CSG/	10 206	6 974	4 202	20 009	3 100	3 469	4 491	3 277	6 599	62 327
/DG/FCG/GIA/	40	16	18	89	36	23	19	22	69	332
/DG/GIA/	7 274	2 589	6 899	20 153	8 384	7 700	6 263	4 366	12 471	76 099
/FCG/	19 506	11 259	20 271	21 242	12 087	6 096	8 571	2 833	12 565	114 430
/FCG/CSG/	40 925	14 778	24 134	39 651	23 934	15 040	15 827	5 129	11 321	190 739
/FCG/GIA/	1 210	571	113	3 763	2 245	389	470	466	546	9 773
/FCG/GIA/CSG/	7	2	1	5	1		5	3	4	28
/OAG/	326 538	137 958	547 299	426 741	296 193	169 697	194 258	52 074	288 789	2 439 547
/OAG/CDG/CSG/	10 700	1 816	3 849	11 900	4 187	2 722	2 977	1 271	2 052	41 474
/OAG/CDG/FCG/CSG/	584	154	218	476	171	124	153	154	209	2 243
/OAG/CDG/FCG/GIA/CSG/	27	6		58	19	5	9	14	6	144

/OAG/CDG/GIA/CSG/	441	100	22	1 113	237	183	173	260	103	2 632
/OAG/CSG/	163 200	39 082	85 891	153 895	103 955	59 174	45 206	15 320	43 795	709 518
/OAG/CSG/GIA/	7 014	1 686	428	14 672	9 133	4 158	2 460	3 471	1 867	44 889
/OAG/FCG/CSG/	43 303	13 657	21 482	41 113	18 777	12 648	14 867	5 026	9 691	180 564
/OAG/FCG/GIA/CSG/	2 491	820	127	6 323	2 126	1 142	938	1 165	582	15 714
/OAG/GIA/	15 995	5 445	3 117	42 241	40 089	11 297	9 228	9 303	12 207	148 922
WVG/	7		10	2			1	1	7	28
WVG/CSG/	6	2	4	5	1	2	2		3	25
WVG/FCG/	1									1
WVG/FCG/CSG/	2									2
WVG/GIA/				2	2				2	6
WVG/GIA/CSG/									1	1
<b>Grand Total</b>	<b>1 715 726</b>	<b>669 627</b>	<b>1 925 358</b>	<b>2 460 679</b>	<b>1 573 912</b>	<b>942 938</b>	<b>804 119</b>	<b>302 432</b>	<b>1 121 475</b>	<b>11 516 266</b>

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 **11 516 266** 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 May 2021

Beneficiary Age	EC	FS	GP	KZN	LP	MP	NWP	NC	WC	Total
Invalid DOB	5	3	1	9	8	6	2	1	2	37
[16-17)	20	2	34	19	13	12	3	4	12	119
[17-18)	130	17	164	176	145	91	29	10	109	871
[18-19)	3 197	1 151	3 748	6 852	3 897	2 355	1 692	769	2 007	25 668
[19-20)	7 062	2 776	8 199	15 794	8 311	5 740	3 768	1 760	4 629	58 039
[20-25)	119 772	41 281	118 581	218 033	119 671	79 184	56 068	23 665	68 696	844 951
[25-30)	205 188	76 770	220 589	338 688	211 525	129 898	96 716	35 421	121 312	1 436 107
[30-35)	210 343	90 619	248 541	343 218	222 491	137 801	104 346	36 633	138 186	1 532 178
[35-40)	186 885	83 667	225 892	298 816	192 693	118 846	92 293	34 381	135 174	1 368 647

[40-45)	144 558	65 289	172 658	206 738	140 707	84 069	70 230	28 642	104 256	1 017 147
[45-50)	122 598	50 951	132 563	165 002	104 531	67 153	56 530	25 602	88 004	812 934
[50-55)	102 828	40 222	90 025	125 041	72 316	50 135	41 710	23 335	70 439	616 051
[55-60)	96 953	36 172	64 523	116 957	56 902	40 031	34 588	23 940	65 274	535 340
[60-65)	238 315	80 882	246 901	266 958	155 009	96 758	102 882	38 934	138 619	1 365 258
[65-70)	183 162	67 647	207 015	225 959	133 041	84 104	82 661	31 065	113 561	1 128 215
[70-75)	131 476	47 593	137 385	177 098	104 956	57 276	57 807	21 995	79 275	814 861
[75-80)	81 631	27 958	77 903	105 889	75 885	35 153	37 720	14 018	46 725	502 882
[80+]	119 057	30 216	74 884	136 683	138 220	49 436	43 453	15 546	45 365	652 860
<b>Total</b>	<b>1 953 180</b>	<b>743 216</b>	<b>2 029 606</b>	<b>2 747 930</b>	<b>1 740 321</b>	<b>1 038 048</b>	<b>882 498</b>	<b>355 721</b>	<b>1 221 645</b>	<b>12 712 165</b>

Source: BI SharePoint cube

Table13 illustrates the distribution of beneficiaries by age category as at 31<sup>st</sup> May 2021 was **12 712 165**

**Table 14: Number of Beneficiaries by Age and Gender Category as at the end of May 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		3		1		8	1	7	1
(16 - 17 Years)	20		2		34		19		13	
(17 - 18 Years)	130		17		163	1	174	2	145	
(18 - 19 Years)	2 505	692	906	245	2 997	751	5 731	1 121	3 274	623
(19 - 20 Years)	6 118	944	2 364	412	7 296	903	14 216	1 578	7 543	768
(20 - 25 Years)	111 590	8 182	38 282	2 999	112 282	6 299	206 974	11 059	114 127	5 544
(25 - 30 Years)	193 650	11 538	72 438	4 332	211 851	8 738	322 903	15 785	204 083	7 442
(30 - 35 Years)	196 366	13 977	84 289	6 330	236 921	11 620	324 373	18 845	214 266	8 225
(35 - 40 Years)	170 297	16 588	76 157	7 510	211 044	14 848	276 783	22 033	183 387	9 306
(40 - 45 Years)	127 768	16 790	57 561	7 728	157 343	15 315	185 627	21 111	131 211	9 496
(45 - 50 Years)	104 175	18 423	42 954	7 997	116 871	15 692	142 841	22 161	94 505	10 026
(50 - 55 Years)	84 731	18 097	32 458	7 764	75 109	14 916	104 926	20 115	62 516	9 800
(55 - 60 Years)	76 921	20 032	27 671	8 501	50 290	14 233	95 319	21 638	47 060	9 842
(60 - 65 Years)	160 968	77 347	53 641	27 241	153 563	93 338	187 447	79 511	104 684	50 325
(65 - 70 Years)	122 397	60 765	45 055	22 592	125 851	81 164	155 338	70 621	86 278	46 763



(70 - 75 Years)	90 018	41 458	32 320	15 273	85 344	52 041	125 902	51 196	70 859	34 097
(75 - 80 Years)	58 673	22 958	19 853	8 105	51 270	26 633	78 657	27 232	57 227	18 658
(80 - 85 Years)	47 855	16 389	12 811	4 168	31 105	13 769	57 124	15 435	48 217	15 070
(85 - 90 Years)	25 162	6 468	6 770	1 718	14 595	5 062	29 235	5 330	29 924	5 640
(90 - 95 Years)	13 335	3 225	2 773	627	6 106	1 638	18 601	2 696	22 593	3 327
(95 - 100 Years)	3 605	787	722	171	1 524	418	5 026	729	6 658	1 040
(> 100 Years)	1 887	344	370	86	522	145	2 206	301	5 240	511
<b>Total</b>	<b>1 598 176</b>	<b>355 004</b>	<b>609 417</b>	<b>133 799</b>	<b>1 652 082</b>	<b>377 524</b>	<b>2 339 430</b>	<b>408 500</b>	<b>1 493 817</b>	<b>246 504</b>

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	33	4
(16 - 17 Years)	12	0	3	0	4	0	12	0	119	0
(17 - 18 Years)	91	0	29	0	10	0	109	0	868	3
(18 - 19 Years)	2 029	326	1 339	353	576	193	1 633	374	20 990	4 678
(19 - 20 Years)	5 277	463	3 337	431	1 521	239	4 036	593	51 708	6 331
(20 - 25 Years)	75 088	4 096	53 134	2 934	22 010	1 655	64 052	4 644	797 539	47 412
(25 - 30 Years)	124 323	5 575	92 878	3 838	33 257	2 164	115 146	6 166	1 370 529	65 578
(30 - 35 Years)	130 832	6 969	99 733	4 613	34 161	2 472	130 293	7 893	1 451 234	80 944
(35 - 40 Years)	110 798	8 048	86 910	5 383	31 121	3 260	125 371	9 803	1 271 868	96 779
(40 - 45 Years)	76 487	7 582	64 368	5 862	24 994	3 648	94 121	10 135	919 480	97 667
(45 - 50 Years)	59 042	8 111	49 604	6 926	21 089	4 513	75 181	12 823	706 262	106 672
(50 - 55 Years)	42 651	7 484	34 790	6 920	18 066	5 269	55 261	15 178	510 508	105 543
(55 - 60 Years)	32 585	7 446	26 844	7 744	17 242	6 698	46 675	18 599	420 607	114 733
(60 - 65 Years)	64 435	32 323	63 156	39 726	24 444	14 490	87 909	50 710	900 247	465 011
(65 - 70 Years)	54 541	29 563	51 524	31 137	19 771	11 294	71 337	42 224	732 092	396 123
(70 - 75 Years)	37 780	19 496	37 103	20 704	14 236	7 759	50 112	29 163	543 674	271 187
(75 - 80 Years)	24 839	10 314	25 581	12 139	9 500	4 518	30 627	16 098	356 227	146 655

(80 - 85 Years)	19 107	6 335	16 747	6 697	6 147	2 572	18 987	8 444	258 100	88 879
(85 - 90 Years)	9 695	2 341	8 868	2 825	3 326	1 076	9 155	3 134	136 730	33 594
(90 - 95 Years)	6 900	1 411	4 424	1 278	1 357	380	3 627	837	79 716	15 419
(95 - 100 Years)	1 766	405	1 570	320	429	85	832	147	22 132	4 102
(> 100 Years)	1 235	241	584	140	143	31	178	24	12 365	1 823
<b>Total</b>	<b>879 518</b>	<b>158 530</b>	<b>722 528</b>	<b>159 970</b>	<b>283 405</b>	<b>72 316</b>	<b>984 655</b>	<b>236 990</b>	<b>10 563 028</b>	<b>2 149 137</b>

**Table 15: Number of Beneficiaries By Grant Type, Region and Gender as at the end of May 2021**

GrantType	Eastern Cape		Free State		Gauteng		Kwazulu Natal		Limpopo	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
CDG	21 923	804	8 233	385	19 142	1 088	36 680	1 158	15 880	304
CSG	1 041 008	29 560	398 406	16 923	1 126 163	37 850	1 590 692	37 184	1 036 245	13 475
DG	82 395	95 793	40 835	36 031	57 360	63 000	114 801	107 766	45 834	53 686
FCG	50 497	3 460	16 971	1 398	27 913	2 306	43 936	2 591	27 372	1 627
GIA	22 249	11 183	6 743	3 663	5 365	4 987	55 496	24 235	40 993	13 841
OAG	380 102	214 198	138 229	75 399	416 135	268 287	497 823	235 564	327 492	163 570
WVG	2	6	0	0	4	6	2	2	1	1
<b>Total</b>	<b>1 598 176</b>	<b>355 004</b>	<b>609 417</b>	<b>133 799</b>	<b>1 652 082</b>	<b>377 524</b>	<b>2 339 430</b>	<b>408 500</b>	<b>1 493 817</b>	<b>246 504</b>

GrantType	Mpumalanga		North West		Northern Cape		Western Cape		National	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
CDG	10 749	317	9 265	295	5 368	201	15 319	531	142 559	5 083
CSG	628 855	14 464	482 728	9 269	174 349	5 208	623 096	12 774	7 101 542	176 707
DG	37 759	37 696	32 017	32 789	28 148	22 595	77 344	67 209	516 493	516 565
FCG	16 005	1 012	17 899	1 305	7 200	413	19 983	1 174	227 776	15 286
GIA	15 175	8 038	10 602	6 649	11 588	7 164	12 969	11 123	181 180	90 883
OAG	170 975	97 003	170 017	109 662	56 752	36 734	235 939	144 174	2 393 464	1 344 591
WVG				1		1	5	5	14	22
<b>Total</b>	<b>879 518</b>	<b>158 530</b>	<b>722 528</b>	<b>159 970</b>	<b>283 405</b>	<b>72 316</b>	<b>984 655</b>	<b>236 990</b>	<b>10 563 028</b>	<b>2 149 137</b>

**Table 16: Number of Children Receiving All Child Grants per Age Category per Month Against Mid-Year Population Estimates 2020: April and May 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 2020	% of children receiving grants by
0	550 919	547 318	551 737											1 166 253	48,24%
1	748 704	747 009	749 345											1 153 005	63,79%
2	750 631	754 280	757 456											1 144 700	63,37%
3	733 216	734 782	736 707											1 140 385	61,07%
4	717 259	717 763	719 421											1 139 107	59,51%
5	737 720	734 275	731 447											1 139 913	60,74%
6	800 566	798 429	794 346											1 141 851	66,57%
7	794 827	797 081	800 978											1 143 966	68,07%
8	798 947	797 152	794 570											1 145 305	68,74%
9	797 916	799 842	800 562											1 144 917	70,73%
10	781 916	784 396	789 661											1 145 294	71,42%
11	777 132	777 001	775 699											1 148 929	71,94%
12	809 067	806 714	806 123											1 137 637	76,75%
13	784 173	785 201	784 823											1 103 572	76,76%
14	774 577	776 457	778 778											1 056 121	78,19%
15	751 482	753 581	754 870											1 012 009	77,77%
16	720 607	728 033	736 409											967 280	77,90%
17	592 474	587 474	592 166											935 987	63,55%
<b>Total</b>	<b>13,422,133</b>	<b>13,426,788</b>	<b>13,455,098</b>											<b>19 966 231</b>	<b>67,39%</b>
18	17 352	22 474	26 983											926 623	2,88%
19	7 246	10 295	13 163											932 681	1,38%
20	4 933	7 183	9 452											937 676	0,98%
21	620	1 232	2 088											943 128	0,21%
<b>Total</b>	<b>13,452,289</b>	<b>13,467,972</b>	<b>13,506,785</b>											<b>23 706 339</b>	<b>56,98%</b>
>=22	5	5	4											956 395	0,00%
<b>Total</b>	<b>13,452,289</b>	<b>13,467,977</b>	<b>13,506,789</b>											<b>24 752 734</b>	<b>54,58%</b>

**Table 17: Number of Children Receiving the Child Support Grants per Age Category Per Month Against Mid-Year Population Estimates April – May 2021**

Age	Begin of April 19	End of May. 21	End of June 21	End of July. 21	Aug.21	Sept.21	Oct.21	Nov.21	Dec.21	Jan.22	Feb.22	Mar 22	Mid-year Population estimates 2020	% of children receiving grants by Marc..20
0	550 341	546 733	551 103										1 166 253	48,24%
1	746 341	744 644	746 923										1 153 005	63,79%
2	746 412	750 093	753 221										1 144 700	63,37%
3	727 312	728 835	730 707										1 140 385	61,07%
4	709 859	710 443	712 069										1 139 107	59,51%
5	727 675	724 338	721 625										1 139 913	60,74%
6	787 901	785 802	781 735										1 141 851	66,57%
7	779 804	782 107	786 020										1 143 966	68,07%
8	780 960	779 324	776 841										1 145 305	68,74%
9	777 095	779 125	779 923										1 144 917	70,73%
10	757 198	759 845	765 152										1 145 294	71,42%
11	748 160	748 306	747 267										1 148 929	71,94%
12	774 231	772 228	771 761										1 137 637	76,75%
13	743 858	745 280	745 317										1 103 572	76,76%
14	729 066	731 036	733 524										1 056 121	78,19%
15	701 127	703 475	705 077										1 012 009	77,77%
16	665 607	673 030	681 121										967 280	77,90%
17	539 726	534 981	539 501										935 987	63,55%
<b>Total</b>	<b>12,992,673</b>	<b>12,999,625</b>	<b>13,028,887</b>										<b>19 966 231</b>	<b>67,64%</b>
18	1	1	1										926 623	2,88%
19			0										932 681	1,38%
20	1	1	1										937 676	0,98%
21			0										943 128	0,21%
<b>Total</b>	<b>12,992,675</b>	<b>12,999,627</b>	<b>13,028,889</b>										<b>23 706 339</b>	<b>56,93%</b>
>=22	3	3	2										956 395	0,00%
<b>Grand Total</b>	<b>12,992,678</b>	<b>12,999,630</b>	<b>13,028,891</b>										<b>25 705 031</b>	<b>54,58%</b>

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

Children's Ages	CDG	CSG	FCG	Total	Mid-year population estimates 2020	% of children receiving grants
0	474	551 103	160	551 737	1 166 253	47,31%
1	1 783	746 923	639	749 345	1 153 005	64,99%
2	2 885	753 221	1 350	757 456	1 144 700	66,17%
3	3 906	730 707	2 094	736 707	1 140 385	64,60%
4	4 546	712 069	2 806	719 421	1 139 107	63,16%
5	5 720	721 625	4 102	731 447	1 139 913	64,17%
6	7 070	781 735	5 541	794 346	1 141 851	69,57%
7	7 837	786 020	7 121	800 978	1 143 966	70,02%
8	8 501	776 841	9 228	794 570	1 145 305	69,38%
9	9 253	779 923	11 386	800 562	1 144 917	69,92%
10	10 108	765 152	14 401	789 661	1 145 294	68,95%
11	10 742	747 267	17 690	775 699	1 148 929	67,51%
12	11 958	771 761	22 404	806 123	1 137 637	70,86%
13	12 814	745 317	26 692	784 823	1 103 572	71,12%
14	13 355	733 524	31 899	778 778	1 056 121	73,74%
15	13 772	705 077	36 021	754 870	1 012 009	74,59%
16	14 236	681 121	41 052	736 409	967 280	76,13%
17	11 910	539 501	40 755	592 166	935 987	63,27%
<b>Total</b>	<b>150 870</b>	<b>13 028 887</b>	<b>275 341</b>	<b>13 455 098</b>	<b>19 966 230</b>	<b>67,39%</b>
18	0	1	26 982	26 983	926 623	2,91%
19	5	0	13 158	13 163	932 681	1,41%
20	0	1	9 451	9 452	937 676	1,01%
21	0	0	2 088	2 088	943 128	0,22%
Total	<b>150 875</b>	<b>13 028 889</b>	<b>327 020</b>	<b>13 506 784</b>	<b>23 706 338</b>	<b>56,98%</b>
>=22	2	2	0	4	956 395	0,00%
<b>Grand Total</b>	<b>150 877</b>	<b>13 028 892</b>	<b>327 020</b>	<b>13 506 789</b>	<b>24 662 732</b>	<b>54,77%</b>

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 31<sup>st</sup> May 2021 **13 506 789** 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 May 2021 Against Mid-Year Population Estimates 2020**

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2020	% of children receiving grants
0	57	82 005	21	82 083	139 494	58,84%
1	185	104 795	71	105 051	138 983	75,59%
2	374	106 522	188	107 083	139 555	76,73%
3	531	103 863	313	104 701	140 980	74,27%
4	669	100 446	437	101 546	143 031	71,00%
5	793	103 920	659	105 364	145 478	72,43%
6	1 006	115 567	1 062	117 625	148 093	79,43%
7	1 092	118 192	1 352	120 615	150 645	80,07%
8	1 190	114 494	1 880	117 548	152 907	76,88%
9	1 345	118 743	2 439	122 507	154 650	79,22%
10	1 515	116 215	3 236	120 932	156 232	77,41%
11	1 647	113 006	3 936	118 530	158 014	75,01%
12	1 849	119 099	5 055	125 931	156 825	80,30%
13	1 987	117 483	6 126	125 498	151 258	82,97%
14	2 223	117 665	7 288	127 062	142 850	88,95%
15	2 254	113 627	8 442	124 185	134 701	92,19%
16	2 357	109 172	9 354	120 725	126 379	95,53%
17	2 059	86 369	8 986	97 266	118 666	81,97%
18			6 468	6 468	112 326	5,76%
19	2		3 609	3 611	107 111	3,37%
20			2 376	2 376	101 783	2,33%
21			394	394	96 315	0,41%
>=23	1	1		2	139 494	0,00%
<b>Total</b>	<b>23 136</b>	<b>1 961 184</b>	<b>73 692</b>	<b>2 057 103</b>	<b>3 155 770</b>	<b>65,19%</b>

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 31<sup>st</sup> May 2021 there were **2 057 103** 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 May against Mid-Year Population Estimates 2020**

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2020	% of children receiving grants
0	25	28 681	8	28 714	53 614	53,56%
1	101	38 835	48	38 984	52 756	73,89%
2	159	39 427	115	39 699	52 425	75,73%
3	205	38 259	147	38 611	52 533	73,50%
4	260	37 464	212	37 934	52 992	71,58%
5	314	37 647	280	38 234	53 714	71,18%
6	400	41 706	397	42 494	54 611	77,81%
7	422	41 874	480	42 770	55 593	76,93%
8	461	42 397	580	43 432	56 573	76,77%
9	524	42 675	703	43 889	57 463	76,38%
10	608	42 657	870	44 120	58 393	75,56%
11	628	42 513	1 069	44 188	59 498	74,27%
12	719	43 543	1 397	45 633	59 585	76,58%
13	747	42 474	1 712	44 904	58 126	77,25%
14	783	41 046	2 173	43 962	55 694	78,93%
15	781	40 118	2 431	43 289	53 392	81,08%
16	905	39 166	2 840	42 856	51 000	84,03%
17	770	31 169	2 956	34 846	49 086	70,99%
18		1	2 271	2 272	48 046	4,73%
19			1 566	1 566	47 616	3,29%
20			1 157	1 157	47 104	2,46%
21			309	309	46 599	0,66%
<b>Total</b>	<b>8 812</b>	<b>711 652</b>	<b>23 721</b>	<b>743 863</b>	<b>1 223 105</b>	<b>60,82%</b>

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 31<sup>st</sup> May 2021 there were **743 863** 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 May 2021 Against Mid-Year Population Estimates 2020**

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2020	% of children receiving grants
0	71	70 526	16	70 613	263 523	26,80%
1	257	113 520	70	113 847	263 151	43,26%
2	435	115 883	189	116 505	261 820	44,50%
3	634	114 724	286	115 644	259 654	44,54%
4	677	114 041	385	115 098	256 779	44,82%
5	857	112 952	533	114 338	253 319	45,14%
6	1 106	121 542	680	123 325	249 398	49,45%
7	1 195	121 591	950	123 727	245 141	50,47%
8	1 252	121 931	1 172	124 338	240 672	51,66%
9	1 371	121 567	1 544	124 466	236 117	52,71%
10	1 470	119 510	1 865	122 832	231 925	52,96%
11	1 521	116 970	2 385	120 849	228 548	52,88%
12	1 611	119 582	2 879	124 032	224 479	55,25%
13	1 614	113 246	3 481	118 290	219 190	53,97%
14	1 696	110 184	4 061	115 877	213 784	54,20%
15	1 710	105 146	4 642	111 439	209 420	53,21%
16	1 701	100 042	5 124	106 796	205 296	52,02%
17	1 472	80 768	5 238	87 419	206 159	42,40%
18			3 026	3 026	214 308	1,41%
19			852	852	227 420	0,37%
20			601	601	240 414	0,25%
21			115	115	253 753	0,05%
22		1		1	267 825	0,00%
>=23 Years		1		1	282 134	0,00%
<b>Total</b>	<b>20 650</b>	<b>1 993 727</b>	<b>40 094</b>	<b>2 054 031</b>	<b>5 472 095</b>	<b>37,54%</b>

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 31<sup>st</sup> May 2021 there were **2 054 031** 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 May 2021 Against Mid-Year Population Estimates 2020**

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2020	% of children receiving grants
0	149	125 981	32	126 162	265 941	47,44%
1	494	168 716	88	169 297	261 098	64,84%
2	760	170 696	174	171 630	257 305	66,70%
3	920	160 567	264	161 749	254 380	63,59%
4	1 033	156 952	408	158 391	252 141	62,82%
5	1 294	162 070	534	163 889	250 403	65,45%
6	1 683	176 032	744	178 453	248 984	71,67%
7	1 878	177 326	1 009	180 198	247 700	72,75%
8	2 076	173 688	1 338	177 076	246 369	71,87%
9	2 259	173 835	1 671	177 741	244 808	72,60%
10	2 597	174 183	2 150	178 892	243 467	73,48%
11	2 764	168 190	2 859	173 772	242 797	71,57%
12	3 091	175 972	3 942	182 954	239 445	76,41%
13	3 452	171 655	5 009	180 043	231 960	77,62%
14	3 556	170 839	6 365	180 668	222 061	81,36%
15	3 822	165 399	7 402	176 495	212 779	82,95%
16	3 874	161 719	9 008	174 447	203 341	85,79%
17	3 033	124 732	8 921	136 555	196 514	69,49%
18			5 074	5 074	193 927	2,58%
19			1 783	1 783	194 264	0,92%
20			1 352	1 352	194 345	0,70%
21			286	286	194 532	0,15%
<b>Total</b>	<b>38 735</b>	<b>2 958 552</b>	<b>60 413</b>	<b>3 056 907</b>	<b>5 098 563</b>	<b>64,86%</b>

Source: BI SharePoint Cube

Table 22 illustrates the distribution in the number of children by age receiving social grants in the KwaZulu in comparison with Stats SA's population estimates for 2020. As at 31<sup>st</sup> May 2021 there were **3 056 907** 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 May 2021 Against Mid-Year Population Estimates 2020**

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2020	% of children receiving grants
0	30	107 215	5	107 250	124 649	86,04%
1	197	126 493	15	126 705	125 504	100,96%
2	321	119 304	61	119 685	126 752	94,42%
3	442	115 883	146	116 469	128 272	90,80%
4	530	112 146	220	112 896	129 940	86,88%
5	641	111 457	324	112 422	131 634	85,40%
6	808	119 511	495	120 808	133 232	90,67%
7	896	119 172	695	120 760	134 612	89,71%
8	1 013	116 855	992	118 854	135 650	87,62%
9	1 064	116 319	1 296	118 665	136 225	87,11%
10	1 105	110 681	1 733	113 506	136 569	83,11%
11	1 202	105 957	2 075	109 216	136 914	79,77%
12	1 332	107 843	2 685	111 837	135 364	82,62%
13	1 421	104 010	3 129	108 538	131 084	82,80%
14	1 412	102 056	3 711	107 146	125 019	85,70%
15	1 435	97 727	4 081	103 205	119 095	86,66%
16	1 509	92 449	4 649	98 550	113 108	87,13%
17	1 161	72 022	4 528	77 670	107 341	72,36%
18			3 671	3 671	102 188	3,59%
19			2 326	2 326	97 638	2,38%
20			1 883	1 883	93 084	2,02%
21			508	508	88 402	0,57%
<b>Total</b>	<b>16 519</b>	<b>1 957 100</b>	<b>39 228</b>	<b>2 012 570</b>	<b>2 692 276</b>	<b>74,75%</b>

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 31<sup>st</sup> May 2021 there were **2 012 570** of Limpopo's children in receipt of a social grant.

**Table 24: Mpumalanga: Number of Children Receiving Grants per Age Category as at 31<sup>st</sup> May 2021 Against Mid-Year Population Estimates 2020**

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2020	% of children receiving grants
0	36	56 186	1	56 223	94 765	59,33%
1	111	70 322	15	70 448	92 148	76,45%
2	209	69 682	56	69 947	90 497	77,29%
3	258	67 399	80	67 737	89 660	75,55%
4	367	65 054	122	65 543	89 488	73,24%
5	472	65 068	201	65 740	89 833	73,18%
6	523	69 045	310	69 875	90 543	77,17%
7	599	69 118	395	70 111	91 471	76,65%
8	671	68 540	572	69 775	92 465	75,46%
9	736	68 543	707	69 982	93 377	74,95%
10	743	65 458	889	67 083	94 463	71,02%
11	792	64 697	1 141	66 626	95 982	69,42%
12	936	66 939	1 528	69 387	95 749	72,47%
13	927	63 952	1 680	66 540	92 801	71,70%
14	961	63 118	2 172	66 222	88 210	75,07%
15	1 027	61 226	2 515	64 736	83 945	77,12%
16	1 071	60 898	2 902	64 850	79 533	81,54%
17	843	47 613	2 980	51 416	76 434	67,27%
18			1 900	1 900	75 547	2,51%
19			867	867	76 165	1,14%
20		1	620	621	76 605	0,81%
21			148	148	77 113	0,19%
<b>Total</b>	<b>11 282</b>	<b>1 162 859</b>	<b>21 801</b>	<b>1 195 777</b>	<b>1 928 906</b>	<b>61,99%</b>

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 31<sup>st</sup> May 2021 there were **1 195 777** of Mpumalanga's children in receipt of a social grant.

**Table 25: Northern Cape: Number of Children Receiving Grants per Age Category as at 31<sup>st</sup> May 2021 against Mid-Year Population Estimates 2020**

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2020	% of children receiving grants
0	13	14 085	4	14 102	25 537	55,22%
1	44	18 887	25	18 956	24 919	76,07%
2	82	19 689	55	19 826	24 540	80,79%
3	119	19 123	69	19 310	24 363	79,26%
4	155	18 602	110	18 864	24 348	77,48%
5	224	19 146	169	19 532	24 459	79,86%
6	245	20 196	206	20 637	24 656	83,70%
7	272	19 712	252	20 230	24 902	81,24%
8	321	19 930	337	20 574	25 158	81,78%
9	332	19 154	379	19 846	25 387	78,17%
10	339	18 818	466	19 607	25 642	76,46%
11	398	18 672	628	19 671	25 979	75,72%
12	437	18 816	714	19 936	25 896	76,98%
13	543	17 680	836	19 021	25 170	75,57%
14	520	17 518	982	18 964	24 041	78,88%
15	555	16 839	1 025	18 351	22 982	79,85%
16	618	16 565	1 203	18 334	21 909	83,68%
17	522	13 864	1 183	15 499	21 006	73,78%
18			870	870	20 414	3,41%
19	2		469	471	20 057	2,43%
20			326	326	19 686	1,66%
21			70	70	19 320	0,36%
<b>Total</b>	<b>5 741</b>	<b>327 296</b>	<b>10 378</b>	<b>342 997</b>	<b>520 370</b>	<b>65,35%</b>

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 31<sup>st</sup> My 2021 there were **342 997** 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 31<sup>st</sup> May 2021 against Mid-Year Population Estimates 2020**

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2020	% of children receiving grants
0	24	40 711	10	40 745	83 700	48,68%
1	127	53 740	14	53 881	81 238	66,32%
2	180	53 275	51	53 506	79 641	67,18%
3	240	51 545	112	51 897	78 772	65,88%
4	266	49 609	147	50 021	78 493	63,73%
5	331	49 428	225	49 982	78 668	63,54%
6	388	53 037	345	53 767	79 160	67,92%
7	487	53 835	455	54 771	79 830	68,61%
8	496	54 900	660	56 050	80 544	69,59%
9	583	54 294	862	55 736	81 162	68,67%
10	657	52 533	1 162	54 343	81 911	66,34%
11	659	51 775	1 480	53 900	83 016	64,93%
12	782	53 138	1 786	55 682	82 528	67,47%
13	825	50 922	2 165	53 881	79 585	67,70%
14	907	48 987	2 445	52 305	75 137	69,61%
15	935	46 948	2 775	50 632	70 992	71,32%
16	985	46 321	3 223	50 493	66 782	75,61%
17	901	36 897	3 451	41 192	63 520	64,85%
18			2 340	2 340	61 891	3,78%
19			1 219	1 219	61 430	1,98%
20			882	882	60 885	1,45%
21			206	206	60 382	0,34%
<b>Total</b>	<b>9 773</b>	<b>901 895</b>	<b>26 015</b>	<b>937 431</b>	<b>1 649 268</b>	<b>56,84%</b>

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 31<sup>st</sup> May 2021 there were **937 431** 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 31<sup>st</sup> May 2021 against Mid-Year Population Estimates 2020**

Age	CDG	CSG	FCG	Total	Mid-year population estimates 2020	% of children receiving grants
0	69	25 713	63	25 845	115 029	22,47%
1	267	51 615	293	52 173	113 208	46,09%
2	365	58 743	461	59 565	112 166	53,10%
3	557	59 344	677	60 568	111 771	54,19%
4	589	57 755	765	59 094	111 894	52,81%
5	794	59 937	1 177	61 888	112 405	55,06%
6	911	65 099	1 302	67 289	113 174	59,46%
7	996	65 200	1 533	67 699	114 071	59,35%
8	1 021	64 106	1 697	66 788	114 966	58,09%
9	1 039	64 793	1 785	67 583	115 729	58,40%
10	1 074	65 097	2 030	68 146	116 690	58,40%
11	1 131	65 487	2 117	68 690	118 181	58,12%
12	1 201	66 829	2 418	70 395	117 767	59,77%
13	1 298	63 895	2 554	67 677	114 397	59,16%
14	1 297	62 111	2 702	66 024	109 324	60,39%
15	1 253	58 047	2 708	61 938	104 704	59,16%
16	1 216	54 789	2 749	58 668	99 931	58,71%
17	1 149	46 067	2 512	49 667	97 260	51,07%
18			1 362	1 362	97 977	1,39%
19	1		467	468	100 979	0,46%
20			254	254	113 337	0,22%
21			52	52	103 770	0,05%
>=23	1			1	106 712	0,00%
<b>Total</b>	<b>16 229</b>	<b>1 054 627</b>	<b>31 678</b>	<b>1 101 834</b>	<b>2 535 442</b>	<b>43,46%</b>

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 31<sup>st</sup> May 2021 there were **1 101 834** 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 May 2021**

	GRANT SERVICE	CDG	CSG	DG	FCG	GIA	OAG	WVG	TOTAL	PERCENTAGE
May 2021	Continuation				6 565				6 565	3,64%
	Exception			2		1	3		6	0,00%
	New Application	2 248	80 384	26 888	2 440	5 414	21 423	2	138 799	76,91%
	Re-instatement	191	2 409	15 264	309	80	323		18 576	10,29%
	Transfer	157	15 310			914			16 381	9,08%
	U4		98		28			8	134	0,07%
	<b>Total</b>	<b>2 596</b>	<b>98 201</b>	<b>42 182</b>	<b>10 228</b>	<b>5 495</b>	<b>21 757</b>	<b>2</b>	<b>180 461</b>	<b>100,00%</b>

Source: SASSA BI data warehouse

Table 28 illustrates there were **180 461** applications by grant type as at end of 31<sup>st</sup> May 2021.

**Table 29: Total Number of All Applications processed By Grant Type as at end of May 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											4 578	1,36%
CSG	83 930	98 166											182 096	54,18%
DG	37 335	42 180											79 515	23,66%
FCG	10 131	10 090											20 221	6,02%
GIA	4 120	5 486											9 606	2,86%
OAG	18 293	21 757											40 050	11,92%
WVG		2											2	0,00%
<b>Total</b>	<b>155 794</b>	<b>180 274</b>											<b>336 068</b>	<b>100,00%</b>

Source: SASSA BI data warehouse

**Table 30: Total Number of All Applications of Social Grants Processed By Average Waiting Periods at the end of May 2021**

Aver. Waiting Period	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	% Process
1 Day	123 368	146 215											269 583	80,22%
10 Days	29 461	31 573											61 034	18,16%
15 Days	2 206	1 634											3 840	1,14%
30 Days	759	852											1 611	0,48%
<b>Total</b>	<b>155 794</b>	<b>180 274</b>											<b>336 068</b>	<b>100,00%</b>

Source: SASSA BI data warehouse

**Table 31: Number of New Applications Processed by Social Grant Type for May 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											4 302
CSG	78 649	70 325	82 863											153 188
DG	73 871	36 693	42 178											78 871
FCG	2 405	2 466	2 697											5 163
GIA	5 788	4 062	5 485											9 547
OAG	23 297	18 019	21 754											39 773
WVG			2											2
<b>Total</b>	<b>186 705</b>	<b>133 431</b>	<b>157 415</b>											<b>290 846</b>

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 May 2021**

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	WVG	Total	Percentage
Approved	1 Day	1 605	67 400	23 875	2 065	3 904	17 528	1	116 378	73,89%
	10 Days	326	13 826	5 991	568	866	3 248		24 825	15,76%
	15 Days	16	814	252	32	34	171		1 319	0,84%
	30 Days	10	411	146	15	15	105		702	0,45%
	<b>Approved Total</b>		<b>1 957</b>	<b>82 451</b>	<b>30 264</b>	<b>2 680</b>	<b>4 819</b>	<b>21 052</b>	<b>1</b>	<b>143 224</b>
Outstanding	1 Day	3	19	1	26	7			56	0,04%
	10 Days		9	1	20	1			31	0,02%
	15 Days				6				6	0,00%
	30 Days					1			1	0,00%
	<b>Outstanding Total</b>		<b>3</b>	<b>28</b>	<b>2</b>	<b>52</b>	<b>9</b>		<b>94</b>	<b>0,06%</b>
Refused	1 Day	383	307	9 700	15	560	572	1	11 538	7,33%



	10 Days	90	84	2 101	1	102	122		2 500	1,59%
	15 Days	5	13	80	1		6		105	0,07%
	30 Days	1	8	33		4	2		48	0,03%
	<b>Refused Total</b>	<b>479</b>	<b>412</b>	<b>11 914</b>	<b>17</b>	<b>666</b>	<b>702</b>	<b>1</b>	<b>14 191</b>	<b>9,01%</b>
<b>Grand Total</b>		<b>2 439</b>	<b>82 891</b>	<b>42 180</b>	<b>2 749</b>	<b>5 494</b>	<b>21 754</b>	<b>2</b>	<b>157 509</b>	<b>100,00%</b>

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 April 2021 there were **157 509** 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 May 2021**

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	209	10 418	1 705	432	564	2 325	15 653	77,94%
	10 Days	89	1 759	784	84	262	334	3 312	16,49%
	15 Days	1	54	22	2	14	9	102	0,51%
	30 Days	1	3	1	2	1	5	13	0,06%
	<b>Approval Total</b>	<b>300</b>	<b>12 234</b>	<b>2 512</b>	<b>520</b>	<b>841</b>	<b>2 673</b>	<b>19 080</b>	<b>95,00%</b>
Outstanding	1 Day	1	2		2			5	0,02%
	10 Days		1		2			3	0,01%
	<b>Outstanding Total</b>	<b>1</b>	<b>3</b>		<b>4</b>			<b>8</b>	<b>0,04%</b>
Refused	1 Day	31	29	467	4	31	83	645	3,21%
	10 Days	20	10	264		7	21	322	1,60%
	15 Days	3		24				27	0,13%
	30 Days			2				2	0,01%
	<b>Refused Total</b>	<b>54</b>	<b>39</b>	<b>757</b>	<b>4</b>	<b>38</b>	<b>104</b>	<b>996</b>	<b>4,96%</b>
<b>Total</b>		<b>355</b>	<b>12 276</b>	<b>3 269</b>	<b>528</b>	<b>879</b>	<b>2 777</b>	<b>20 084</b>	<b>100,00%</b>

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 31<sup>st</sup> May 2021 there were **20 084** new applications received. Most of the applications were for Child Support Grant. % of applications received during quarter 1 were processed within a day while % 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 May 2021

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	87	2 891	1 604	133	176	884	5 775	67,10%
	10 Days	18	763	424	46	66	221	1 538	17,87%
	15 Days	2	6	6		4		18	0,21%
	30 Days		4	2	1	3		10	0,12%
	<b>Approved Total</b>	<b>107</b>	<b>3 664</b>	<b>2 036</b>	<b>180</b>	<b>249</b>	<b>1 105</b>	<b>7 341</b>	<b>85,30%</b>
	1 Days		5		2			7	0,08%
	15 Days				1			1	0,01%
	<b>OutstandingTotal</b>		<b>5</b>		<b>3</b>			<b>8</b>	<b>0,09%</b>
Refused	1 Day	18	6	809	1	25	32	891	10,35%
	10 Days	9		332		14	5	360	4,18%
	15 Days			3				3	0,03%
	30 Days			2		1		3	0,03%
	<b>Refused Total</b>	<b>27</b>	<b>6</b>	<b>1 146</b>	<b>1</b>	<b>40</b>	<b>37</b>	<b>1 257</b>	<b>14,61%</b>
<b>Total</b>		<b>134</b>	<b>3 675</b>	<b>3 182</b>	<b>184</b>	<b>289</b>	<b>1 142</b>	<b>8 606</b>	<b>100,00%</b>

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 May 2021 there were **8 606** New Applications received. Most of the applications were for Child Support Grant. % of applications received during quarter 1 were processed within a day while % 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 May 2021**

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	269	10 421	3 457	249	259	4 285	18 940	74,05%
	10 Days	68	2 291	1 163	99	71	1 008	4 700	18,37%
	15 Days	1	119	23	5	1	49	198	0,77%
	30 Days		32	4	4	1	14	55	0,22%
	<b>Approved Total</b>	<b>338</b>	<b>12 863</b>	<b>4 647</b>	<b>357</b>	<b>332</b>	<b>5 356</b>	<b>23 893</b>	<b>93,41%</b>
Outstanding	1 Day				4	1		5	0,02%
	10 Days		2		5			7	0,03%
	<b>Outstanding Total</b>		<b>2</b>		<b>9</b>	<b>1</b>		<b>12</b>	<b>0,05%</b>
Refused	1 Day	80	84	1 074	4	5	107	1 354	5,29%
	10 Days	20	14	232		3	31	300	1,17%
	15 Days	1	5	5			2	13	0,05%
	30 Days		4	3				7	0,03%
	<b>Refused Total</b>	<b>101</b>	<b>107</b>	<b>1 314</b>	<b>4</b>	<b>8</b>	<b>140</b>	<b>1 674</b>	<b>6,54%</b>
<b>Total</b>		<b>439</b>	<b>12 972</b>	<b>5 961</b>	<b>370</b>	<b>341</b>	<b>5 496</b>	<b>25 579</b>	<b>100,00%</b>

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 May 2021 there were **25 579** new applications received. Most of the applications were for Child Support Grant. % of the applications were processed within 1 day and % within 10 days.

KWAZULU-NATAL

Table 36: Total Number Of Applications By Service Outcome Average Waiting Period And Grant Type as at end of May 2021

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	WVG	Total	Percentage
Approved	1 Day	510	16 126	5 921	463	1 156	3 514	1	27 691	78,74%
	10 Days	53	1 867	665	64	99	312		3 060	8,70%
	15 Days		39	15	3		8		65	0,18%
	30 Days	3	6	4	2		5		20	0,06%
	<b>Approved Total</b>	<b>566</b>	<b>18 038</b>	<b>6 605</b>	<b>532</b>	<b>1 255</b>	<b>3 839</b>	<b>1</b>	<b>30 836</b>	<b>87,68%</b>
Outstanding	1 Day	1	6		15	1			23	0,07%
	10 Days		1		13				14	0,04%
	15 Days				5				5	0,01%
	<b>Outstanding Total</b>	<b>1</b>	<b>7</b>		<b>33</b>	<b>1</b>			<b>42</b>	<b>0,12%</b>
Refused	1 Day	90	64	3 377	2	236	135		3 904	11,10%
	10 Days	12	7	323	1	24	13		380	1,08%
	15 Days			3	1				4	0,01%
	30 Days			1					1	0,00%
	<b>Refused Total</b>	<b>102</b>	<b>71</b>	<b>3 704</b>	<b>4</b>	<b>260</b>	<b>148</b>		<b>4 289</b>	<b>12,20%</b>
<b>Total</b>		<b>669</b>	<b>18 116</b>	<b>10 309</b>	<b>569</b>	<b>1 516</b>	<b>3 987</b>	<b>1</b>	<b>35 167</b>	<b>100,00%</b>

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 May 2021 there were 35 167 New Applications received. Most of the applications were for Child Support Grant. % of applications received during quarter 2 were processed within a day while % of the applications were processed within 10 days.

## LIMPOPO

**Table 37: Total Number of Applications By Service Outcome Average Waiting Period and Grant Type as at May 2021**

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
<b>Approved</b>	1 Day	213	11 297	1 811	276	759	1 993	16 349	73,61%
	10 Day	31	3 040	503	96	106	379	4 155	18,71%
	15 Day		131	8	3		23	165	0,74%
	30 Day		51	3			4	58	0,26%
	<b>Approved Total</b>		<b>244</b>	<b>14 519</b>	<b>2 325</b>	<b>375</b>	<b>865</b>	<b>2 399</b>	<b>20 727</b>
<b>Outstanding</b>	1 Day		3			1		4	0,02%
	<b>Outstanding Total</b>		<b>3</b>			<b>1</b>		<b>4</b>	<b>0,02%</b>
<b>Refused</b>	1 Day	68	28	859	1	131	80	1 167	5,25%
	10 Day	14	20	232		27	9	302	1,36%
	15 Day		4	2			1	7	0,03%
	30 Day	1		1				2	0,01%
	<b>Refused Total</b>		<b>83</b>	<b>52</b>	<b>1 094</b>	<b>1</b>	<b>158</b>	<b>90</b>	<b>1 478</b>
<b>Total</b>		<b>327</b>	<b>14 574</b>	<b>3 419</b>	<b>376</b>	<b>1 024</b>	<b>2 489</b>	<b>22 209</b>	<b>100,00%</b>

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 31<sup>st</sup> May 2021 there were **22 209** new applications received. Most of the applications were for Child Support Grant. % of the applications received during were processed within a day and % within 10 days.

MPUMALANGA

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

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	32	5 462	344	89	74	1 147	7 148	67,44%
	10 Day	4	2 029	54	38	5	325	2 455	23,16%
	15 Day		306	2		1	47	356	3,36%
	30 Day		194		1		10	205	1,93%
	<b>Approved Total</b>		<b>36</b>	<b>7 991</b>	<b>400</b>	<b>128</b>	<b>80</b>	<b>1 529</b>	<b>10 164</b>
Outstanding	1 Day		2		1			3	0,03%
	10 Day		1					1	0,01%
	<b>Outstanding Total</b>		<b>3</b>		<b>1</b>			<b>4</b>	<b>0,04%</b>
Refused	1 Day	17	20	257	1	25	31	351	3,31%
	10 Day	3	7	48		4	14	76	0,72%
	15 Day		1	2			1	4	0,04%
	<b>Refused Total</b>		<b>20</b>	<b>28</b>	<b>307</b>	<b>1</b>	<b>29</b>	<b>46</b>	<b>431</b>
<b>Total</b>		<b>56</b>	<b>8 022</b>	<b>707</b>	<b>130</b>	<b>109</b>	<b>1 575</b>	<b>10 599</b>	<b>100,00%</b>

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 31<sup>st</sup> May 2021 there were **10 599** new applications received. Most of the applications were for Child Support Grant. % of applications received during April 2021 were processed within a day and % within 10 days.

## NORTHERN CAPE

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

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	34	1 542	1 457	38	330	330	3 731	60,65%
	10 Day	13	417	557	27	128	74	1 216	19,77%
	15 Day	2	47	54	1	5	4	113	1,84%
	30 Day	1	22	11		4		38	0,62%
	<b>Approved Total</b>		<b>50</b>	<b>2 028</b>	<b>2 079</b>	<b>66</b>	<b>467</b>	<b>408</b>	<b>5 098</b>
Refused	1 Day	24	8	685		31	8	756	12,29%
	10 Day	7	2	235		7	3	254	4,13%
	15 Day	1	2	28			1	32	0,52%
	30 Day			11		1		12	0,20%
	<b>Refused Total</b>		<b>32</b>	<b>12</b>	<b>959</b>		<b>39</b>	<b>12</b>	<b>1 054</b>
<b>Total</b>		<b>82</b>	<b>2 040</b>	<b>3 038</b>	<b>66</b>	<b>506</b>	<b>420</b>	<b>6 152</b>	<b>100,00%</b>

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 31<sup>st</sup> May 2021 there were **6 152** new applications received. Most of the applications were for Child Support Grant. % of the new applications received were processed within a day and % within 10 days.

## NORTH WEST

**Table 40: Total Number of Applications by Service Outcome Average Waiting Period and Grant Type as at the end of May 2021**

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	Total	Percentage
Approved	1 Day	109	4 991	1 415	165	301	1 383	8 364	74,85%
	10 Day	17	690	240	29	64	164	1 204	10,77%
	15 Day	1	24	7	5	3	2	42	0,38%
	30 Day	1	25	3		1	3	33	0,30%
	<b>Approved Total</b>		<b>128</b>	<b>5 730</b>	<b>1 665</b>	<b>199</b>	<b>369</b>	<b>1 552</b>	<b>9 643</b>
Outstanding	1 Day		1	1	2	1		5	0,04%
	10 Day		1					1	0,01%
	<b>Outstanding Total</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>6</b>	<b>0,05%</b>
Refused	1 Day	48	15	1 145	1	57	39	1 305	11,68%
	10 Day	3	4	189		11	10	217	1,94%
	15 Day			3				3	0,03%
	30 Day			1				1	0,01%
	<b>Refused Total</b>		<b>51</b>	<b>19</b>	<b>1 338</b>	<b>1</b>	<b>68</b>	<b>49</b>	<b>1 526</b>
<b>Total</b>		<b>179</b>	<b>5 751</b>	<b>3 004</b>	<b>202</b>	<b>438</b>	<b>1 601</b>	<b>11 175</b>	<b>100,00%</b>

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 May 2021 there were **11 175** new applications received. Most of the applications were for Child Support Grant. % of applications received during May 2021 were processed within a day and % 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 May 2021

Service Outcome	Grant Service SLA	CDG	CSG	DG	FCG	GIA	OAG	WVG	Total	Percentage
Approved	1 Day	142	4 252	6 161	220	285	1 667		12 727	70,95%
	10 Days	33	970	1 601	85	65	431		3 185	17,76%
	15 Days	9	88	115	13	6	29		260	1,45%
	30 Days	4	74	118	5	5	64		270	1,51%
	<b>Approved Total</b>		<b>188</b>	<b>5 384</b>	<b>7 995</b>	<b>323</b>	<b>361</b>	<b>2 191</b>		<b>16 442</b>
Outstanding	1 Days	1	3			4			8	0,04%
	15 Days			1					1	0,01%
	30 Days					1			1	
	<b>Outstanding Total</b>		<b>1</b>	<b>3</b>	<b>1</b>		<b>5</b>		<b>10</b>	<b>0,01%</b>
Refused	1 Day	7	53	1 027	1	19	57	1	1 165	0,06%
	10 Days	2	20	246		5	16		289	6,49%
	15 Days		1	10			1		12	1,61%
	30 Days		4	12		2	2		20	0,07%
	<b>Refused Total</b>		<b>9</b>	<b>78</b>	<b>1 295</b>	<b>1</b>	<b>26</b>	<b>76</b>	<b>1</b>	<b>1 486</b>
<b>Total</b>		<b>198</b>	<b>5 465</b>	<b>9 291</b>	<b>324</b>	<b>392</b>	<b>2 267</b>	<b>1</b>	<b>17 938</b>	<b>8,28%</b>

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 **17 938** new applications received. Most of the applications were for Child Support Grant. % of applications received were processed within a day and % within 10 days.

**INDICATOR 5: DATA QUALITY**

**KPA 5: GRANT DATA INTEGRITY**

**Table 42: Number of Social Grants with Power of Attorney by Grant Type as at the end of May 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
	<b>Grand Total</b>	<b>127</b>	<b>5</b>	<b>7 900</b>	<b>34 203</b>	<b>412</b>	<b>44 538</b>	<b>70 836</b>	<b>3</b>	<b>158 024</b>
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
	<b>Grand Total</b>	<b>128</b>	<b>5</b>	<b>7 849</b>	<b>34 050</b>	<b>433</b>	<b>44 424</b>	<b>70 362</b>	<b>2</b>	<b>157 253</b>
June 2021	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	<b>Grand Total</b>									
July 2021	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	<b>Grand Total</b>									
August 2021	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	<b>Grand Total</b>									
September 2021	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	<b>Grand Total</b>									
October 2021	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	<b>Grand Total</b>									
November 2021	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									

	<b>Grand Total</b>									
<b>December 2021</b>	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	<b>Grand Total</b>									
<b>January 2022</b>	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	<b>Grand Total</b>									
<b>February 2022</b>	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	<b>Grand Total</b>									
<b>March 2022</b>	ADMINISTRATOR									
	GORVENMENT CARE									
	PROCURATOR									
	<b>Grand Total</b>									

Source: BI SharePoint cube

Table 42 illustrates that **157 253** social grants using the power of attorneys across South Africa's 9 regions.

**Table 43: Number of beneficiaries by Citizenship Status as at the end of May 2021**

Region	Grant Type	Permanent Resident	Refugee	South African Citizen	Unspecified	Total
<b>Eastern Cape</b>		<b>948</b>	<b>729</b>	<b>1 934 164</b>		<b>1 935 841</b>
	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
<b>Free State</b>		<b>1 124</b>	<b>138</b>	<b>732 008</b>		<b>733 270</b>
	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
<b>Gauteng</b>		<b>16 221</b>	<b>5 834</b>	<b>1 973 539</b>	<b>1</b>	<b>1 995 595</b>
	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
<b>Kwazulu Natal</b>		<b>2 175</b>	<b>805</b>	<b>2 715 989</b>	<b>1</b>	<b>2 718 970</b>
	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
<b>Limpopo</b>		<b>7 819</b>	<b>150</b>	<b>1 711 816</b>	<b>1</b>	<b>1 719 786</b>
	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
<b>Mpumalanga</b>		<b>8 015</b>	<b>306</b>	<b>1 022 131</b>	<b>1</b>	<b>1 030 453</b>
	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
<b>North West</b>		<b>1 028</b>	<b>93</b>	<b>871 804</b>	<b>1</b>	<b>872 926</b>
	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
<b>Northern Cape</b>		<b>242</b>	<b>46</b>	<b>347 863</b>		<b>348 151</b>
	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
<b>Western Cape</b>		<b>2 432</b>	<b>3 502</b>	<b>1 190 257</b>		<b>1 196 191</b>
	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
<b>Total</b>		<b>40 004</b>	<b>11 603</b>	<b>12 499 571</b>	<b>5</b>	<b>12 551 183</b>

**Table 44: Total Number of Medical Review completed for April- May 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											3
FS	0	0											0
GP	13	5											18
KZN	151	185											336
LP	9	14											23
MP	6	14											20
NC	0	0											0
NW	9	16											25
WC	2	7											9
<b>Total</b>	<b>191</b>	<b>243</b>											<b>434</b>

Table 44 illustrates that a total of **243** medical review as at end May 2021

**Table 45: Total Number of Life Certifications completed for April- May 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											1 668
FS	322	451											773
GP	305	360											665
KZN	1 442	1 860											3 302
LP	258	598											856
MP	242	202											444
NC	77	63											140
NW	236	308											544
WC	443	516											959
<b>Total</b>	<b>4 022</b>	<b>5 329</b>											<b>9 351</b>

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

Table 45 illustrates that during **9 351** beneficiaries were life certified in **May 2021**.

**Table 46: Foster Child Grants Life Certified and Admin Reviews Completed from April-May 2021**

Grant Type	Life certificate completed	Admin review completed	Suspended failed to review	Suspended failed to life certify	Total
EC	407	99	0	0	506
FS	148	73	0	0	221
GP	88	64	2	0	154
KZN	361	158	0	0	519
LP	185	70	0	0	255
MP	43	30	1	0	74
NCA	3	0	0	0	3
NW	40	11	0	0	51
WC	98	103	0	0	201
<b>Total</b>	<b>1 373</b>	<b>608</b>	<b>3</b>	<b>0</b>	<b>1 984</b>

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

Table 46: illustrates that **1 984** Foster Child Grants were reviewed for end of May 2021.

**Table 47: Number of Beneficiaries with Invalid ID Numbers (Including system generated) as at the end of May 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	633		91		5	152	903
FS	Quad 7 - No Current Valid Identity Number		107		18		1	39	165
GP	Identity Number Invalid					1			1
	Quad 7 - No Current Valid Identity Number	41	4 656	1	87	5	22	1 280	6 092
KZN	Identity Number Invalid					7			7
	Quad 7 - No Current Valid Identity Number	10	351		142		31	149	683
LP	Quad 7 - No Current Valid Identity Number	1	177		50		6	104	338
MP	Quad 7 - No Current Valid Identity Number	3	260		52		15	182	512
NW	Quad 7 - No Current Valid Identity Number	1	292		50	1	7	125	476
NC	Quad 7 - No Current Valid Identity Number		18		35		4	13	70
WC	Identity Number Invalid					12			12
	Quad 7 - No Current Valid Identity Number	78	2 233		161	7	31	246	2 756
<b>Total</b>		<b>156</b>	<b>8 727</b>	<b>1</b>	<b>686</b>	<b>33</b>	<b>122</b>	<b>2 291</b>	<b>12 016</b>

Source: SASSA BI data warehouse

Table 47 illustrates that a total of **12 016** beneficiaries with Invalid ID Numbers (Including system generated) and most captured were in Gauteng at followed by Western Cape at **6 093** and **2 768** respectively. With CSG and OAG leading other grant types in terms of numbers, with **8 727** and **2 291** respectively.

**Table 48: Number of Children with Invalid ID Numbers (Including system generated) as at the end of May 2021**

Region	Child Identity Number Validity	Care Dependency Grant	Child Support Grant	Foster Care Grant	Grand Total
<b>Eastern Cape</b>		<b>44</b>	<b>2 548</b>	<b>56</b>	<b>2 648</b>
	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
<b>Free State</b>		<b>7</b>	<b>475</b>	<b>168</b>	<b>650</b>
	Identity Number Invalid	7	311	150	468
	Quad 7 - No Current Valid Identity Number		161		161
	Quad 9 - Legacy Identity Numbers		3	18	21
<b>Gauteng</b>		<b>108</b>	<b>15 202</b>	<b>434</b>	<b>15 744</b>
	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
<b>Kwazulu Natal</b>		<b>37</b>	<b>2 250</b>	<b>201</b>	<b>2 488</b>
	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
<b>Limpopo</b>		<b>7</b>	<b>910</b>	<b>39</b>	<b>956</b>
	Identity Number Invalid	5	637	39	681
	Quad 7 - No Current Valid Identity Number	2	273		275



<b>Mpumalanga</b>		<b>6</b>	<b>833</b>	<b>14</b>	<b>853</b>
	Identity Number Invalid	3	252	14	269
	Quad 7 - No Current Valid Identity Number	3	581		584
<b>North West</b>		<b>4</b>	<b>592</b>	<b>27</b>	<b>623</b>
	Identity Number Invalid	1	237	27	265
	Quad 7 - No Current Valid Identity Number	3	355		358
<b>Northern Cape</b>		<b>5</b>	<b>151</b>	<b>11</b>	<b>167</b>
	Identity Number Invalid	2	55	11	68
	Quad 7 - No Current Valid Identity Number	3	96		99
<b>Western Cape</b>		<b>159</b>	<b>8 953</b>	<b>839</b>	<b>9 951</b>
	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
<b>Grand Total</b>		<b>377</b>	<b>31 914</b>	<b>1 789</b>	<b>34 080</b>

**INDICATOR 6: NUMBER SOCIAL GRANTS LAPSED**

**KRA 6: LAPSED DATA**

**Table 49: Total Number of Lapsed Social Grants by Region for April- May 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											
FS	8 677	6 267											
GP	21 267	13 854											
KZN	32 716	20 163											
LP	17 962	10 931											
MP	12 078	7 368											
NC	4 850	3 598											
NW	10 297	6 701											
WC	13 641	10 206											
<b>Total</b>	<b>143 998</b>	<b>94 177</b>											

**Table 50: Total Number of Social Grants Lapsed per Grant Type for April- May 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											
DG	9 725	9 477											
WV	4												
CSG	113 086	65 497											
CDG	2 596	1 436											
FCG	1 244	1 403											
<b>Total</b>	<b>143 998</b>	<b>94 177</b>											

## INDICATOR 7: PAYMENT OF SOCIAL GRANTS

### KRA 7: BENEFICIARY PAYMENT FILES

**Table 51: Summary of Beneficiaries Per Bank from April to June 2021 (March 2021 to May 2021 payment files)**

Row Labels	202104	202105	202106
ABSA BANK	328053	333791	339807
AFRICAN BANK	19891	20523	21305
ALBARAKA BANK	240	248	253
BIDVEST BANK	17156	17457	17816
CAPITEC BANK	1130714	1178973	1230503
DISCOVERY BANK	12	18	21
FINBOND MUTUAL	46344	46441	46280
FINBOND NET1	9594	9817	10045
FIRSTRAND BANK	421618	425978	434179
GRINDROD BANK	960857	962514	965196
GROBANK LTD	14806	14654	14526
HABIB OVERSEAS	3	3	3
HBZ BANK	15	15	15
INVESTEC BANK LTD	72	72	73
ITHALA	17242	17703	18125
MERCANTILE BANK	310	309	310
NEDBANK INCORP BOE	12	12	12
NEDBANK LIMITED	374164	380468	387772
POSTBANK	7811669	7759674	7703771
IGPS	7720277	7668134	7612640
MZANSI	91392	91540	91131
SASFIN	2	2	2
STANDARD CHARTERED	2	1	1
STANDARD SA	288132	296581	306428
STATE BANK OF INDIA	1		
TYMEBANK	2634	3159	3831
<b>Grand Total</b>	<b>11443543</b>	<b>11468413</b>	<b>11500274</b>

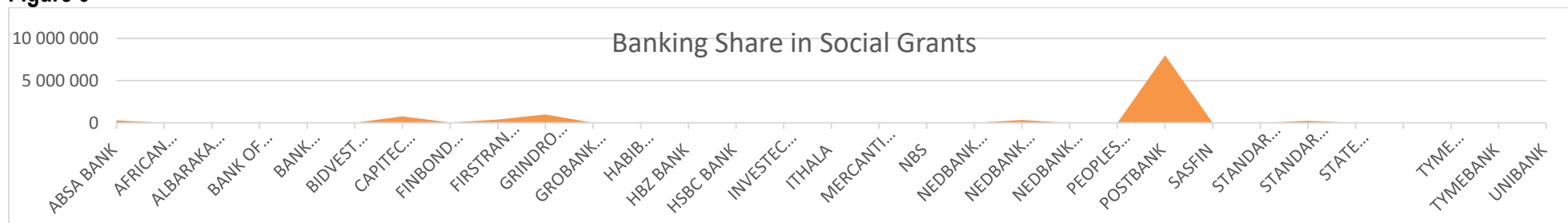
**Table 52: Summary of Beneficiaries Paid in Namibia April to June 2021 (March to May 2021 payment files)**

Branches	Sum of Number of Beneficiaries		
	202104	202105	202106
BANK WINDHOEK : OMUTHIYA	1	1	1
BANK WINDHOEK : SWAKOPMUND	1	1	1
BANK WINDHOEK : WALVIS BAAI	28	28	27
FIRSTRAND BANK : H/O ADMIN WIN	129	129	128
NEDBANK NAMIBIA : INDEPENDENCE	1	1	1
NEDBANK NAMIBIA : KATATURA	1	1	1
NEDBANK NAMIBIA : KUISEBMOND	5	5	5
NEDBANK NAMIBIA : MAIN BRANCH	1	1	1
NEDBANK NAMIBIA : ONDANGWA	2	2	2
NEDBANK NAMIBIA : OSHIKANGO	2	2	2
NEDBANK NAMIBIA : SWAKOPMUND	3	3	3
NEDBANK NAMIBIA : WALVISBAY	73	73	72
STANDARD NAMIBIA : STANDARD BA	1	1	1
<b>Grand Total</b>	<b>248</b>	<b>248</b>	<b>245</b>

**Table 53: Summary of the Number of Beneficiaries by Social Grant Type Paid from April to June 2021 (March to May 2021 payment files)**

Grant Type	Sum of Number of Social Grants		
	202104	202105	202106
Care Dependency Grant	140566	140666	141090
Child Support Grant	7264985	7270285	7280974
Combination	7144	7206	7231
Disability Grant	989657	1007481	1023520
Foster Child Grant	222121	228615	234611
Old Age Grant	3715248	3720836	3729481
Unclaimed Benefits	22	15	5
War Veterans Grant	40	36	36
<b>Grand Total</b>	<b>12339783</b>	<b>12375140</b>	<b>12416948</b>

**Figure 6**



**Table 54: Summary of Beneficiaries Paid Per Payment Method from April 2020 - April 2021 (March 2020– March 2021 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	April 22
GRINROD BANK	960,857	962,514	965,196										
SAPO/POSTBANK	7,811,669	7,759,674	7,703,771										
ACB/BANKS	2,671,017	2,746,225	2,831,307										
<b>TOTAL</b>	<b>11,443,543</b>	<b>11,468,413</b>	<b>11,500,274</b>										

**INDICATOR 7: NUMBER AND EXPENDITURE OF SOCIAL RELIEF OF DISTRESS (SRD) DISBURSED****KRA 7: SRD AWARDED AND EXPENDITURE****Table 55: Number of Social Relief of Distress Disbursed In Quarter as at end of May 2021**

Region	Cash	Food Parcel	School Uniform	Voucher	Total
EC			2 795		2 795
FS	6		267		273
GP	18		1		19
KZN		11	3 475	2 577	6 063
LP		2	1 071	450	1 523
MP		11	363	87	461
NW		2	726	619	1 347
NC	3	42	355		400
WC	3				3
<b>Total</b>	<b>30</b>	<b>68</b>	<b>9 053</b>	<b>3 733</b>	<b>12 884</b>

Source: BI Solution SharePoint

**Table 56: Number of Beneficiaries Receiving Social Relief of Distress Per Category April – May 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											2 895	15,50%
Food Parcel	237	62	68											367	1,97%
School Uniform	221	1 979	9 053											11 253	60,26%
Voucher	306	121	3 733											4 160	22,28%
<b>Total</b>	<b>3 562</b>	<b>2 229</b>	<b>12 884</b>											<b>18 675</b>	<b>100,00%</b>

**Table 57: Expenditure on Social Relief of Distress Disbursed**

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											
FS	23 452 800	16	5											
GP	58 632 000	61	9											
KZN	85 993 600	1 426	285											
LP	54 723 200	158	1 392											
MP	31 270 400	46	1 917											
NC	11 726 400	242	7											
NW	27 361 600	46	44											
WC	35 179 200	63	551											
<b>Nat.</b>	<b>390 880 000</b>	<b>1 189</b>	<b>5 665</b>											

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 58:SRD Covid Expenditure**

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											
FS	238 294 178	194 222	18 367											
GP	238 294 178	753 600	72 219											
KZN	238 294 178	776 348	78 696											
LP	238 294 178	498 736	43 953											
MP	238 294 178	299 672	29 503											
NC	238 294 178	72 001	7 814											
NW	238 294 178	251 642	26 598											
WC	238 294 178	239 011	27 096											
<b>NATIONAL</b>	<b>2 144 647 608</b>	<b>3 539 780</b>	<b>349 108</b>											



## INDICATOR 9 : EXPENDITURE ON SOCIAL GRANTS

### KPA 9: EXPENDITURE ON SOCIAL ASSISTANCE FOR APRIL- MAY 2021

Table 59: National Social Grants Expenditure (Rands)

GRANT TYPE	Budget	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	Mar	
	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	Total
OAG	86 486 656 000	7 001 586	6 983 564											
WVG	1 197 000	76	68											
DG	23 578 935 000	2 023 388	1 972 882											
GIA	1 600 052 000	125 316	124 782											
FCG	4 338 120 000	370 282	369 772											
CDG	3 658 015 000	289 020	287 558											
CSG	73 317 920 000	6 029 402	6 021 463											
Sub Total	192 980 895 000	15 839 069	15 760 090											
Other(SRD)	390 880 000	3 246	5 665											
COVID-19	2 144 647 608	3 539 780	349 108											
<b>Total</b>	<b>195 516 422 608</b>	<b>19 382 095</b>	<b>16 114 863</b>											

Table 60: Eastern Cape Social Grants Expenditure (Rands)

GRANT TYPE	Budget	APRIL	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	Mar	
		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	Total
OAG	14 090 425 596	1 117 636	1 116 607											
WVG	265 437	15	15											
DG	4 140 551 859	344 587	338 836											
GIA	195 705 922	15 303	15 281											
FCG	897 672 901	87 225	81 974											
CDG	561 962 738	44 515	44 204											
CSG	11 058 183 934	907 232	907 683											
Sub Total	30 944 768 390	2 516 513	2 504 599											
Other(SRD)	62 540 800	1 189	1 458											
COVID-19	238 294 178	454 550	44 862											
<b>Total</b>	<b>31 245 603 369</b>	<b>2 972 252</b>	<b>2 550 920</b>											

**Table 61: Free State Social Grants Expenditure (Rands)**

GRANT TYPE	Budget	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	Total
		2021	2021	2021	2021	2021	2021	2021	2021	2021	2022	2022	2022	
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	
OAG	4 935 359 372	401 093	399 956											
WV	-	-	-											
DG	1 722 509 225	152 915	145 719											
GIA	58 042 949	4 834	4 757											
FC	304 604 559	28 939	28 656											
CDG	213 344 128	16 893	16 796											
CSG	3 984 997 421	330 277	329 413											
Sub Total	11 218 857 656	934 951	925 297											
Other(SRD)	23 452 800	16	5											
COVID-19	238 294 178	194 222	18 367											
<b>Total</b>	<b>11 480 604 635</b>	<b>1 129 189</b>	<b>943 669</b>											

**Table 62: Gauteng Social Grants Expenditure (Rands)**

GRANT TYPE	BUDGET	APRIL	MAY	JUNE	JUIY	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	15 730 761 026.16	1 274 516	1 278 031												
WV	338 882.7	21	19												
DG	2 604 098 218.50	241 276	234 140												
GIA	51 013 461.68	4 714	4 772												
FC	596 389 159.25	41 790	43 553												
CDG	494 035 088.77	39 272	39 435												
CSG	11 133 913 627.48	921 621	920 861												
Sub Total	30 610 549 464.57	2 523 211	2 520 810												
Other(SRD)	58 632 000.00	61	9												
COVID-19	238 294 178.67	753 600	72 219												
<b>Total</b>	<b>30 907 475 643</b>	<b>3 276 872</b>	<b>2 593 038</b>												

Data source: Finance branch SASSA head offices

**Table 63: KwaZulu-Natal Social Grants Expenditure (Rands)**

GRANT TYPE	BUDGET	APRIL	MAY	JUNE	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	Mar	
	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	Total
OAG	17 173 851 948	1 375 398	1 374 939											
WVG	142 616	9	8											
DG	5 140 913 002	423 894	418 745											
GIA	482 706 674	36 464	36 507											
FCG	791 308 732	64 015	69 248											
CDG	940 246 809	73 957	73 635											
CSG	16 744 403 126	1 369 741	1 368 537											
Sub Total	41 273 572 910	3 343 479	3 341 619											
Other(SRD)	85 993 600	1 426	285											
COVID-19	238 294 178	776 348	78 696											
<b>Total</b>	<b>41 597 860 690</b>	<b>4 121 252</b>	<b>3 420 600</b>											

**Table 64: Limpopo Social Grants Expenditure (Rands)**

GRANT TYPE	Budget 21/22	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	
		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	Total
OAG	11 404 481 644	923 917	907 200											
WVG	49 855	4	4											
DG	2 248 367 798	197 059	188 887											
GIA	331 629 701	25 251	25 092											
FCG	518 828 886	48 928	44 242											
CDG	397 117 765	31 552	31 253											
CSG	10 923 084 011	903 775	901 212											
Sub Total	25 823 559 663	2 130 487	2 097 889											
Other(SRD)	54 723 200	158	1 392											
COVID-19	238 294 178	498 736	43 953											
<b>Total</b>	<b>26 116 577 042</b>	<b>2 629 380</b>	<b>2 143 233</b>											

**Table 65: 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												
WVG	17 208	-	-												
DG	1 776 580 972	153 132	144 990												
GIA	136 511 283	10 995	10 763												
FCG	331 701 198	23 501	25 169												
CDG	277 171 138	22 032	21 659												
CSG	6 573 404 270	537 852	537 538												
Sub Total	15 278 516 235	1 251 483	1 243 439												
Other(SRD)	31 270 400	46	1 917												
COVID-19	238 294 178	299 672	29 503												
<b>Total</b>	<b>15 548 080 814</b>	<b>1 551 200</b>	<b>1 274 858</b>												

**Table 66: 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												
WVG	17 093	2	2												
DG	1 074 657 462	102 797	98 340												
GIA	106 374 604	8 559	8 607												
FCG	134 437 284	12 007	12 067												
CDG	139 321 940	11 091	11 074												
CSG	1 848 449 161	151 826	151 336												
Sub Total	5 420 257 087	461 327	456 355												
Other(SRD)	11 726 400	242	7												
COVID-19	238 294 178	72 001	7 814												
<b>Total</b>	<b>5 670 277 667</b>	<b>533 569</b>	<b>464 175</b>												

Data source: Finance branch SASSA head office

**Table 67: North West Social Grants Expenditure (Rands)**

GRANT TYPE	BUDGET	APRIL	MAY	JUNE	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	
	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	Total
OAG	6 462 077 497	525 614	524 742											
WVG	21 179	2	2											
DG	1 494 470 766	126 597	122 877											
GIA	97 911 184	7 953	7 896											
FCG	343 172 550	29 067	30 012											
CDG	235 635 830	18 850	18 714											
CSG	5 086 226 099	417 572	416 880											
Sub Total	13 719 515 109	1 125 654	1 121 122											
Other(SRD)	27 361 600	46	44											
COVID-19	238 294 178	251 642	26 598											
<b>Total</b>	<b>13 985 170 889</b>	<b>1 377 343</b>	<b>1 147 764</b>											

Data source: Finance branch SASSA head office

**Table 68: Western Cape Social Grants Expenditure (Rands)**

GRANT TYPE	Budget	April	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	
		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	Total
OAG	8 389 569 211	704 397	703 842											
WVG	344 725	23	19											
DG	3 376 785 694	281 130	280 349											
GIA	140 156 216	11 242	11 107											
FCG	420 004 726	34 809	34 851											
CDG	399 179 561	30 857	30 789											
CSG	5 965 258 345	489 507	488 004											
Sub Total	18 691 298 480	1 551 965	1 548 960											
Other(SRD)	35 179 200	63	551											
COVID-19	238 294 178	239 011	27 096											
<b>Total</b>	<b>18 964 771 859</b>	<b>1 791 038</b>	<b>1 576 607</b>											

Data source: Finance branch SASSA head office

## INDICATOR 10: NUMBER CALL CENTRE RESPONSE

### 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. The SASSA Contact Centre team continued to handle the normal grant enquiries. The total number of attempted calls for May 2021 was 611 459 of which 575 622 entered the toll free line, with **35837** getting lost. 472 607 were distributed to Altron and 84019 went to the SASSA inhouse call centre with a further **18996** calls being lost in the process.

**Table 69: Record of Calls Entering System the Telkom Line**

	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										
<b>Calls Lost</b>	<b>52926</b>	<b>43933</b>										
Calls Distributed to Agents	44329	40086										
<b>Missing Calls</b>	<b>528</b>	<b>1766</b>										
Answered	6888	23281										
Abandon	36910	15039										
Agents	23	23										
Interns	0	0										
Back Office Staff	9	9										

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

**NB: A total of 100532 calls were lost during the month of May 2021 which constitutes 16% of all calls entering the system.**

The Call Centre has 35 positions for call agents. The Centre is managed by an 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. Currently there are 32 agents manning the centre.

**Table 70: 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
<b>Afrikaans</b>	<b>3315</b>	<b>3047</b>										
Abandon	3099	2193										
Answered	216	854										
<b>English</b>	<b>18068</b>	<b>15411</b>										
Abandon	14501	5204										
Answered	3567	10207										
<b>General</b>	<b>1557</b>	<b>1534</b>										
Abandon	1335	605										
Answered	222	929										
<b>Sesotho</b>	<b>6972</b>	<b>6443</b>										
Abandon	5975	2433										
Answered	997	4010										
<b>Tshivenda</b>	<b>256</b>	<b>237</b>										
Abandon	237	120										
Answered	19	117										
<b>Tsonga</b>	<b>771</b>	<b>581</b>										
Abandon	719	304										
Answered	52	277										
<b>Xhosa</b>	<b>2193</b>	<b>2288</b>										
Abandon	1937	880										
Answered	256	1408										
<b>Zulu</b>	<b>10666</b>	<b>8779</b>										
Abandon	9107	3300										
Answered	1559	5479										
<b>Grand Total</b>	<b>43798</b>	<b>38320</b>										

NB: The figures reported by the call centre do not reconcile, difference of 60 calls between the global and language call numbers

**Table 71: Number of Walk Ins Attended**

April 21	May 21	June 21	July 21	Aug.21	Sept.21	Oct.21	Nov.21	Dec.21	Jan.22	Feb.22	March 22
<b>1566</b>	<b>2489</b>										

**Table 72: Nature of Calls Received**

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								
Application outcome/progress/status	3 004	31	14	3 049	4278	28	25	4331								
Auto Migrate Card Withdrawal					3			3								
Back Payment	10	2	12	10	19	3	22	19								
Bank Form	1 032	8	95	1 135	1203	12	20	1235								
Blocked card	161	2	5	168	197	3	27	227								
Card cancellation and reissue					4			4								
Card challenges	94	2	2	98	235	2	3	240								
Card Swap	127	1	1	129	122	3	125	122								
change of address	25	25	25	25	66	66	66	66								
Checking balance	728	7	8	743	1434	12	7	1453								
Commerical Bank Acc.changed to SAPO																
Covid19 Enquiries	2 066	26	2	2 094	3311	16	11	3338								
Damaged Cards			1	1	9			9								
Deceased		97	5	102	245	2	3	250								
Declined R350 grant	345	88	10	443	810	45	4	859								
DG Grants Lapsed	119	1	2	122												
DG Grants refused	45	2	47	45	68	2	70	8								
Dispute withdrawals from SASSA/SAPO Account	17	1	15	33	72	2	27	101								
Failed Bank Verification	20	1	2	23	89	1	4	94								
Foster Care Placement issues			2	2	4			4								
Fraud	38	1	9	48	99	3	17	119								
Funeral Policy Dispute	15	1	1	17	48	2	50	48								
Grant lapsed/cancelled/stopped	165	2	10	177	400	4	9	413								
Grant not Captured	2 803	67	17	2 887	3971	56	31	4058								
Grant not verified/approved	181	2	7	190	274	1	5	280								
Grant transfer	178	1	22	201	215	2	17	234								
Home visits			20	20	21			21								
Increase of payment		1	8	9	10	1	11	10								
Illegal cards swaps			1	1	2			2								
Internal Reconsideration(IRM)		33	1	34	86	1	8	86								
Large Amounts			4	4	9			9								
Life certificate			7	7	26	26	26	26								
Loan enquiries					3			3								



Lost Card	352	1	11	364	526	4	11	541								
Means test			130	130	52	1	1	54								
Non-payment	502	9	16	527	898	11	49	958								
On line applications	341	6	11	358	828	10	45	883								
Payment Date(Pay Point)	474	5	5	484	1547	15	4	1566								
Poor Services	10	1	4	15	27	1	8	36								
Qualifying criteria	1 147	5	3	1 155	2152	4	5	2161								
Regulation 26A	27	2	29	27	23	1	24	23								
Regulation 26A	10	3	13	10	22			22								
Request for confirmation letter	971	13	1	985	1834	10	6	1850								
Request for contacts	102	2	4	108	428	1	3	432								
Request for grant cancellation	481	9	25	515	558	6	17	581								
Request for home visit			5	5	7			7								
Request for Statement	765	3	17	785	1629	7	8	1644								
Registration of a false beneficiary					4			4								
Review	506	3		509	494	1	495	494								
SAPO account changed to commercial bank			2	2	1			1								
Select			3	3	5			5								
Short Payment	82	1	5	88	173	1	14	188								
Temporary DG lapsed		178	2	180	178	2	180	178								
Tranfer of Funds	10	1	11	10	12	1	13	12								
Unclaimed benefit			26	26	41	2	43	41								
Under investigations	54	1	7	62	98	3	13	114								
Unemployment Grant	7 043	42	67	7 152	9934	61	140	10135								
waiting for documents		130	1	131	410	1	4	415								
<b>Grand Total</b>	<b>24893</b>	<b>357</b>	<b>415</b>	<b>25665</b>	<b>39646</b>	<b>442</b>	<b>1674</b>	<b>40458</b>								

NB:The issues highlighted were the most dominant

## IN HOUSE CALLS TRENDS IN MAY 2021

- In May 2021, the special Covid19 SRD grant enquiries continued to dominate.
- The number of walk-ins at Head office also increased from April 2021.
- No time frames for the payments of deposits in closed bank accounts.
- Continued inquiries on the payment of Covid 350 SRD grant.

## Report on the Outsourced Call Centre

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. Resulting from extended electricity disruption at the SASSA Contact Centre a decision was taken by SASSA to route all grant enquiry types to Altron Contact Centre. During the month of May 2021, 472607 calls were channeled to Altron.

## Trends March, April and May 2021

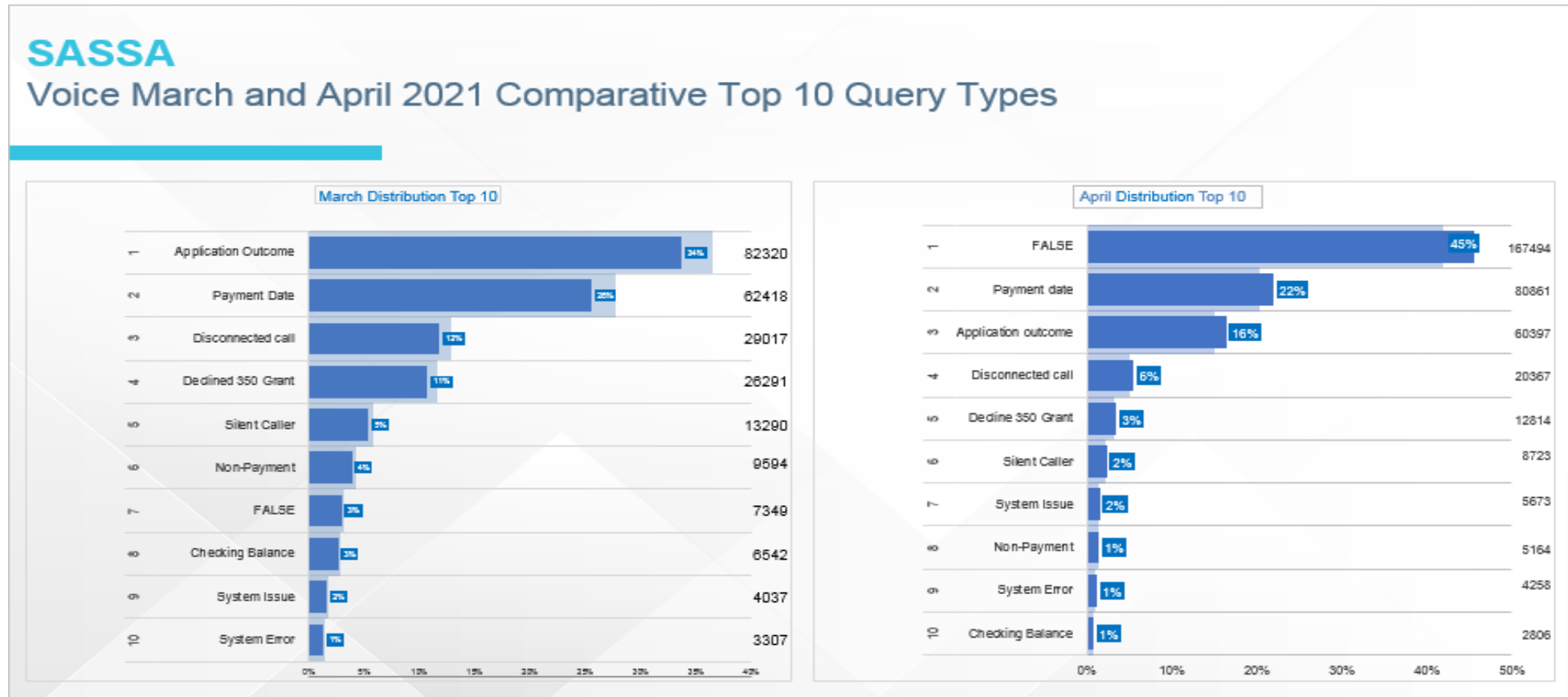
Special COVID-19 SRD grant application enquiries continue to lead:

1. No clear time frames for the declined cases due to referred status corrections are made however the application remain on decline despite the change.
2. No clear time frame for applicants whose money was deposited into closed accounts, (how long must they wait for bank to reverse money to SASSA to pay them back to new account or post office)
3. COVID-19 R350 grant customers enquiring about the next pay date and others.
4. Request for qualifying criteria for normal grants and special Covid-19 grant
5. Call from applicants who were rejected for the special COVID-19 grant.
6. Beneficiaries applications cancelled without the client request.

7. Payment dates provided for April applications however none processed for the previous outstanding months.

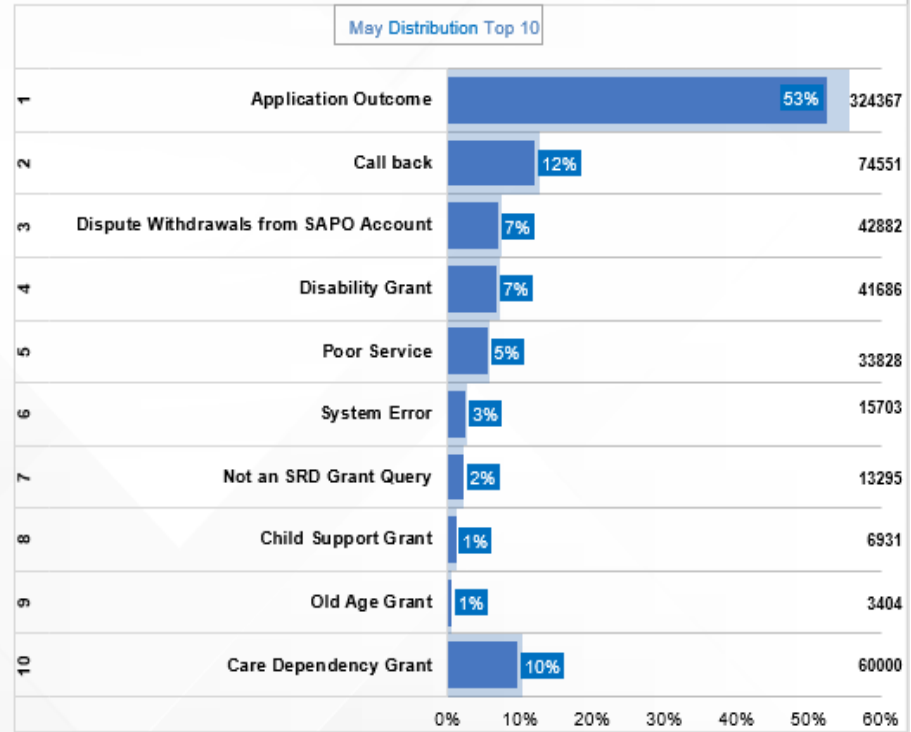
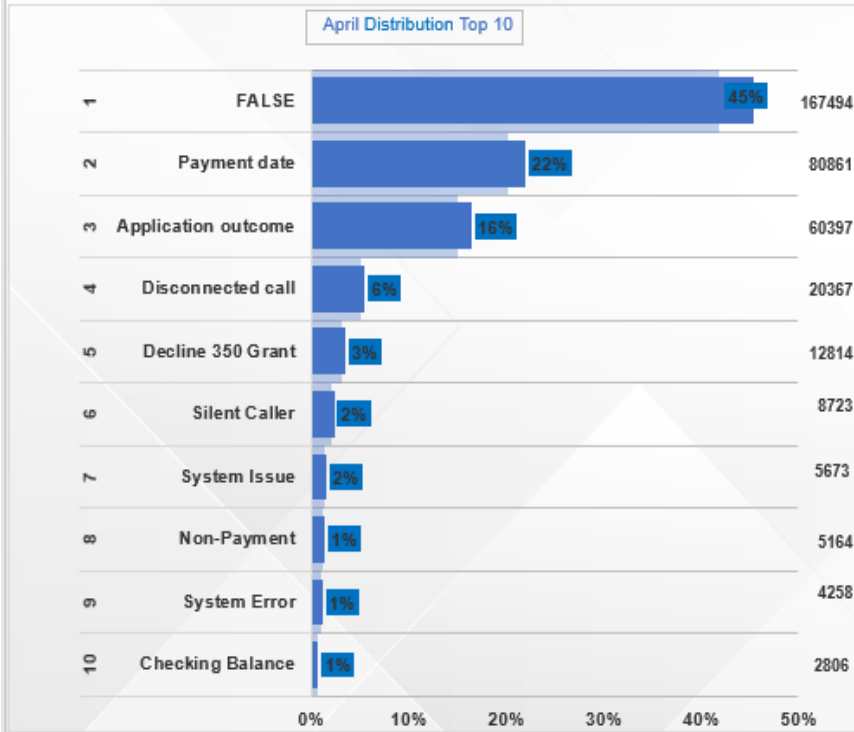
### Top 10 Query types through Voice Channel

Figure 5



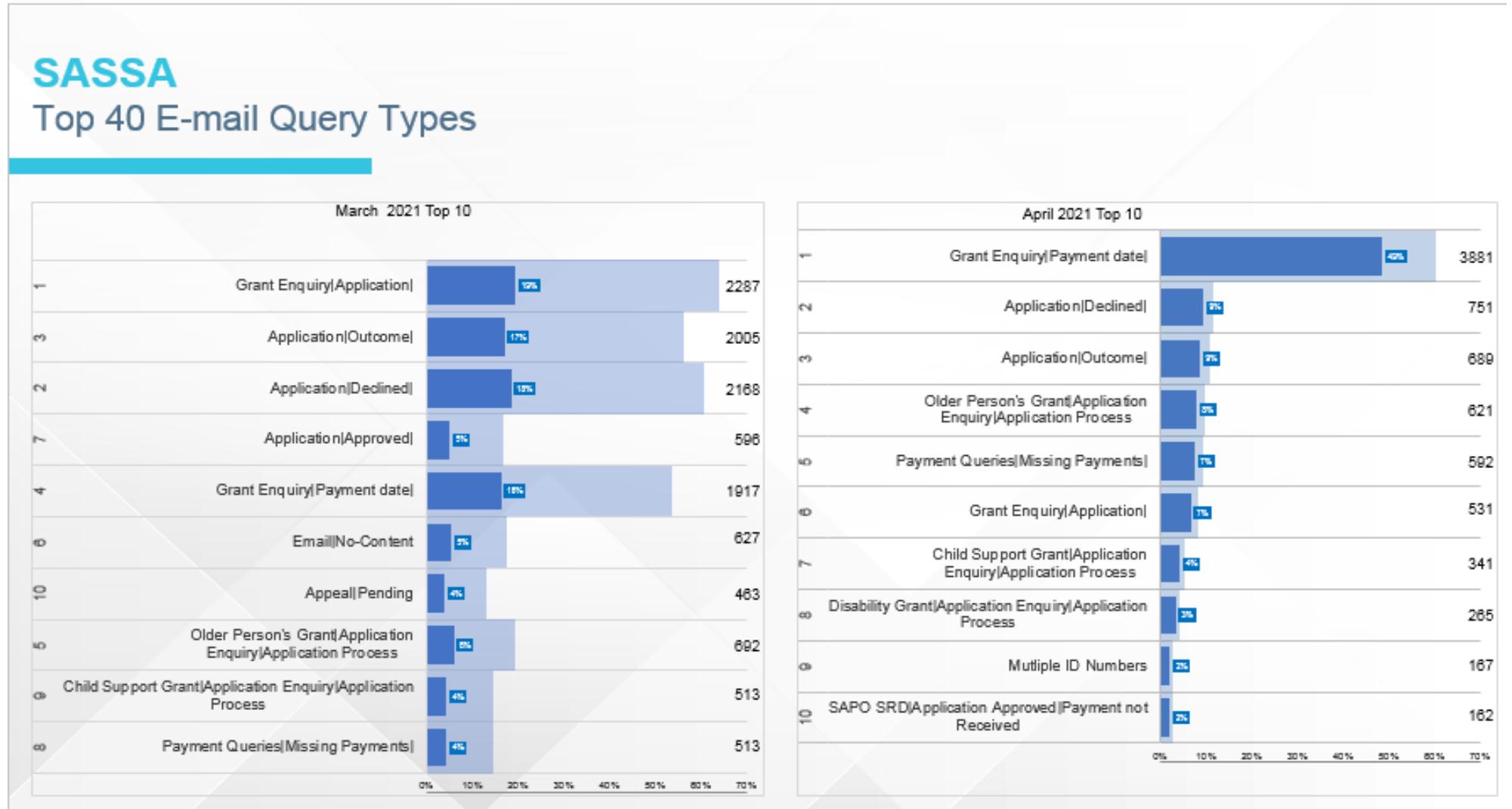
# SASSA

## Voice April and May 2021 Comparative Top 10 Query Types



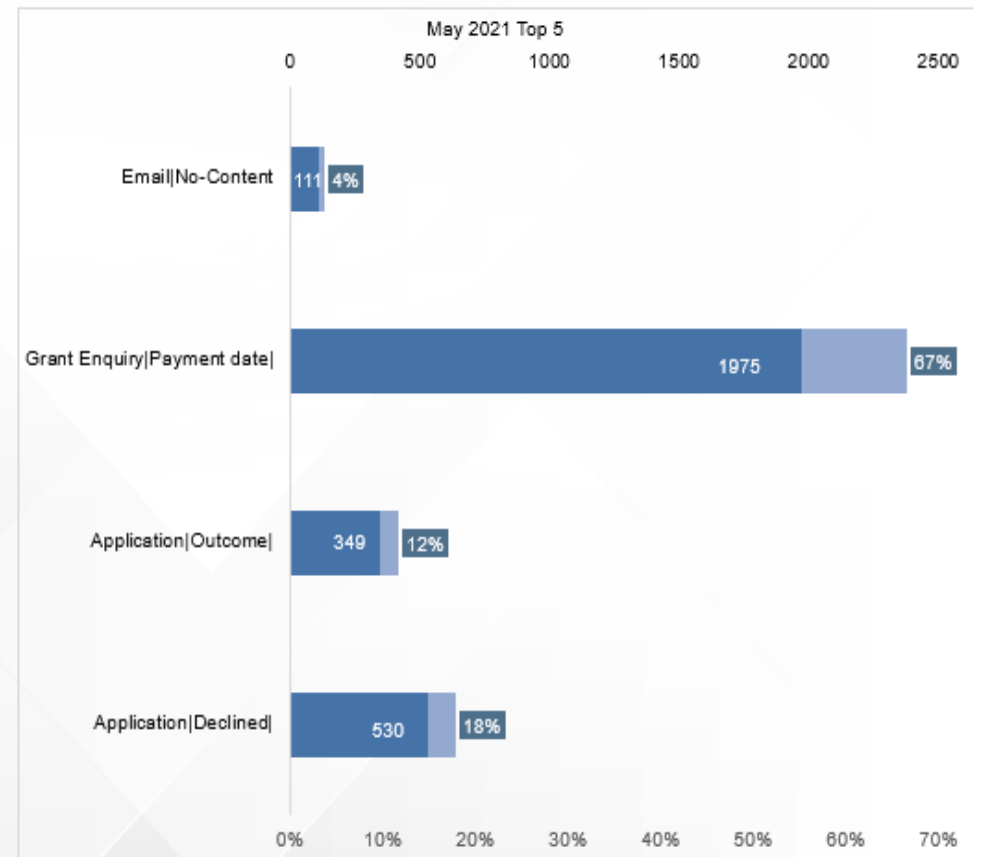
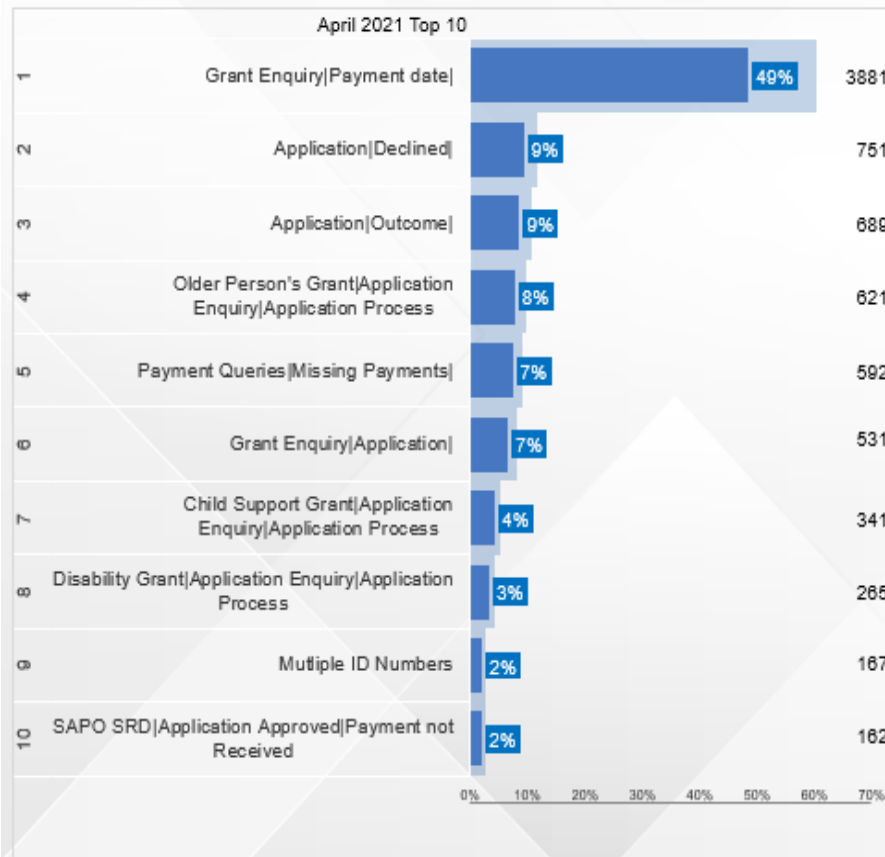
## TOP 40 E-MAIL TAGS (QUERY TYPES)

Figure 6



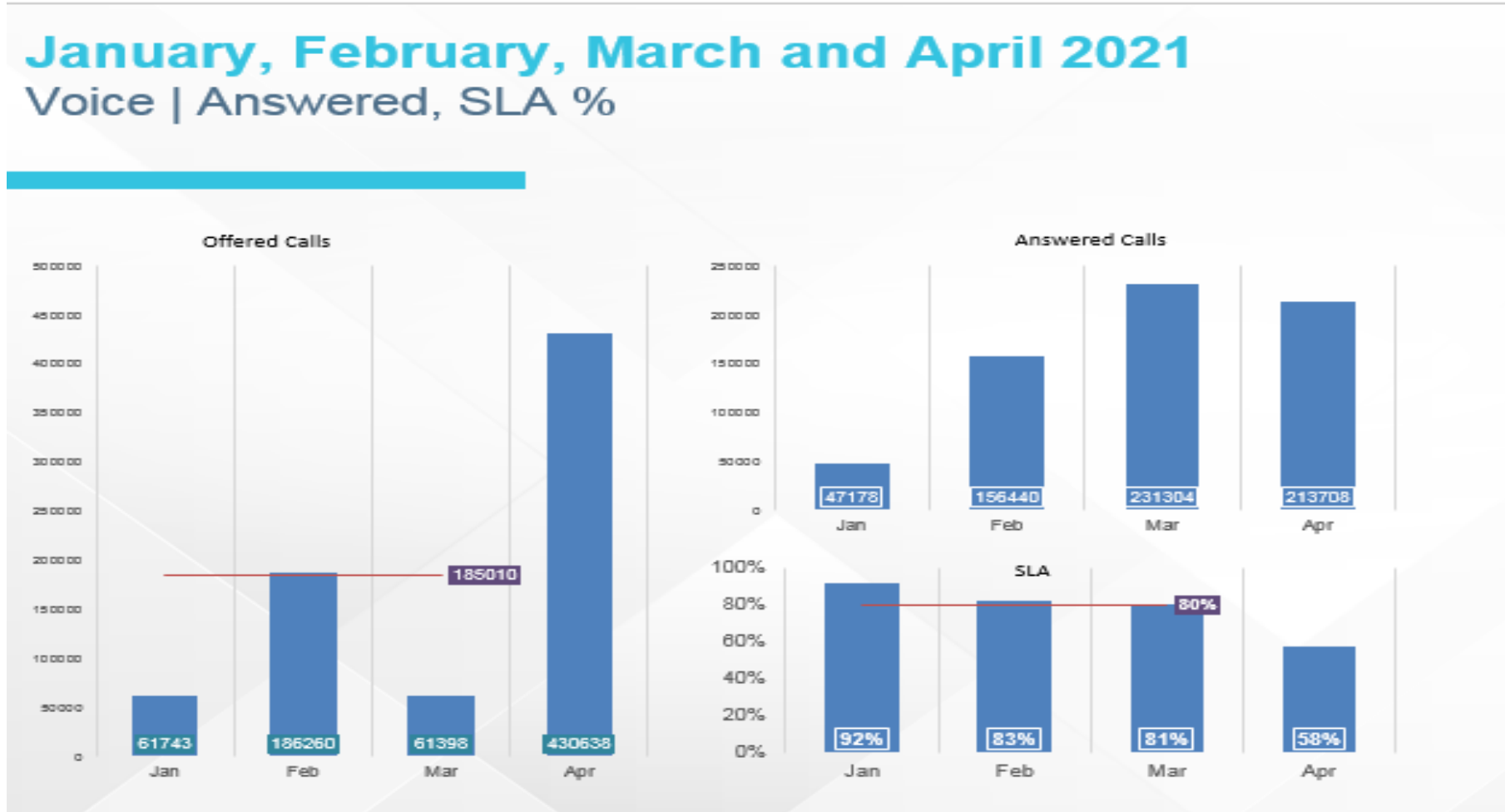
# SASSA

## Top 40 E-mail Query Types



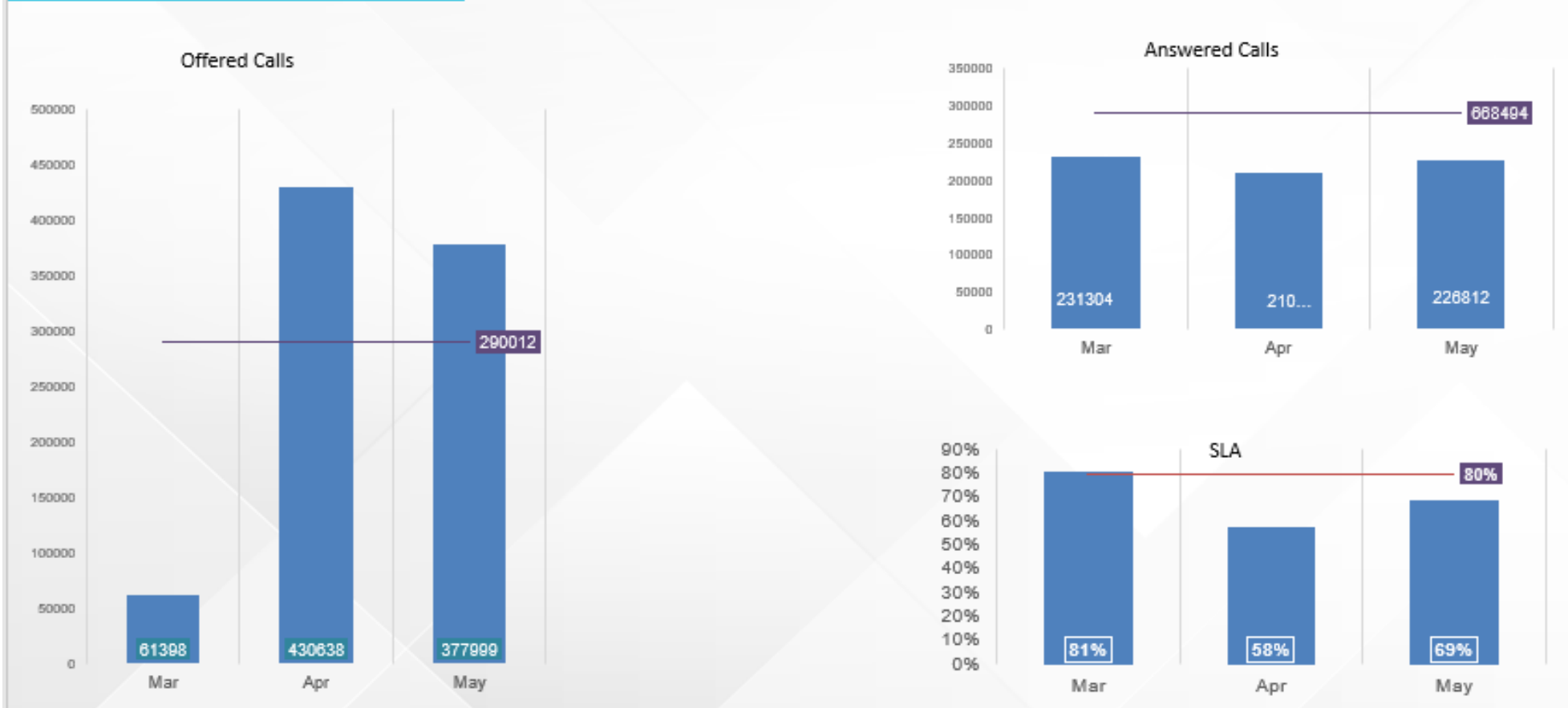
VOICE COMPARATION YEAR TO DATE (YTD) 2021 VOLUMES, ABANDONMENT AND SERVICE LEVEL

Figure 7



# March, April and May 2021

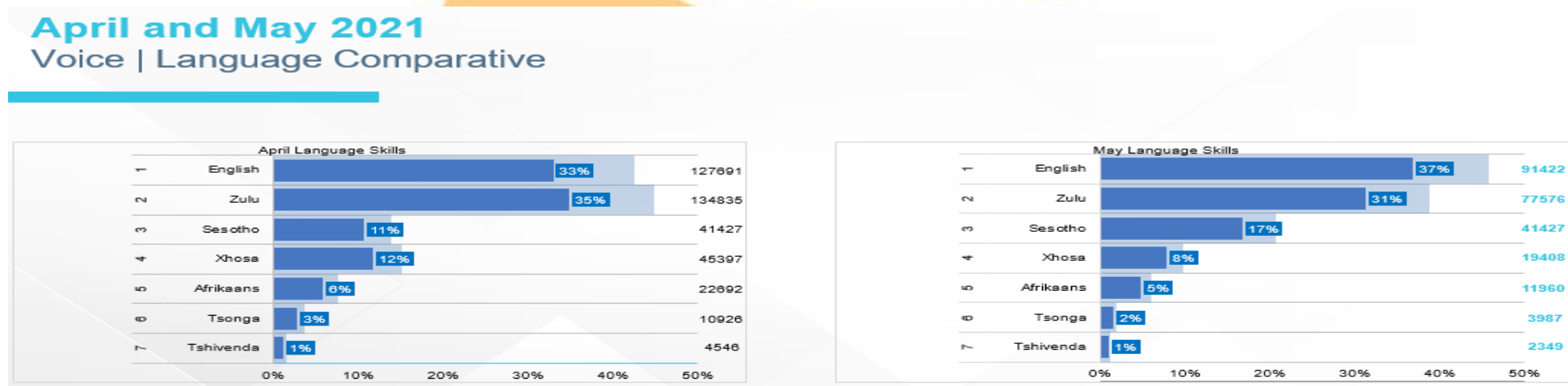
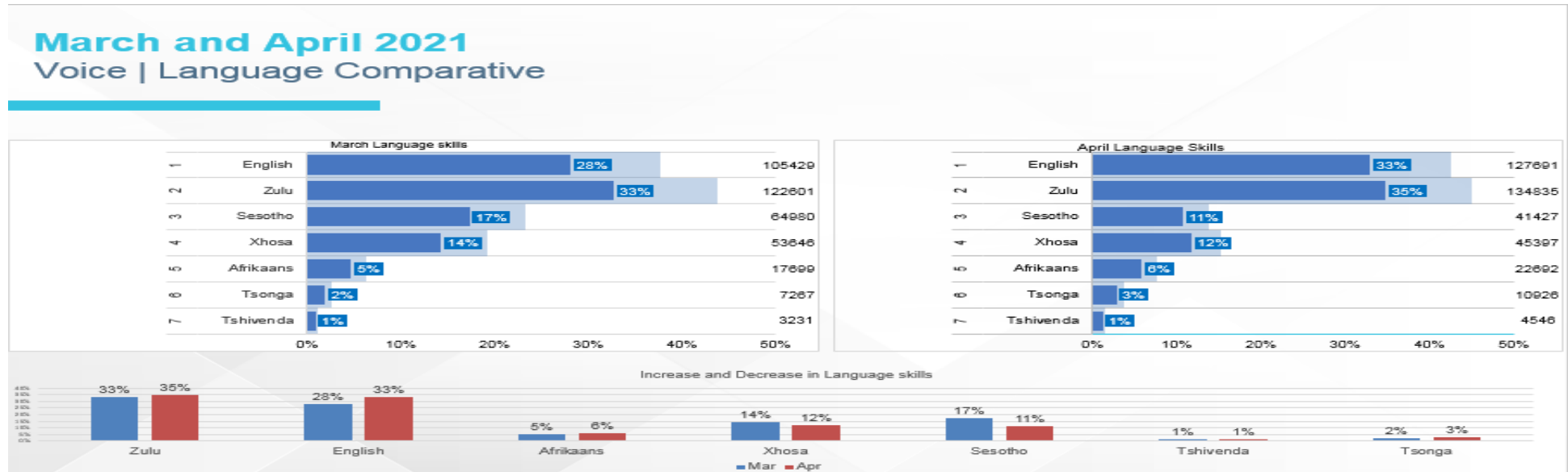
Voice | Answered, SLA %, Voice | Ring time and Average Talk time with customer





# VOICE COMPARATION MARCH AND APRIL 2021 LANGUAGE DISTRIBUTION

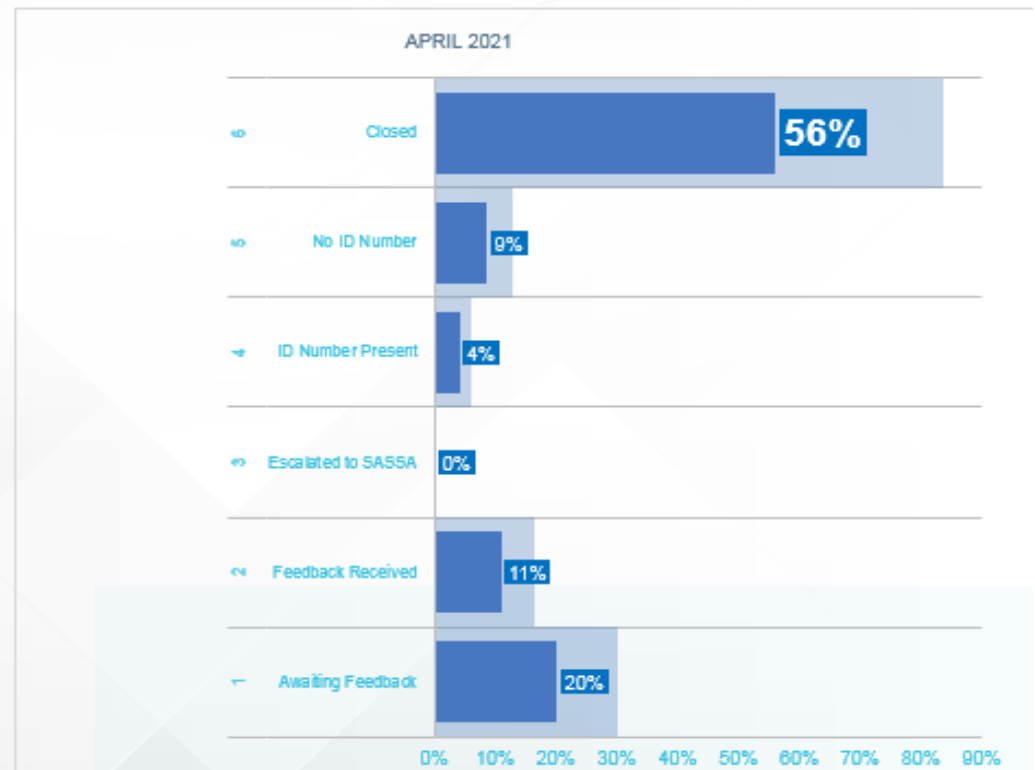
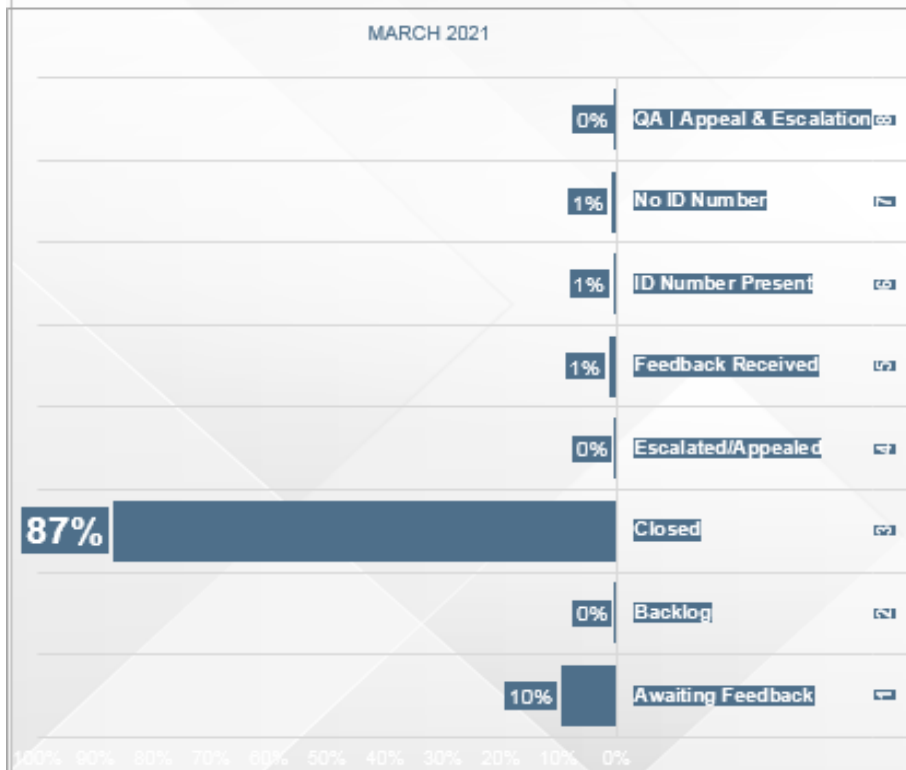
Figure 8



## CUSTOMER CARE E-MAIL PERFORMANCE

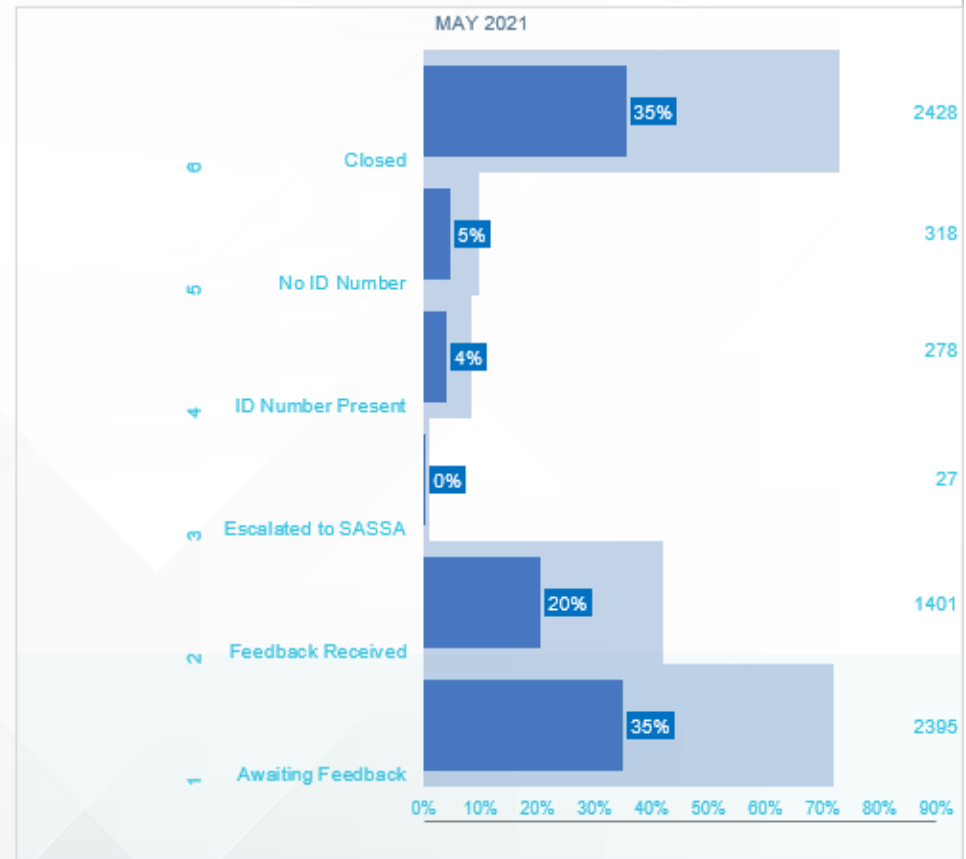
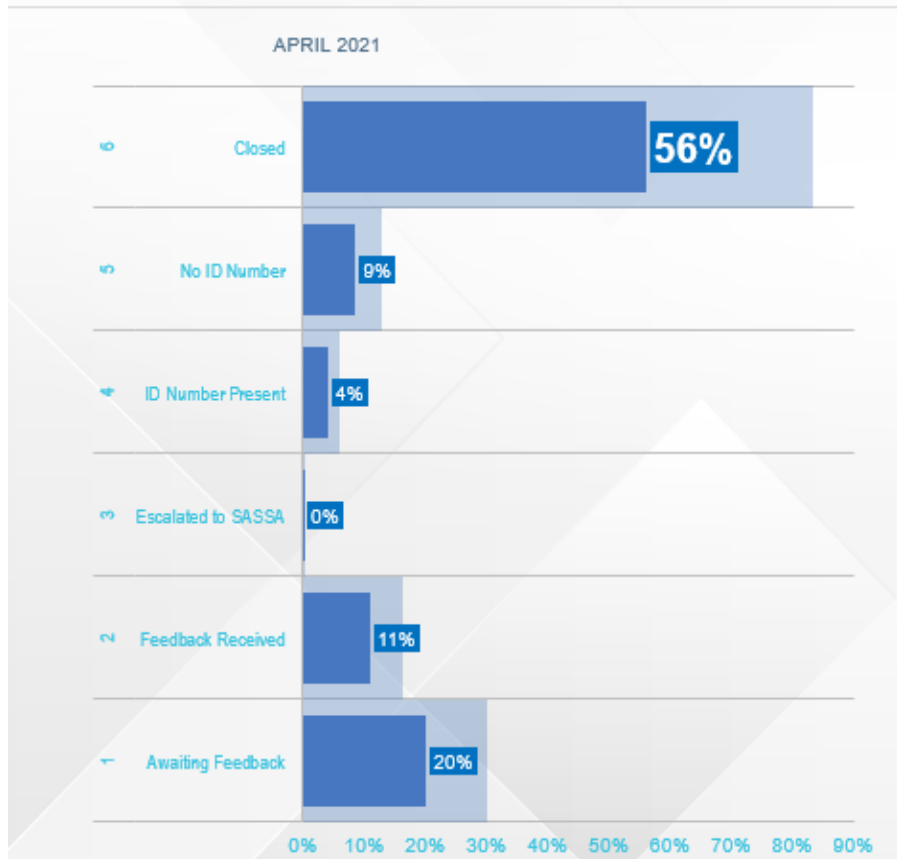
Figure 9

### March and April 2021 E-mail | Stage movement



# April and May 2021

## E-mail | Stage movement



## Challenge

**The same challenges from the previous months continue to prevail.**

- 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.

## INDICTOR 11: RESTORATIVE JUSTICE

### KRA 12: RESTORATIVE JUSTICE MECHANISMS: INTERNAL REVIEW AND APPEALS

Table 73: Number of IRM received and processed in April 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																				
FS	0	0	0	0																				
GP	153	153	161	161																				
KZN	157	174	320	240																				
LP	3	0	10	7																				
MP	0	0	0	0																				
NW	51	59	83	96																				
NC	0	0	49	24																				
WC	5	3	26	5																				
<b>Total</b>	<b>487</b>	<b>488</b>	<b>755</b>	<b>637</b>																				

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

Table 74: Appeal Applications Processed in April 2021

Month	Number of Applications	SASSA Decisions Upheld	SASSA Decisions Overruled
April 20	22	16	6
May 20	265	241	24
June 20			
August 20			
September 20			
October 20			
November 20			
December 20			
January 21			
February 21			
March 21			

Source: DSD Appeals Tribunal

## INDICATOR 12: PAYOUT PERFORMANCE BY SAPO

### KRA 12: PAYMENT INFORMATION BY SAPO

Table 75: 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 -
	<b>9 887 565</b>	<b>5 756 366 283</b>	<b>366 390</b>	<b>461 970 320</b>	<b>201 135</b>	<b>371 483 030</b>	<b>6 156 091</b>	<b>3 255 151 234</b>	<b>16 442 470</b>	<b>9 844 970 867</b>
								Total received		R 10 187 725 054.26
								% Withdrawn		97%
								Inactive Account		

Figure 10

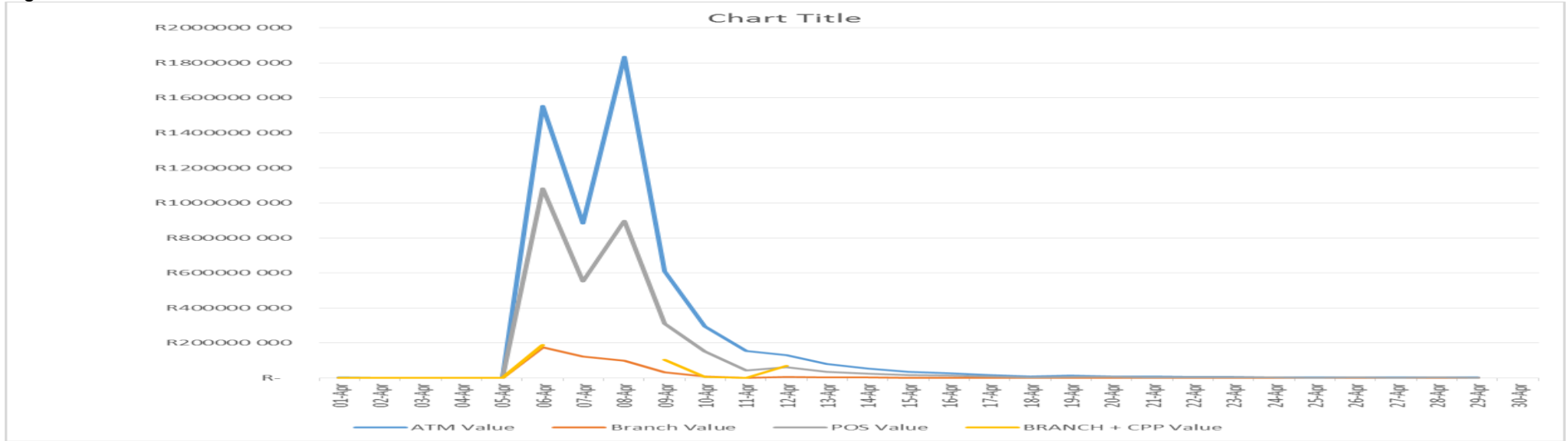


Table 76: May 2021 Payment File Channel Data

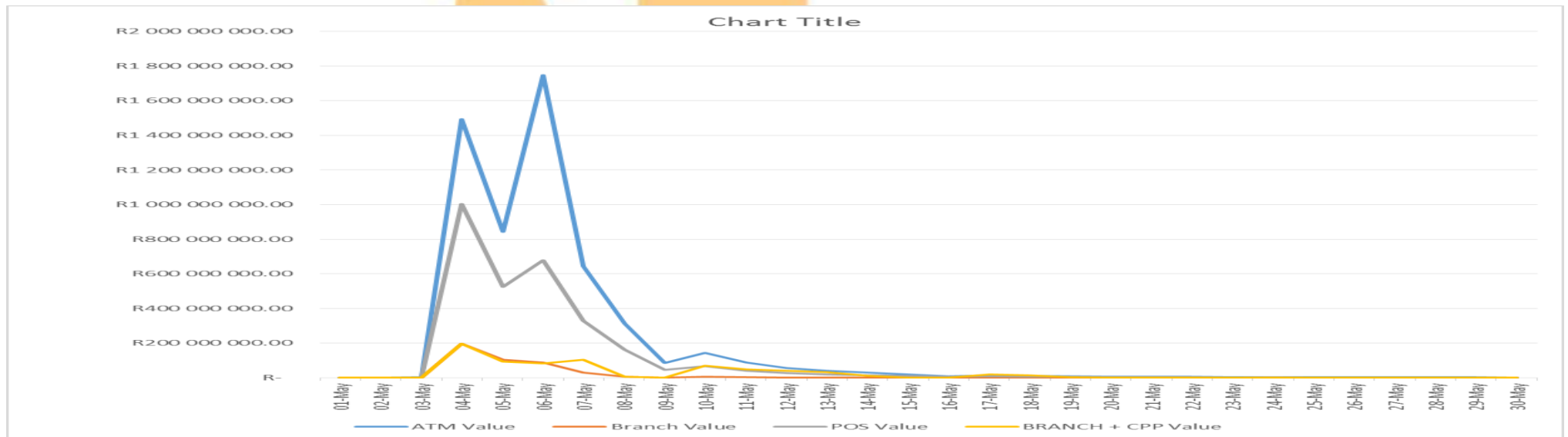
Month	ATM Txns	ATM Value	SASWITCH		BIO PAY		POS Txns	POS Value	Grand Total Txns	Grand Total Value
			Branch (OTC) Txns	Branch Value	BRANCH + CPP Txns	BRANCH + CPP Value				
01	14 284	R 2 051 480.00	-	0	-	R -	10 508	R 1 157 152.06	24 792	R 3 208 632.06
02	13 449	R 1 709 699.00			-	R -	8 954	R 851 002.57	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 990030.00	47 658	R	5 890 290.62	98 404	R	19 206 366.62
20	40 684	R 7 074 457.00	663	R 705 550.00	674	R 1 27470.00	40 101	R	4 576 923.68	82 122	R	13 633 400.68
21	39 042	R 6 651 592.00	522	R 465 410.00	184	R 345 360.00	37 876	R	4 346 569.10	77 624	R	11 808 931.10
22	30 156	R 5 405 052.00	207	R 153 690.00	41	R 57 470.00	29 270	R	3 307 976.96	59 674	R	8 924 188.96
23	20 190	R 3 012 212.00	-	R	0	R -	19 917	R	1 927 085.42	40 107	R	4 939 297.42
24	30 187	R 4 540 396.00	600	R 505 540.00	240	R 486 850.00	28 901	R	2 808 783.61	59 928	R	8 341 569.61
25	24 159	R 3 979 087.00	459	R 456 470.00	174	R 335 420.00	23 967	R	2 421 406.87	48 759	R	7 192 383.87
26	21 180	R 3 677 214.00	387	R 349 530.00	143	R 289 760.00	20 792	R	2 108 012.17	42 502	R	6 424 516.17
27	19 025	R3 620 906.00	362	R 308 440.00	145	R 284 970.00	18 012	R	1 753 101.00	37 544	R	5 967 417.00

28	16 722	R 4 413 029.00	312	R 287 930.00	97	R 215 490.00	16 117	R	1 757 934.64	33 248	R	6 674 383.64
29	12 427	R 2 871 171.00	89	R 52 390.00	15	R 34 780.00	11 871	R	1 357 874.25	24 402	R	4 316 215.25
30	9 037	R 2 200 570.00	-	-	-	R -	8 201	R	821 007.51	17 238	R	3 021 577.51
31	12 832	R 2 426 150.00	231	R 169 770.00			11 638	R	1 162 077.76	24 701	R	3 757 997.76
<b>Total</b>	<b>9 276 624</b>	<b>5 603 823 796</b>	<b>340 604</b>	<b>R 445 128 420</b>	<b>407 330</b>	<b>730 276 100</b>	<b>4 919 999</b>		<b>2 990 481 255</b>	<b>14 944 557</b>		<b>9 769 709 571</b>
									Total received		R	10 079 322 255.43
									% Withdrawn			97%
									Inactive Account			

Figure 11



**Table 77: 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	<b>40 684</b>
21	11 355	5	841	67	6 759	5 093	1 586	159	2	6 069	7 028	78	<b>39 042</b>
22	8 781	2	718	40	5 091	4 125	1 093	120	6	4 762	5 363	55	<b>30 156</b>
23	5 872	-	520	29	3 429	2 619	411	69	-	3 392	3 819	30	<b>20 190</b>
24	8 263	-	709	51	5 482	3 861	1 239	154	3	4 749	5 607	69	<b>30 187</b>
25	6 908	-	603	24	3 819	3 221	1 132	119	5	3 808	4 475	45	<b>24 159</b>
26	6 122	3	435	21	3 290	3 113	966	110	3	3 343	3 738	36	<b>21 180</b>
27	5 432	-	464	38	2 917	2 716	815	59	2	3 060	3 477	45	<b>19 025</b>
28	4 967	1	465	25	2 379	2 656	714	77	1	2 494	2 899	44	<b>16 722</b>
29	3 867	1	367	25	1 569	1 938	457	64	-	1 985	2 122	32	<b>12 427</b>
30	2 690	-	217	11	1 348	1 392	185	49	-	1 456	1 685	4	<b>9 037</b>
31	3 931	-	339	37	1 649	2 031	556	47	2	1 912	2 286	42	<b>12 832</b>
<b>Total</b>	2 597 648	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

## INDICATOR 13:NUMBER OF BENEFICIARIES PAID IN CASH

### KRA 13:CASH PAYMENTS AND PAYPOINT INFORMATION

**Table 78: 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								
<b>Total</b>	<b>1247</b>	<b>221599</b>	<b>565895</b>	<b>1968</b>	<b>111 453</b>	<b>111 452</b>	<b>111 451</b>	<b>111 451</b>								

**INDICATOR 14: NUMBER OF BENEFICIARIES ACCESSING FUNERAL COVER**

**KRA 14: DEDUCTIONS AND REGULATIONS 26A**

**Table 79: 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
<b>TOTALS</b>	<b>609 623</b>	<b>606 597</b>	<b>600 639</b>	<b>600452</b>	<b>594 898</b>	<b>597 094</b>	<b>600 646</b>	<b>569 080</b>	<b>609 110</b>	<b>613 151</b>	<b>606 488</b>	<b>609 277</b>

## 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										
AfricanUnityIns	1 976	2 218										
AssuplProsperity	37 444	37 300										
AssupolLtd	244 196	247 075										
AVBOB	3 391	3 502										
BrightrockLife	311	328										
CentTransAfrica	22 255	22 751										
ChannellLifeLtd												
EmeraldLifePtyLtd	29 311	34 557										
GREmeraldLife	261	262										
HollardTBFS	119	118										
HollLifeWise	177	176										
KGALewens	7 625	7 738										
LionLifeEmerald	33 092	33 109										
SafricanImbalen	12 886	12 842										
SafricanRestAss	132	135										
SafricanZuntal	6 180	6 137										
SanlamDevMarket	94 174	93 733										
SmartLifeIns	468	467										
1LifeIns	115 943	115 529										
<b>TOTAL</b>	<b>613 843</b>	<b>621 870</b>										

## 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
AssuplProsperity	4 074	4 053	4 032	3 999	3 920	3 886	3 857	3 831	3 795	3 761	3 709	3 677
AssupoLtd	32 434	32 317	32 186	32 044	31 768	33 756	34 192	34 941	35 704	36 048	35 995	36 516
AVBOB	212	212	209	209	208	208	208	208	207	206	202	201
BrightrockLife	12	13	13	13	12	12	75	94	212	240	256	278
CentTransAfrica	3 231	3 228	3 218	3 197	3 151	3 156	3 204	3 212	3 261	3 325	3 381	3 443
ChannellifeLtd	8 153	8 082	8 049	8 001	7 932	7 871	7 820	5 956		5 864		
Emerald Life PtyLtd						245	1 890	3 172	4 626	53	5 875	7 096
GREmeraldLife	56	56	55	55	55	55	55	55	54	12	52	52
HollardTBFS	13	13	13	13	12	12	12	12	12	21	12	12
HollLifeWise	22	22	22	22	22	22	21	21	21	5 073	21	21
KGALewens	5 300	5 293	5 275	5 252	5 197	5 194	5 175	5 153	5 115	5 864	5 029	5 014
LionLifeEmerald	14 374	14 298	14 249	14 153	13 990	13 882	13 780	13 699	13 603	13 476	13 295	13 222
SafricanImbalen	5 168	5 138	5 124	5 092	5 042	5 014	4 969	4 943	4 910	4 873	4 777	4 741
SafricanRestAss	27	27	27	27	26	26	26	26	26	26	25	25
SafricanZuntal	3	3	3	3	3	3	3	3	3	3	3	3
SanlamDevMarket	1 734	1 723	1 716	1 709	1 696	1 689	1 676	1 669	9 372	9 305	9 111	9 038
SmartLifeIns	16	16	16	16	16	67	67	65	65	64	64	64
1LifeIns	47 194	46 875	46 608	46 301	45 624	45 183	44 816	44 512	44 171	43 653	42 988	42 660
<b>TOTAL</b>	<b>123 120</b>	<b>122 463</b>	<b>121 906</b>	<b>121 196</b>	<b>119 757</b>	<b>121 363</b>	<b>122 934</b>	<b>122 667</b>	<b>126 253</b>	<b>127 095</b>	<b>125 903</b>	<b>127 168</b>



## 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										
AfricanUnityIns	62	63										
AssuplProsperity	3 661	3 643										
AssupolLtd	37 143	38 012										
AVBOB	200	200										
BrightrockLife	308	325										
CentTransAfrica	3 512	3 615										
ChannellLifeLtd												
EmeraldLifePtyLtd	8 600	9 739										
GREmeraldLife	52	52										
HollardTBFS	12	12										
HollLifeWise	21	21										
KGALewens	5 058	5 149										
LionLifeEmerald	13 148	13 081										
SafricanImbalen	4 718	4 695										
SafricanRestAss	25	25										
SafricanZuntal	3	3										
SanlamDevMarket	8 960	8 896										
SmartLifeIns	63	62										
1LifeIns	42 388	42 104										
<b>TOTAL</b>	<b>128 977</b>	<b>130 738</b>										

## 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
SmartLifeIns	19	18	18	18	18	22	22	22	22	22	22	22
1LifeIns	13 280	13 207	13 121	13 029	12 891	12 762	12 648	12 521	12 428	12 347	12 225	12 123
<b>TOTAL</b>	<b>26 284</b>	<b>26 183</b>	<b>26 047</b>	<b>25 926</b>	<b>25 739</b>	<b>25 963</b>	<b>27 365</b>	<b>28 939</b>	<b>30 317</b>	<b>31 578</b>	<b>31 439</b>	<b>32 248</b>

## 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
AffinityFuneral	166	166										
AfricanUnityIns	108	109										
AssuplProsperity	283	283										
AssupolLtd	4 574	5 030										
AVBOB	13	13										
CentTransAfrica	5 309	5 359										
ChannelLifeLtd												
EMERALDLIFEptyL	6 354	7 210										
GREmeraldLife	19	19										
HollardTBFS	11	11										
HollLifeWise	57	57										
KGALewens	128	128										
LionLifeEmerald	2 560	2 542										
SafricanImbalen	1 840	1 828										
SafricanZuntal	2	2										
SanlamDevMarket	149	149										
SmartLifeIns	22	22										
1LifeIns	12 025	11 918										
<b>TOTAL</b>	<b>33 620</b>	<b>34 846</b>										

## 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
<b>TOTAL</b>	<b>46 738</b>	<b>46 569</b>	<b>46 318</b>	<b>46 032</b>	<b>45 429</b>	<b>46 384</b>	<b>46 752</b>	<b>47 245</b>	<b>47 956</b>	<b>48 541</b>	<b>48 364</b>	<b>48 986</b>

## 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										
AfricanUnityIns	1 059	1 265										
AssuplProsperity	181	177										
AssupoLtd	26 890	27 549										
AVBOB	757	753										
BrightrockLife	1	1										
CentTransAfrica	5 346	5 452										
ChannelLifeLtd												
EMERALDLIFEptyL	710	904										
GREmeraldLife	8	8										
HollardTBFS	61	60										

HollLifeWise	28	27										
KGALewens	429	427										
LionLifeEmerald	1 570	1 563										
SafricanImbalen	1 838	1 824										
SafricanZuntal	17	17										
SanlamDevMarket	384	380										
SmartLifeIns	86	85										
1LifeIns	8 961	8 907										
<b>TOTAL</b>	<b>49 791</b>	<b>50 860</b>										

### Kwa Zulu 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

<b>REGION TOTAL</b>	<b>206 496</b>	<b>205 440</b>	<b>204 543</b>	<b>203 474</b>	<b>201 823</b>	<b>201 079</b>	<b>200 276</b>	<b>171 748</b>	<b>199 005</b>	<b>198 429</b>	<b>194 964</b>	<b>193 790</b>
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### 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										
AfricanUnityIns	499	524										
AssuplProsperity	13 209	13 102										
AssupolLtd	99 782	99 585										
AVBOB	9	9										
CentTransAfrica	688	837										
ChannelLifeLtd												
EMERALDLIFEptyL	1 368	1 855										
GREmeraldLife	13	13										
HollardTBFS	1	1										
KGALewens	281	296										
LionLifeEmerald	788	783										
SafricanImbalen	2 579	2 563										
SafricanZuntal	6 142	6 099										
SanlamDevMarket	65 333	64 936										
SmartLifeIns	187	187										
1LifeIns	2 306	2 296										
<b>REGIONAL TOTAL</b>	<b>193 408</b>	<b>193 308</b>										

### 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
SmartLifeIns	28	27	27	27	27	28	28	29	29	29	29	27
1LifeIns	12 527	12 481	12 423	12 362	12 284	12 198	12 132	12 080	12 012	11 939	11 839	11 753
<b>REGION TOTAL</b>	<b>76 946</b>	<b>76 588</b>	<b>76 263</b>	<b>75 921</b>	<b>75 322</b>	<b>75 438</b>	<b>75 650</b>	<b>75 665</b>	<b>76 080</b>	<b>76 412</b>	<b>75 796</b>	<b>75 878</b>

#### 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										
AfricanUnityIns	63	64										
AssuplProsperity	16 674	16 568										
AssupolLtd	35 915	36 084										
AVBOB	628	625										
CentTransAfrica	4 171	4 151										
ChannelLifeLtd												
EMERALDLIFEptyL	2 238	2 629										
GREmeraldLife	7	7										
HollardTBFS	24	24										
HollLifeWise	54	53										
KGALewens	348	346										
LionLifeEmerald	2 344	2 331										
SafricanImbalen	448	447										
SafricanZuntal	1	1										

SanlamDevMarket	1 428	1 414										
SmartLifeIns	27	27										
1LifeIns	11 698	11 613										
<b>REGIONAL TOTAL</b>	<b>76 318</b>	<b>76 633</b>										

### 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
<b>REGION TOTAL</b>	<b>26 034</b>	<b>25 901</b>	<b>25 782</b>	<b>25 647</b>	<b>25 433</b>	<b>25 671</b>	<b>25 780</b>	<b>24 439</b>	<b>26 001</b>	<b>26 251</b>	<b>26 058</b>	<b>26 247</b>



## 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										
AfricanUnityIns	119	121										
AssuplProsperity	30	30										
AssupolLtd	16 271	16 633										
AVBOB	353	351										
CentTransAfrica	656	692										
ChannelLifeLtd												
EMERALDLIFEptyL	314	451										
HollLifeWise	2	2										
KGALewens	40	40										
LionLifeEmerald	117	117										
SafricanImbalen	93	93										
SafricanZuntal	1	1										
SanlamDevMarket	6 491	6 460										
SmartLifeIns	25	25										
1LifeIns	1 661	1 653										
<b>REGIONAL TOTAL</b>	<b>26 503</b>	<b>26 999</b>										

## 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										
AfricanUnityIns	31	32										
AssuplProsperity	44	44										
AssupoLtd	13 445	13 457										
AVBOB	56	55										
CentTransAfrica	1 318	1 307										
ChannellLifeLtd												
EMERALDLIFEptyL	586	807										
HollardTBFS	10	10										
KGALewens	171	171										
LionLifeEmerald	91	91										
SafricanImbalen	849	843										
SafricanZuntal	13	13										
SanlamDevMarket	5 466	5 423										
SmartLifeIns	40	39										
1LifeIns	1 192	1 180										
<b>TOTAL</b>	<b>23 682</b>	<b>23 840</b>										

## 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
<b>REGION TOTAL</b>	<b>35 737</b>	<b>35 596</b>	<b>34 707</b>	<b>35 206</b>	<b>34 960</b>	<b>34 798</b>	<b>34 830</b>	<b>32 742</b>	<b>32 742</b>	<b>35 207</b>	<b>34 939</b>	<b>35 064</b>

## 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										
AfricanUnityIns												
AssuplProsperity	3 332	3 424										
AssupolLtd	9 203	9 734										
AVBOB	1 372	1 493										

CentTransAfrica	914	995										
ChannelLifeLtd												
EMERALDLIFEptyL	1 957	2 355										
GREmeraldLife	65	66										
HollLifeWise	14	15										
KGALewens	59	61										
LionLifeEmerald	3 296	3 467										
SafricanImbalen	321	349										
SafricanRestAss	97	100										
SafricanZuntal	1	1										
SanlamDevMarket	5 812	5 925										
SmartLifeIns	11	13										
1LifeIns	7 246	7 572										
<b>REGIONAL TOTAL</b>	<b>33 703</b>	<b>35 576</b>										

### 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
<b>REGION TOTAL</b>	<b>43 972</b>	<b>43 719</b>	<b>41 062</b>	<b>43 165</b>	<b>42 730</b>	<b>42 671</b>	<b>43 363</b>	<b>43 814</b>	<b>44 854</b>	<b>45 763</b>	<b>45 378</b>	<b>46 276</b>

### 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										
AfricanUnityIns	35	40										
AssuplProsperity	30	29										
Assupolltd	973	991										
AVBOB	3	3										
BrightrockLife	2	2										
CentTransAfrica	341	343										
ChannelLifeLtd												
EMERALDLIFEptyL	7 184	8 607										
GREmeraldLife	97	97										
HollLifeWise	1	1										
KGALewens	1 111	1 120										
LionLifeEmerald	9 178	9 134										
SafricanImbalen	200	200										
SafricanRestAss	10	10										
SanlamDevMarket	151	150										
SmartLifeIns	7	7										
1LifeIns	28 466	28 286										
<b>REGIONAL TOTAL</b>	<b>47 841</b>	<b>49 070</b>										

