



**MASTER SERVICES AGREEMENT**

Between

**SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA)**

And

**SOUTH AFRICAN POST OFFICE SOC LIMITED (SAPO)**

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## **Part A Preamble and Interpretation**

### **1. Preamble**

- 1.1 Section 27(1)(c) of the Constitution provides that everyone has the right to social security, including, if they are unable to provide for themselves and their dependants, appropriate social assistance.
- 1.2 The Social Assistance Act, 2004 was promulgated to give effect to the right provided for in Section 27(1) (c) of the Constitution. In addition, SASSA was established as the agency responsible for the administration of Social Assistance by the SASSA Act.
- 1.3 The SASSA Act empowers SASSA with the concurrence of the Minister of Social Development to enter into an agreement with any person to ensure effective payment of Social Grants to Beneficiaries.
- 1.4 SAPO has previously paid Social Grants and has the necessary skills and competence to ensure effective payments to Beneficiaries.
- 1.5 SASSA has appointed SAPO, as the payment method in terms of Regulation 21(1) (b) of the Social Assistance Regulations, to carry out payments to Beneficiaries on the terms and conditions set out in this Agreement. This Agreement is entered into-
  - 1.5.1 in accordance with a deviation issued by National Treasury dated 4 July 2017;
  - 1.5.2 the Intergovernmental Relations Framework Act, 2005;
  - 1.5.3 following the publication of a notice of the appointment of SAPO to pay Social Grants in the Government Gazette number 41622 dated 11 May 2018; and
  - 1.5.4 under the guidance of the Inter Ministerial Committee on Comprehensive Social Security;
- 1.6 To give effect to the appointment, the Parties concluded the Implementation Protocol and the Services Agreement in accordance with the Intergovernmental Relations Framework Act, 2005.
- 1.7 The Services Agreement signed on 8 December 2018 will be cancelled and terminated with effect from the Signature Date of this Agreement.
- 1.8 SAPO acknowledges the importance of the services for payment of Social Grants to be rendered in terms of this Agreement and undertakes to inform all sub-contractors that by virtue of their contribution in the rendering of this service directly or indirectly, they are classified as organs of state, in terms whereof they have an obligation, under whatever circumstances, to ensure that the service is not interrupted.

## 2. Definitions

Unless otherwise stated, or the context otherwise requires, the words and expressions listed below shall bear the meanings ascribed to them:

- 2.1 **Access Channel** – means cash pay point (“Last Mile Facility”); withdrawals at National Payment System infrastructure excluding SAPO; and over the counter payments at SAPO outlets; where recipients are able to access their social grants;
- 2.2 **Agreement** – this Master Services Agreement, its appendices and all Service Level Agreements concluded under this Agreement;
- 2.3 **Beneficiary** – a person who receives a Social Grant, or where applicable, the SRD, in terms of the Social Assistance Act and who, for purposes of this Agreement, has not elected to receive payment of the Social Grant into a private bank account;
- 2.4 **Business Day** – any day other than a Saturday, Sunday, and/or a public holiday as gazetted by the Government of the Republic South Africa from time to time;
- 2.5 **Card Swap** – the replacing of the old SASSA Grindrod Bank issued card, with the new SASSA SAPO issued card to a Beneficiary into which the Social Grant will henceforth be paid;
- 2.6 **Change Order** – a written change order in a format substantially similar to that set out in Appendix 6 and which will be used to record the details of any alteration, variation or amendment to this Agreement;
- 2.7 **Change Request** – a written change request in a format substantially similar to that set out in Appendix 7 which shall be used by a Party to record a request for an alteration, variation or amendment of this Agreement;
- 2.8 **CIT** – cash in transit services;
- 2.9 **Confidential Information** – all information of any nature whatsoever which either Party may obtain from the other or its associates (“the Disclosing Party”), including, without limitation, trade secrets, pricing information, Intellectual Property information, Personal Information, working methodologies, staff related information and information related to the Systems, regardless of how such information is disclosed to the Party receiving the confidential information the (“Receiving Party”) including, without limitation, orally, visually or by reason of inspection of documentation, electronic data or other manner;
- 2.10 **Constitution** – the Constitution of the Republic of South Africa, 1996;
- 2.11 **CVM** – Card Verification Method;

- 2.12 **Effective Date** - the Business Day following the date on which the condition precedent in clause 4.2 are fulfilled or waived by SASSA;
- 2.13 **Essential Services** – a service which has been declared as such by the Essential Services Committee in accordance with the Labour Relations Act, 1995;
- 2.14 **EMV** - Europay Mastercard and Visa;
- 2.15 **IMC** – the Inter-Ministerial Committee on Comprehensive Social Security;
- 2.16 **Implementation Protocol** – an agreement concluded between the Parties, through the guidance of the IMC, which serves as a cooperative governance framework between the Parties;
- 2.17 **Intellectual Property** - means all copyrights, rights in business names, rights in systems; including system development notes, trademarks, trade names, patents, designs and/or inventions as well as all rights to source codes, trade secrets, confidential information and all other rights of a similar character (regardless of whether such rights are registered and/or capable of registration), as well as all residual and/or accrued rights and all applications and rights to apply for the protection of any of the same;
- 2.18 **Last Mile Facility** – a facility, which includes cash pay points and over the counter payment at SAPO outlets, where a Beneficiary may obtain payment of the Social Grant in cash as is further set out in clause 7.1.2. A list of the Last Mile Facilities as at the Signature Date is attached as Appendix 3 (*Last Mile Facilities*), and this list is subject to review and agreement between SASSA and SAPO from time to time;
- 2.19 **Norms and Standards** – standards to be observed by the Parties in the Payment of Social Grants, as is more fully set out in Appendix 4;
- 2.20 **NPS** – National Payment System;
- 2.21 **Parties** – SASSA and SAPO and "Party" means any one of them as the context may require;
- 2.22 **Pay File** – the electronic list of payments of Social Grants generated by Socpen;
- 2.23 **Payment** – the entire social grant value chain from application to the final act of payment or withdrawal and includes, but is not limited to, and subject to the declaration of the Essential Services Committee, the receipt and processing of Payment Files; crediting of funds to the individual SDA accounts;
- 2.24 **Personal Information** – personal information as defined in the POPI Act;
- 2.25 **PIN** – personal identification number linked to the SASSA/SAPO card;

- 2.26 **POPI Act** – the Protection of Personal Information Act, 2013 (Act 4 of 2013);
- 2.27 **Procurator** – a person appointed by a Beneficiary or SASSA to apply for or receive a Social Grant on the Beneficiary's behalf;
- 2.28 **Recipient** – means a Beneficiary, Procurator, a primary care giver or claimant of unclaimed grant monies who is entitled to receive one or more grants;
- 2.29 **SASSA Act** – the South African Social Security Agency Act, 2004 (Act No. 9 of 2004);
- 2.30 **SDA** – beneficiaries' special disbursement account held with SAPO;
- 2.31 **Services Agreement** – the agreement entitled "Services Agreement" entered into between SASSA and SAPO on 8 December 2017, guided by the IMC, which sets out the services for an integrated grants payment system;
- 2.32 **Service Fee** – the fee charged, per transaction per Access Channel, by SAPO for providing the services as contemplated in clause 17.2 and in accordance with the pricing in Appendix 1;
- 2.33 **Signature Date** – the date of signature of this Agreement by the Party signing last in time;
- 2.34 **Social Assistance Act** – the Social Assistance Act, 2004 as amended (Act No. 13 of 2004);
- 2.35 **Social Grant** – a social grant as defined in the Social Assistance Act;
- 2.36 **Socpen** – social pension system used to administer and pay Social Grants;
- 2.37 **SRD** – social relief of distress as defined in the Social Assistance Act;
- 2.38 **Systems** – the systems used by SAPO to deliver the services set out in this Agreement from time to time, which as at the Signature Date include the Biometric Engine, the Integrated Grant Payment System, systems interfaces, network connections, SAPO's point of sale system including its peripherals to enable cash withdrawals at SAPO branches and the hardware and software in use at Last Mile Facilities; and
- 2.39 **Transition Agreement** – the agreement entitled "Transition Agreement" entered into by the Parties on 19 June 2018 which regulates the migration of existing Beneficiaries to the SASSA/SAPO card, save for those beneficiaries who choose to receive their Social Grants through a private bank account.

**3. Interpretation**

- 3.1 Clause and paragraph headings are for purposes of reference only and shall not be used in interpretation.
- 3.2 Unless the context clearly indicates a contrary intention, any word connoting:
  - 3.2.1 any gender includes the other two genders;
  - 3.2.2 the singular includes the plural and vice versa;
  - 3.2.3 natural persons includes juristic and artificial persons and vice versa; and
  - 3.2.4 insolvency includes provisional or final sequestration, liquidation or business rescue.
- 3.3 A reference to days (as opposed to Business Days) shall mean calendar days.
- 3.4 When any number of days, or Business Days, is prescribed, such number shall exclude the first and include the last, unless, in the case of days, the last day falls on a Saturday, Sunday, or a public holiday in the Republic of South Africa, in which case the last day shall be the next succeeding Business Day.
- 3.5 A reference to an enactment is a reference to that enactment as at the Signature Date as amended or re-enacted from time to time.
- 3.6 The rule of interpretation that a written agreement shall be interpreted against the party responsible for the drafting or preparation of that agreement shall not apply.
- 3.7 If any provision in a definition is a substantive provision conferring rights or imposing obligations on any Party, notwithstanding that it is only in the definition clause, effect shall be given to it as if it were a substantive provision in the body of the Agreement.
- 3.8 The *eiusdem generis* rule shall not apply and accordingly, whenever a provision is followed by the word "including" and specific examples, such examples shall not be construed so as to limit the ambit of the provision concerned.
- 3.9 Where any term is defined within the context of any particular clause in this Agreement, then, unless it is clear from the clause in question that the term so defined has limited application to the relevant clause, the term so defined shall bear the meaning ascribed to it for all purposes in terms of this Agreement, notwithstanding that that term has not been defined in the definition clause.

**4. Conditions Precedent**

- 4.1 The provisions of this clause 4, clauses 10, 25, 28, 29, 30, 32 and 33 shall take effect and become operative immediately upon the Signature Date.
- 4.2 Subject to clause 4.1, the whole of this Agreement shall be subject to the fulfilment by the Effective Date or by such later date as SASSA may advise in writing, of the following condition precedent:



- 4.2.1 the conclusion of the Service Level Agreement governing the day to day management of the grant payments;
- 4.2.2 the submission of the revised list of the Last Mile Facilities; and
- 4.2.3 the dispute resolution mechanism for Beneficiaries.
- 4.3 The Parties undertake, at their expense, to use their best endeavours to fulfil the conditions precedent in clause 4.2.
- 4.4 If the conditions precedent referred to in clause 4.2 are not fulfilled (or waived by SASSA) by the date set out therein for any reason whatsoever, then:
  - 4.4.1 the provisions of this Agreement that are suspended shall not take effect; and
  - 4.4.2 neither Party shall have any claim against another in terms of this Agreement except for such claims, if any, as may arise from a breach of any provisions of this Agreement that take effect in terms of clause 4.1.
- 4.5 If the conditions precedent referred to in clause 4.2 are fulfilled within the time period set out therein (or are waived by SASSA) then all the provisions of this Agreement which were suspended in terms of clause 4.1 shall also take effect and become operative, and the whole of this Agreement shall accordingly become unconditional.

**5. Duration, Termination and Order of Precedence**

- 5.1 This Agreement will commence on the Signature Date and will subsists until it is terminated by either Party by giving at least 18 (eighteen) months written notice of termination to the other Party.
- 5.2 The Parties agree that this Agreement will be reviewed every 3 (three) years save for the provisions in clauses 9.6 and 17.2.2 and 17.2.3.
- 5.3 Any Change Orders concluded during the term of the Agreement shall remain valid during the term of the Agreement, save for Change Orders of a limited duration which shall be valid for the period specified therein. Any Change Requests initiated during the notice of termination of the Agreement shall not extend beyond the term of the notice of termination.
- 5.4 The Parties shall endeavour to uphold the provisions of all agreements between them. However, in the event of any conflict, the order of precedence shall be as follows:
  - 5.4.1 this Agreement, including the pricing schedule, Change Orders (a Change Order signed later in time shall take precedence over a Change Order signed earlier in time) and Service Level Agreements;
  - 5.4.2 the Implementation Protocol;
  - 5.4.3 the Transition Agreement (only in respect of the matters dealt with therein); and
  - 5.4.4 any other agreement between the Parties.

**Part B**

**Services**

**6. Transition**

- 6.1 The Parties record that SAPO commenced providing certain services to SASSA from 1 April 2018 on the terms and conditions set out in the Services Agreement and the Transition Agreement ("**Transition Services**").
- 6.2 The Transition Services will be provided until the Transition Agreement is terminated in accordance with its terms or on 30 September 2018, whichever is earlier.

**7. Services**

- 7.1 SAPO shall:
  - 7.1.1 develop effective and efficient payment systems which provide for the Payment of Social Grants and SRD through SDAs;
  - 7.1.2 ensure Access Channels so that every Beneficiary is able to access their funds. This will include Last Mile Facility arrangements with SAPO outlets, retailers, merchants and commercial banks, as well as provision of mobile cash payment services in areas without any payment infrastructure as identified by SASSA;
  - 7.1.3 where mobile cash payment services are required, SAPO is to make arrangements for sufficient cash, CIT and guarding services, to ensure that payment takes place within the Norms and Standards set by SASSA, and that Beneficiaries are safe to transact;
  - 7.1.4 provide for the Payment of Social Grants and SRD through biometric CVM as soon as this is an acceptable standard within the banking environment, while in the short term, providing for biometrically enabled Social Grant and SRD withdrawals for Beneficiaries who are unable to utilise a PIN at SAPO branches or dedicated mobile cash pay-points;
  - 7.1.5 notwithstanding the provisions of clause 7.1.4 of this Agreement, the Parties acknowledge that the SASSA/SAPO card issued to Beneficiaries will, within the time frame to be agreed to by the Parties, be encrypted with the biometrics of the Beneficiaries, and that the use of biometrics on the card must be fully inter-operable and EMV compliant;
  - 7.1.6 provide payment services to special categories of Beneficiaries, such as cash payment of SRD in defined cases, as well as the payment of Beneficiaries who are registered on the SASSA system with system generated numbers;
  - 7.1.7 full and comprehensive reconciliation services for all Social Grants and SRDs paid. For reconciliation of Beneficiary payment data for a specific payment month, SAPO must return a full reconciliation file that correlates with the payment file submitted to it. All data transfers (payment and



- reconciliation data) must comply with the specifications agreed on between SASSA and SAPO;
- 7.1.8 “On-boarding” of new Beneficiaries at all SASSA service points (this includes local offices as well as service offices), where Social Grants administration is undertaken by SASSA staff;
  - 7.1.9 provide mobile “on-boarding” services at mobile sites, as negotiated and agreed to with SASSA. This would be in support of outreach programmes undertaken by SASSA to provide services to communities;
  - 7.1.10 card production and distribution services for the SASSA/SAPO payment card on specifications signed off by SASSA;
  - 7.1.11 ensure adequate stocks of the SASSA/SAPO card at all times;
  - 7.1.12 ensure that the Systems provide accurate, real time management information, such as real time reports on payments effected; use of the SDA by Beneficiaries as well as Access Channels utilised;
  - 7.1.13 enable designated SASSA staff to have real time access to the Systems and to provide training to SASSA staff to enable them to utilise these Systems optimally. To the extent necessary, SAPO shall assist SASSA to obtain a license or other permission to monitor and view the data on the Systems. Such licence or permission shall subsist for the duration of this Agreement;-
  - 7.1.14 provide integrated call centre services for payment enquiries; and
  - 7.1.15 consult SASSA before it procures any infrastructure, goods and/or services associated with the rendering of the Services to the Beneficiaries.

## 8. SAPO Obligations

SAPO shall do all things to ensure that the right grant is timeously paid to the correct Beneficiary or Procurator; in particular, SAPO shall, in accordance with this Agreement-

- 8.1 own or hold a licence to the Systems, and in the event of the occurrence and persistence of a default as set out in clause 25 of this Agreement, SAPO shall ensure that SASSA obtains a license and/or any applicable right, including the right to directly engage all applicable sub-contractors of SAPO, to use the Systems;
- 8.2 open an SDA for each Beneficiary whose application has been approved by SASSA, and who has chosen the SASSA/SAPO card as the method of payment;
- 8.3 pay Social Grants;
- 8.4 develop, together with SASSA, messages to be communicated to Beneficiaries and other interested parties regarding Payment of Social Grants and to communicate these messages in a manner approved by SASSA;
- 8.5 issue and distribute the cards to Beneficiaries and/or Procurators;
- 8.6 procure or lease, and maintain the Last Mile Facilities;

- 8.7 perform biometric verification and authentication of Beneficiaries and/or Procurators when making a withdrawal at a Last Mile Facility or over-the-counter withdrawals at post offices;
- 8.8 respond to and resolve enquiries and complaints from Beneficiaries and other interested parties regarding the payment and account related enquiries of Social Grants. Administration related issues will be referred to SASSA;
- 8.9 manage its personnel in accordance with clause 11;
- 8.10 adhere to the Norms and Standards as determined by SASSA in the Payment of Social Grants;
- 8.11 participate in the Steering Committee in accordance with clause 18;
- 8.12 adhere to its undertakings in a Service Level Agreement which will be signed by Parties by the Effective Date;
- 8.13 provide its plan on infrastructure development (including improving its Systems, buildings, reopening of its closed facilities, alternative payment facilities for Beneficiaries who are situated far from any NPS infrastructure), within 60 days of Signature Date;
- 8.14 provide information on, *inter alia*, new accounts opened and all information that is relevant to the operationalization of this Agreement, to SASSA within the time frames as agreed to;
- 8.15 cooperate with an independent cost analyst to be appointed by the Parties or any government entity as agreed by both Parties; and
- 8.16 Share with SASSA:
  - 8.16.1 a reconciliation data file as per the required SASSA payment schedule monthly;
  - 8.16.2 a full reconciliation file of all paid and unpaid transactions for processing prior to the extraction of payments for the following month;
  - 8.16.3 one reconciliation file per pay period, per province; per month; and
  - 8.16.4 the reconciliation files as per SASSA's preferred electronic medium.
- 8.17 SAPO shall make available the terms and conditions of the SDA to Beneficiaries upon issuance of the SASSA/ SAPO card; or publish the terms and conditions at all SAPO outlets and make available such publication to SASSA.
- 8.18 Provide SASSA with copies of all contracts it has concluded with any other sub-contractor or service provider (including Post Bank and Telkom) relating to the payment of social grant services within 30 (thirty) days of Signature Date.

## 9. SDA

- 9.1 The SDA shall entitle each Beneficiary to-
  - 9.1.1 1 (one) free mini statement per payment cycle;

- 9.1.2 1 (one) free balance enquiry from any ATM per payment cycle;
- 9.1.3 1 (one) free 3 (three) months history bank statement per month from a SAPO branch;
- 9.1.4 3 (three) free cash withdrawals from a participating point of sale merchant per payment cycle;
- 9.1.5 1 (one) free cash withdrawal at a SAPO facility per payment cycle;
- 9.1.6 1 (one) free card and 1 (one) free replacement card a year;
- 9.1.7 unlimited free point of sale purchases at all merchants;
- 9.1.8 1 (one) free PIN re-set at a SAPO facility a year;
- 9.1.9 unlimited free PIN re-sets at any SASSA facility; and
- 9.1.10 1 (one) free SMS notification per month to notify the Beneficiary as soon as the money is available in the SDA, provided a valid cell phone number has been provided to SAPO.
- 9.2 No deposits other than the Social Grant shall be permitted in the SDA.
- 9.3 No deductions of any nature may be made on the SDA.
- 9.4 SAPO is permitted to levy charges on the SDA for services provided in excess of the limits set out in clause 9.1, to the extent such charges have been approved by SASSA and have been clearly explained to Beneficiaries, as set out in Appendix 2.
- 9.5 SAPO shall not change the terms and conditions of the SDA without first consulting with SASSA.
- 9.6 The entitlement in the SDA will be reviewed on 15 March 2019.

**10. Performance of Services**

- 10.1 SAPO shall perform all the services under this Agreement with the necessary care, skill and diligence.
- 10.2 SAPO must provide an opportunity at Last Mile Facilities to enable Beneficiaries and Procurators to express their views on how the quality of the services can be improved.
- 10.3 SAPO and SASSA shall process all Personal Information in the manner prescribed in the SASSA Act as well as the POPI Act. All provisions of the POPI Act shall be complied with, notwithstanding the commencement date thereof.
- 10.4 SAPO will notify SASSA and the Information Regulator as soon as is reasonably possible, where there are reasonable grounds to believe that the Personal Information of a Beneficiary has been accessed or acquired by an unauthorised person.

- 10.5 Each Party remains solely responsible for determining the purpose and means of processing of Personal Information under this Agreement including that such processing will not place the other Party in breach of any applicable privacy and data protection laws.
- 10.6 Each Party undertakes to implement commercially reasonable measures to detect and/or prevent unauthorized access to its information technology systems and particularly in respect of protecting the integrity of and preventing unauthorised access to any Confidential Information belonging to the disclosing Party that it has in its possession or under its control.
- 10.7 Each Party acknowledges that either of them may, on reasonable notice, investigate the steps the other Party is taking to comply with any applicable privacy and data protection laws.
- 10.8 The Parties must respect the rights of the Beneficiaries to have their personal information handled and utilised in accordance with the conditions of the lawful processing of Personal Information as required by the POPI Act.
- 10.9 SAPO and its sub-contractors will keep Beneficiary data, received from SASSA or otherwise collected from the Beneficiaries, private and may not use or cause the use of data for any purpose other than payment of the Social Grants or any other purpose sanctioned by the Minister of Social Development in terms of the Social Assistance Act.
- 10.10 SAPO and its sub-contractors will not invite or cause the inviting of the Beneficiaries to "opt-in" to the sharing by SAPO or its sub-contractors of confidential information for the marketing of goods and services.

#### 11. SAPO Personnel

SAPO shall manage its personnel in a manner which ensures that-

- 11.1 only adequately trained or qualified personnel is deployed in providing the services set out in this Agreement;
- 11.2 SAPO personnel at all times treat Beneficiaries equally, efficiently, professionally, in a friendly manner and in a manner that upholds their dignity;
- 11.3 strikes and other labour disruptions are avoided or, failing which, are managed to ensure minimal disruptions to the provision of the services set out in this Agreement which the Parties record have been declared Essential Services;
- 11.4 personnel are provided with the correct equipment and tools to enable them to perform their work; and
- 11.5 the Personal Information of Beneficiaries is processed in a manner which complies with the POPI Act irrespective of whether the provisions protecting personal information have been promulgated or not, Section 16 of the SASSA Act, and any other applicable data protection laws.

**12. Change of Control**

- 12.1 Notwithstanding anything else to the contrary contained in this Agreement, a resolution by SAPO entitling SAPO to commit any of the actions specified in clause 12.1 will entitle SASSA to reserve its rights to withdraw as a Party to this Agreement thereby effectively withdrawing the right for SAPO to render the Services on behalf of SASSA with no further obligations on SASSA. If SAPO:
- 12.1.1 disposes shares or the business of the post-bank;
  - 12.1.2 disposes the whole, or substantially the whole function performed by the post-bank in respect of this Agreement; and
  - 12.1.3 disposes all, or the greater portion of, the assets of post-bank.
- 12.2 If SASSA elects to terminate the Services, SAPO shall prepare a fully audited accounting spreadsheet containing all costs, expenses as well as its contributions and all payments and distributions, of whatsoever nature, including interest, or any pre-funding advanced by SASSA in accordance with the directive received from SASSA at that time. The Parties will endeavour to settle the expense schedule within 90 (ninety) days from SASSA giving a directive to SAPO.

**13. Change Requests and Change Orders**

- 13.1 No addition to, variation or agreed cancellation of, or waiver of any right or obligation under this Agreement shall be of any force or effect unless recorded in writing and signed in manuscript by or on behalf of the Parties, and no form of electronic signature or electronic communication or exchange shall constitute compliance with this requirement.
- 13.2 Any Party wishing to initiate any amendment, variation or alteration to the Agreement must notify the Steering Committee referred to in clause 18 and prepare and then notify the other Party of the Change Request, in the form of Appendix 7.
- 13.3 The Parties will meet within 14 (fourteen) days of notification of the Change Request to determine whether or not the Change Request shall be processed.
- 13.4 Should the Parties resolve at the meeting contemplated in clause 13.3 that they shall progress the Change Request, then, the Steering Committee shall promptly undertake an exercise to determine the impact (including any knock-on effect) of the proposed Change Request and within 14 (fourteen) days (or such other period as may be agreed between the Parties) of the meeting referred to in clause 13.3, deliver the Change Request to the Parties incorporating all such information as may be required by the Parties to determine whether or not to implement the Change Request as a Change Order, including, without limitation:
- 13.4.1 the impact of the Change Request on the Payment of Social Grants to Beneficiaries;

- 13.4.2 any impact on the price payable by SASSA to SAPO (both cost savings or additional cost);
- 13.4.3 a plan for the implementation of the subject matter of the Change Request; and
- 13.4.4 any consequential changes which may be required to the Agreement.
- 13.5 No Change Order shall be of any force or effect until it is signed by SASSA's Chief Executive Officer and SAPO's Chief Executive Officer; or duly authorised representatives.

#### 14. Service Level Agreements

- 14.1 The Parties shall, by the Effective Date, conclude a Service Level Agreement or Agreements (SLA) in respect of, *inter alia*, the Systems, cards, Last Mile Facilities, a dispute resolution mechanism for Beneficiaries and further detail the nature of the services, the expected levels or standards and financial penalties for noncompliance as per Section 4 (3) (f) of the SASSA Act.
- 14.2 The Parties may, from time to time, enter into SLAs in respect of the other matters which are not set out in terms of this clause 14.
- 14.3 The terms and conditions contained in an SLA shall not be binding between the Parties until such SLA is signed by both Parties.
- 14.4 Once signed by both Parties, each SLA shall form a part of this Agreement as if specifically incorporated and be governed in accordance with its terms.

#### 15. SASSA Obligations

- 15.1 SASSA shall ensure that the administration of Social Grants occurs effectively and efficiently by, *inter alia*-
- 15.2 receiving, processing, approving or refusing applications for a Social Grant in accordance with the Social Assistance Act and performing biometric verification by recording the finger prints of the applicant, procurator and if necessary and where possible, children's ("Beneficiary Enrolment");
- 15.3 informing SAPO of all Beneficiaries whose applications have been approved where they have chosen the SASSA/SAPO card as their method of payment;
- 15.4 developing, together with SAPO, messages to be communicated to Beneficiaries and other interested parties and communicating these messages;
- 15.5 responding to and resolving enquiries from Beneficiaries and other interested Parties regarding Social Grant administration;
- 15.6 operating and maintaining the systems used by SASSA to perform Beneficiary Enrolment and Socpen in a manner that eliminates or minimises delays and maintaining records and biometric data in good quality;





- 15.7 maintaining Personal Information in accordance with the SASSA Act, POPI Act and any other applicable data protection laws;
- 15.8 making timeous payment of the Service Fee to SAPO in accordance with clause 17;
- 15.9 compiling a correct Pay File and submit it to SAPO 3 (three) Business Days prior to the payment date as determined by SASSA;
- 15.10 publish the terms and conditions of the SDA at SASSA local offices; and
- 15.11 cooperate with an independent cost analyst to be appointed by the Parties or any government entity as agreed by both Parties.

### **Part C Financials**

#### **16. Payment of Grants**

- 16.1 SAPO will credit the individual Beneficiary's SDA with the Social Grant received.
- 16.2 SAPO will, through the Last Mile Facility, distribute Social Grants to Beneficiaries who do not have reasonable access to National Payment System infrastructure.
- 16.3 In the event that a Social Grant has been deposited into an SDA and is not utilised or withdrawn for a period of 30 (thirty) consecutive days, SAPO shall remit the available funds amount to SASSA.
- 16.4 SASSA may instruct SAPO to stop payment of a Social Grant to one or more Beneficiaries after the Pay File is submitted but prior to payment and SAPO shall comply with such request provided that such request complies with the National Payment System rules and other financial regulations.
- 16.5 The terms and conditions relating to the reconciliation of the Payment File, treatment of unpaid transactions, repatriation of funds to SASSA as well as the life-certification will be incorporated into the SLA.

#### **17. Pricing**

##### **17.1 Transition Period**

In consideration for the rendering of the services and for the entire duration of the Transition Agreement, SASSA shall remunerate SAPO in accordance with the terms set out in the Transition Agreement.

##### **17.2 Service Fee**

- 17.2.1 SAPO shall charge SASSA a Service Fee as set out in Appendix 1, in accordance with the Access Channel utilized by a grant Recipient, as follows:
  - 17.2.1.1 an amount of R51.77 (fifty one rand and seventy seven cents) per Recipient for the grant or grants accessed at cash pay points; subject to a

maximum number of 1 (one) million Recipients. If the number of Recipients exceeds 1 (one) million, SASSA shall pay SAPO R31.62 (thirty one rand and sixty two cents) per Recipient for each Recipient in excess of 1 million;

17.2.1.2 an amount of R13.00 (thirteen rand) per Recipient for the grant or grants accessed at ATMs and point of sale withdrawals; and

17.2.1.3 an amount of R23.49 (twenty three rand and forty nine cents) per Recipient for the grant or grants accessed over the counter at SAPO outlets; subject to a maximum number of 2 (two) million Recipients. Should the number of Recipients exceed 2 (two) million, SASSA shall pay SAPO R15.14 (fifteen rand and fourteen cents) per Recipient in excess of the 2 million.

17.2.2 The Parties acknowledge that the Beneficiary behaviour may affect the number of cash pay points in operation. The Parties therefore agree that the number of cash pay points shall be reviewed by 15 March 2019.

17.2.3 The Parties further agree that the Service Fee will be reviewed by the appointed cost analyst by 15 March 2019 to confirm the service fees to be charged as from 1 April 2019.

### 17.3 Payment Terms

17.3.1 It is recorded that SASSA has made an advanced payment to SAPO in the amount of R 541 million (five hundred and forty one million rand), to enable SAPO to undertake initial infrastructure improvement or development for the payment of Social Grants. SAPO shall repay this amount through 10% (ten percent) deduction from the Service Fee payable to SAPO in terms of this Agreement, which SASSA shall set off with effect from 1 October 2018 until such time that the advanced payment is repaid in full.

17.3.2 The Parties acknowledge that the advanced payment of R 541 million (five hundred and forty one million) has been recorded in SASSA's financial statements as a debt to be set off against SAPO's Service Fee with effect from 1 October 2018.

17.3.3 All invoices shall include Value Added tax.

17.3.4 All payments from SASSA to SAPO shall be in South African currency.

17.3.5 Payment of invoices shall be effected within 30 (thirty) days of receipt of a correct and original invoice and statement. Statements relating to the invoice should be submitted to SASSA together with the original invoice to enable SASSA to conduct a proper reconciliation.

17.3.6 Where statements are not submitted, payment will be delayed until SASSA is provided with a statement relating to the invoice.



- 17.3.7 Statements, invoices and all supporting documentation (as requested by SASSA's financial administration) must be received at least 15 (fifteen) days before payment can be effected.
- 17.3.8 If SAPO's documentation is incomplete or incorrect, payment of the invoice shall be delayed until the correct documents are received.
- 17.3.9 SAPO shall provide detailed supporting documentation together with and in respect of each invoice submitted, as agreed between the Parties to allow SASSA to independently determine the accuracy and validity of the amount billed.
- 17.3.10 Should an amount owed to SASSA arising from a penalty in accordance with clause 27 remain outstanding for a period of 45 (forty five) days from the date on which it was due, SASSA may set-off the amount owing against the amount payable to SAPO the following month.
- 17.3.11 Payment shall be effected by means of an electronic bank transfer to the following account:
- Account Holder: SOUTH AFRICAN POST OFFICE SOC LTD
- Bank: Standard Bank
- Branch: Pretoria
- Branch Code: 010045
- Account Number: 010547002
- 17.3.12 Any money owing to either Party shall not accrue interest, notwithstanding the circumstances which caused the delay in the payment of such amounts.

#### **Part D Steering Committee**

#### **18. Composition**

- 18.1 The Parties shall establish a Steering Committee to assist with the implementation and performance of duties under this Agreement.
- 18.2 SASSA shall appoint a representative at executive level as a Chairperson of the Steering Committee to the Steering Committee.
- 18.3 Either Party may, on good cause shown, request the other Party to replace a Steering Committee member on 5 (five) days written notice to the other Party, which notice shall detail the reasons for such request. Should the Party receiving the notice not agree with its contents, the matter shall be resolved in accordance with the provisions of Part F.

#### **19. Meetings**

- 19.1 The Steering Committee shall meet at least once a month.

- 19.2 Notwithstanding the provisions of clause 19.1, an extra-ordinary meeting may be convened at any time by the Chairperson of the Steering Committee.
- 19.3 Prior to the monthly meeting, an internal review shall be conducted by each Party, at its own expense, with regard to its obligations in terms of this Agreement and the results of the review shall be captured in a written report.
- 19.4 The monthly meetings will be chaired by the Chairperson.

**20. Mandate**

- 20.1 The Steering Committee shall be responsible for, *inter alia*,
  - 20.1.1 considering matters which require adjudication in accordance with the early warning list in terms of clause 28;
  - 20.1.2 resolving any outstanding issues by either Party with regard to the performance of each Party's obligations in terms of this Agreement;
  - 20.1.3 overall management of the relationship between the Parties;
  - 20.1.4 reviewing the written reports compiled by both Parties and resolving issues raised by the said reports on terms that are mutually acceptable to both Parties;
  - 20.1.5 managing all Change Requests and Change Orders and will ensure that all Change Requests and Change Orders are signed-off by SASSA's Chief Executive Officer and SAPO's Chief Executive Officer or duly authorised representatives; and
  - 20.1.6 ensuring that any complaints are handled to the satisfaction of both Parties.

**Part E Warranties and Liabilities**

**21. Warranties**

- 21.1 Each Party warrants that-
  - 21.1.1 it has all the rights necessary to perform its obligations under this Agreement;
  - 21.1.2 the obligations expressed to be assumed by each Party in this Agreement are legal, valid and binding obligations enforceable against such Party in accordance with the terms thereof and the rights of the other Party are legal, valid and enforceable rights;
  - 21.1.3 it is and shall remain for the duration of this Agreement, fully cognisant of and compliant with any relevant legislative or regulatory requirements (as may be amended from time to time) and/or rulings or codes of practice of any competent authority or industry body that has jurisdiction over and/or is relevant to the performance of its responsibilities under the Agreement.
- 21.2 SAPO warrants that-

Handwritten signatures and initials at the bottom right of the page.

- 21.2.1 it has good and valid title to or a valid license to use the Intellectual Property rights in and to the Systems; and
- 21.2.2 it is in full compliance in all respects with all the provisions of any third party agreement which has a direct effect on the Payment of Social Grants.

## 22. Indemnities

- 22.1 SAPO agrees to indemnify, and hold SASSA harmless and its respective officers, employees, contractors, successors and assigns from any and all claims and losses arising from:
  - 22.1.1 SAPO's failure to observe or perform any duties or obligations to be observed or performed on or after the Signature Date by it under continuing, essential third party contracts;
  - 22.1.2 any claim, demand, charge, action, cause of action or other proceeding asserted by a third party (including SAPO's personnel) against SASSA but resulting from an act or omission of SAPO in its capacity as an employer or primary contractor;
  - 22.1.3 a material inaccuracy or untruthfulness in any representations or warranties made by SAPO in connection with this Agreement; and
  - 22.1.4 claims by SAPO's employees against SASSA, including actions instituted against SAPO in terms of the Labour Relations Act, 1995, the Basic Conditions of Employment Act, 1997 and any other legislation which regulates employees.
- 22.2 Provided that:
  - 22.2.1 SASSA gives SAPO notice in writing within 30 (thirty) days of any claim being brought to SASSA's attention;
  - 22.2.2 SAPO (at SAPO's expense) is entitled to conduct any litigation which may ensue and all negotiations for a settlement of any claim;
  - 22.2.3 SASSA will give SAPO all reasonable assistance (at SAPO's expense) in respect of any claim; and
  - 22.2.4 SASSA agrees not to make any admission which might be prejudicial to SAPO in respect of any claim.

## 23. Limitation of Liability

- 23.1 SAPO's maximum aggregate liability to SASSA for any loss or damage and or damages suffered by SASSA for the duration of this Agreement shall not exceed the total Service Fee per Access Channel payable to SAPO within 5 (five) years of the Signature Date.
- 23.2 Nothing in this Agreement or otherwise shall exclude or limit either Party's liability for:

- 23.2.1 fraud;
- 23.2.2 corruption;
- 23.2.3 perjury;
- 23.2.4 forgery;
- 23.2.5 death or personal injury resulting from that Party's negligence; and
- 23.2.6 disclosure of Confidential Information in breach of clause 33.
- 23.3 None of the provisions of this Agreement (nor the existence of the Agreement itself) shall preclude a Party from bringing a claim against the other arising in delict in circumstances where such claim would lie in any event had this Agreement not been concluded.

#### **24. Intellectual Property**

- 24.1 All intellectual property produced during the course of the Agreement in respect of the performance of the obligations of this Agreement will be co-owned in equal shares by the Parties.
- 24.2 All intellectual property produced for or by a Party prior to the Signature Date shall continue to be owned by the Party who owned it immediately prior to the Signature Date.

### **Part F Breach, Penalties, Step-In and Termination**


#### **25. Breach**

##### **25.1 Material events of default**

- 25.1.1 A failure by SAPO to pay Social Grants to 100% (one hundred percent) of Social Grant Beneficiaries who present themselves for payment in a given month shall constitute a material event of default.
- 25.1.2 A breach by SASSA of the provisions of clause 17 shall constitute a material event of default.
- 25.1.3 A material event of default must be remedied within 10 (ten) days of notice calling upon the defaulting Party to do so, failing which
  - 25.1.3.1 the provisions of Part G (*Alternative Dispute Resolution*) shall immediately be invoked; and/or
  - 25.1.3.2 in circumstances where SAPO is the defaulting Party, SASSA may elect to invoke the provisions of clauses 26 and/or clauses 28 and 29.

##### **25.2 Non-material event of default**

- 25.2.1 A breach by any Party of a provision of this Agreement other than that referred to in clause 25 shall constitute a non-material event of default.



25.2.2 A non-material event of default must be remedied within 30 (thirty) days of receipt of a notice calling upon the defaulting Party to do so, or within such longer period as the Parties may agree to, failing which:

25.2.2.1 the provisions of Part G (*Alternative Dispute Resolution*) shall be immediately invoked; and/or

25.2.2.2 in the event that SAPO is the defaulting Party, SASSA may elect to invoke the provisions of clause 27.

## 26. Step-in Rights

26.1 The Parties record that the efficient payment of Social Grants is the function of SASSA which is mandated by the SASSA Act and is identified as one of the national priorities.

26.2 In order to ensure that there is no interruption in the paying the Social Grants in the event that SAPO is unable to do so; SAPO hereby cedes and assigns all its rights in and to all continuing third party contracts it holds with third party contractors and which are essential for the Payment of Social Grants. The Parties shall enter into a direct agreement with each continuing essential third party contractor.

## 27. Penalties

27.1 The Parties agree that the margin of error for the Payment of grants per payment cycle is 0% (zero percent). In the event that in a calendar month, the margin of error is exceeded, then SAPO shall be liable to pay penalties as set out below:

27.1.1 within 12 (twelve) months of the Signature Date, 1% (one per cent) of the total Service Fee payable to SAPO for the payment of Social Grants in the relevant month;

27.1.2 from 12 (twelve) months of the Signature Date to 24 (twenty four) months of the Signature Date, 5% (five per cent) of the total Service Fee payable to SAPO for the payment of Social Grants in the relevant month; and

27.1.3 from 24 (twenty four) months of the Signature Date, 15% (fifteen per cent) of the total Service Fee payable to SAPO for the payment of Social Grants in the relevant month.

27.2 SAPO shall make payment of an amount due to SASSA as a penalty within 30 (thirty) of the date on which it became due.

## Part G Alternative Dispute Resolution

## 28. Early Warning

28.1 Each Party undertakes to give an early written warning, through the Chairperson of the Steering Committee, by notifying the other Party as soon as it becomes

aware of any matter which could frustrate performance required in terms of this Agreement.

- 28.2 SASSA and SAPO members in the Steering Committee shall co-operate in:
- 28.2.1 making and considering proposals for how the effect of each matter which has been notified as an early warning can be avoided or reduced;
  - 28.2.2 seeking solutions that will benefit all those who will be affected;
  - 28.2.3 deciding upon actions, which the Parties will take, and which Party, in accordance with this Agreement, will take them; and
  - 28.2.4 the proposals considered and decisions taken at an early warning meeting shall become binding if approved by and agreed in writing and signed by both Parties.

## 29. Dispute Resolution

- 29.1 Any unresolved dispute between the Parties arising out of or in connection with this Agreement, including, its existence, application, breach, interpretation, validity, termination or cancellation, shall be submitted to and decided by the Chief Executive Officers of the Parties. The decision of the Chief Executive Offices shall be in writing and is binding on the Parties.
- 29.2 Should a dispute referred to in clause 29.1 not be resolved within 10 (ten) days, such dispute shall be referred for resolution in accordance with the provisions of the Intergovernmental Relations Framework Act, 2013 under the guidance of the IMC.
- 29.3 In the event of any Party having a claim against any other Party for a liquidated amount or an amount which arises from a liquid document, then the Party having such claim shall be entitled to refer the matter for arbitration to an independent third party agreed to by the Parties. Should the Parties fail to agree on an independent third party, the arbitrator shall be selected by the Secretariat for the time being of the Arbitration Foundation of Southern Africa ("AFSA"), or any successor body thereto.

## Part H General and Miscellaneous

### 30. Notices and Legal Process

- 30.1 Each Party chooses this address for all purposes under this Agreement ("Chosen Address"), whether for serving court process or documents, giving any notice, or making any other communications of whatsoever nature and for whatsoever purpose under this Agreement:



**SOUTH AFRICAN SOCIAL SECURITY  
AGENCY :**

SASSA House, 501  
Prodinsa Building, Cnr  
Steve Biko and Pretorius  
Street, Pretoria

**SOUTH AFRICAN POST OFFICE SOC  
LIMITED :** SAPO NPC 497 Sophie de  
Bruyn Street, Pretoria, 0002

- 30.2 Any notice required or permitted under this Agreement is valid only if in writing.
- 30.3 A Party may by notice to the other Party change its Chosen Address to another physical address in the Republic of South Africa and that change takes effect on the seventh day after the date of receipt by the other Party of the notice.
- 30.4 Any notice delivered by hand to the Chosen Address of a Party before 17h00 is deemed to have been received on the date of delivery.

**31. General and Miscellaneous**

**Sole record of agreement**

Save as otherwise provided, this Agreement constitutes the sole record of the agreement between the Parties with regard to the subject matter hereof. No Party shall be bound by any express or implied term, representation, warranty, promise or the like not recorded herein.

**Counterparts**

This Agreement may be executed in two or more counterparts, each of which shall be deemed to be an original and all of which shall be deemed to constitute the same Agreement.

**Waivers**

No relaxation or indulgence which any Party may grant to any other shall constitute a waiver of the rights of that Party and shall not preclude that Party from exercising any rights which may have arisen in the past or which might arise in future.

**Survival of obligations**

Any provision of this Agreement which contemplates performance or observance subsequent to any termination or expiration of this Agreement shall

survive any termination or expiration of this Agreement and continue in full force and effect.

### **Approvals and consents**

An approval or consent given by a Party under this Agreement shall only be valid if in writing and shall not relieve the other Party from responsibility for complying with the requirements of this Agreement nor shall it be construed as a waiver of any rights under this Agreement except as and to the extent otherwise expressly provided in such approval or consent, or elsewhere in this Agreement.

## **32. Non-Solicitation**

- 32.1 Neither Party shall (except with the prior written consent of the other) during the term of this Agreement, and for a period of 6 (six) months thereafter, solicit the services of any senior staff of the other Party who have been engaged in the provision of the services or the management of this Agreement or any significant part thereof either as principal, agent, employee, independent contractor, or any other form of employment, or engagement other than by means of a national advertising campaign open to all and not specifically targeted at such staff of the other Party.
- 32.2 The abovementioned restraint shall not be applicable-
  - 32.2.1 where the prior written approval to make such an offer has been obtained from the Party who is or has been the employer of such staff member; or
  - 32.2.2 where an offer is made to a staff member of a party who has left the employ of such Party, on his own accord (not as a result of having been approached or solicited by the other Party) and at the time the offer is made a period of at least 6 (six) months has lapsed since the staff member has left the employment of such Party; or
  - 32.2.3 against a Party where such Party terminates this Agreement in terms of the provisions of Part G.

## **33. Confidential Information and Publication**

- 33.1 The Parties undertake to treat as strictly confidential all Confidential Information. The Parties further undertake not to use the Confidential Information for any purpose other than carrying out their respective obligations in accordance with and upon the terms of this Agreement.
- 33.2 The receiving Party ('any Party receiving the Confidential Information') shall not:
  - 33.2.1 disclose the Confidential Information to any person whomsoever other than the receiving Party's key personnel. Before revealing any Confidential Information to any such key personnel, the receiving Party undertakes to secure that the personnel sign a similar undertaking in favour of the

- disclosing Party ('the Party disclosing the Confidential Information') and that they are aware of the confidential nature of the Confidential Information being made available to them. The receiving Party undertakes to ensure that such personnel shall observe and comply with their obligations in respect thereof; and
- 33.2.2 directly or indirectly use, for the receiving Party's benefit or the benefit of any other person, the Confidential Information other than for the purposes contemplated in clause 33.2.1, unless any part of such Confidential Information is or becomes public knowledge and in the public domain by reason of becoming public property other than through an act or omission on the part of the receiving Party or its personnel contemplated in clause 33.2.1.
- 33.3 For the purposes of the foregoing:
- 33.3.1 disclosures made to the receiving Party which are specific, e.g. design practices or techniques, shall not be deemed to be within the foregoing exceptions merely because they are encompassed by general disclosures which are generally available to the public or are in the receiving Party's possession; and
- 33.3.2 any combination of features shall not be deemed to be within such exception merely because individual features thereof are generally available to the public or are in the receiving Party's possession.
- 33.4 The receiving Party agrees to use the same standard of care (which shall not amount to less than a reasonable standard of care) in protecting the Confidential Information, as its uses to protect its own Confidential Information.
- 33.5 The receiving Party agrees to return to the disclosing Party, upon request or upon termination of this Agreement, unless the disclosing Party otherwise agrees in writing, all copies and partial copies of all Confidential Information (whether in paper or electronic format) which the receiving Party may have obtained from the disclosing Party as well as all notes (whether in paper or electronic format) which the receiving Party may have prepared or may obtain as a result of the Confidential Information being made available to the receiving Party.
- 33.6 Excluded from Confidential Information shall be:
- 33.6.1 information which, at the time of disclosure thereof to the receiving Party, is already lawfully in the possession of the receiving Party, free of restriction on the disclosure and use thereof by the receiving Party;
- 33.6.2 information which is thereafter lawfully disclosed to the receiving Party by any third party, free of restriction on disclosure and use; and
- 33.6.3 information which is or becomes generally available to the public in printed publications of general circulation through no act or omission of the receiving Party or of its personnel.

33.7 Neither Party shall use the name of the other Party in publicity releases or advertising or for other promotional purposes, without securing the prior written approval of the other Party concerned.

33.8 Both Parties' obligations in terms of this clause 33 shall survive the completion or the termination of the Agreement, irrespective of the reason for such termination.

**34. Governing Law**

This Agreement shall be governed by and interpreted in accordance with the laws of the Republic of South Africa.

**35. Consent to Jurisdiction**

35.1 The Parties agree that any legal action or proceedings arising out of any proceedings in terms of Part F or in respect of any interdict or urgent relief in terms thereof may be brought in the High Court of South Africa which has jurisdiction over the geographic area of Pretoria (or any successor to that court) and irrevocably submit to the non-exclusive jurisdiction of such court.

35.2 The Parties irrevocably waive any objection they may now or hereafter have that such action or proceeding has been brought in an inconvenient forum. Nothing herein shall affect the right to serve process in any manner permitted by law.

**36. Assignment**

36.1 Neither Party may without the prior written consent of the other Party, assign, transfer, alienate or cede any of its rights under this Agreement.

36.2 Each Party binds itself and its successors, executors, administrators, assignees in respect all obligations and liabilities of this Agreement.

36.3 The approval of an assignment, cession or transfer by a Party shall not relieve the other Party of its obligations which are due and payable under the Agreement.

36.4 The person to whom a Party assigns, transfers, alienates or cedes any of its rights to must sign a deed of adherence substantially in the form set out in Appendix 5 (*Deed of Adherence*).

**37. Force Majeure**

37.1 If *vis major* or *force majeure* or *casus fortuitus* ("the interrupting circumstances") cause delays in or failure or partial failure of performance by a Party of all or any of its obligations hereunder, this Agreement, or as the case may be, the affected portion thereof shall be suspended for the period during which the interrupting circumstances prevail, but if they affect any material part of the Agreement only for a maximum period of 30 (thirty) calendar days whereafter the Parties shall be entitled on 30 (thirty) calendar days written notice to cancel this Agreement.

- 37.2 Written notice of the interrupting circumstances specifying the nature and date of commencement thereof shall be dispatched by the Party seeking to rely thereon (on whom the onus shall rest) to the other as soon as reasonably possible after the commencement thereof.
- 37.3 Written notice of the cessation of the interrupting circumstances shall be given by the Party who relied thereon within 30 (thirty) calendar days after such cessation. No Party shall subsequently be obliged to comply with the obligations suspended during such period.
- 37.4 For the purposes hereof *vis major* and *force majeure* include acts or omissions of any government, department, provincial or local authority or similar authority, any laws or regulations having the force of law, civil strife, riots, insurrection, sabotage, acts of war or public enemy, illegal strikes, interruption of transport, lockouts, or combination of workmen, prohibition of exports, rationing of supplies, flood, storm, fire or (without limitation *eiusdem generis*) any other circumstances beyond the reasonable control of the Party claiming *force majeure* or *vis major* and comprehended in the terms *force majeure* or *vis major*.

**38. Language**


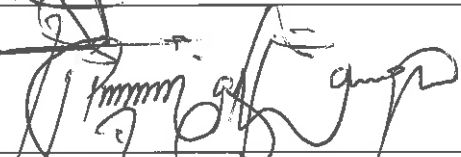
All notices and correspondence in respect of this Agreement shall be in the English language.

**39. Severability**

Any provision in this Agreement which is or may become illegal, invalid or unenforceable in any jurisdiction affected by this Agreement shall, as to such jurisdiction, be ineffective to the extent of such illegality, invalidity or unenforceability and shall be treated *pro non scripto* and severed from the balance of this Agreement, without invalidating the remaining provisions of this Agreement or affecting the legality, validity or enforceability of such provision in any other jurisdiction.

Signed at PRETORIA on 28 SEPTEMBER 2018.

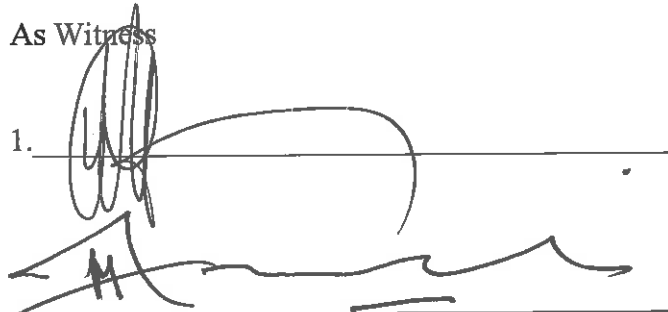
As Witness

1.   
  
SOUTH AFRICAN SOCIAL SECURITY AGENCY  
(Who warrants authority)

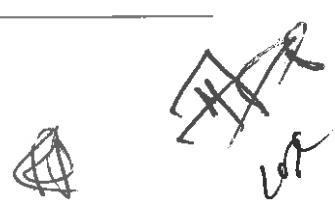
Signed at.....Pretoria..... on 28 September 2018.

As Witness

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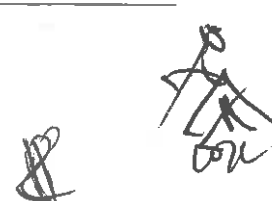
A large, stylized handwritten signature in black ink, written over a horizontal line. The signature is cursive and somewhat abstract, with a large loop at the end.

SOUTH AFRICAN POST OFFICE SOC LIMITED  
(Who warrants authority)

Handwritten initials and marks in the bottom right corner. There is a large, stylized signature or set of initials, and below it, the word "VOR" is written in a cursive script.

**Appendix 1****Pricing****Service Fee: Payment of grants by SAPO**

<b>Access Payment Channel by grant Recipient</b>	<b>Tariff (15% Vat Incl) (R)</b>	<b>Capped Recipient numbers</b>	<b>Tariff above 1 million Recipients (R)</b>
trPay point	51.77	Capped @ 1 million Recipients	31.62
Withdrawal at ATMs and Point of Sale	13.00		
Branch/Outlet (Over the counter)	23.49	Capped at 2 million Recipients	15.14



## Appendix 2

## List of charges on the SDA

for services provided in excess of the limits set out in Clause 8.1

The following fees will be charged directly to the beneficiary account for all subsequent transactions:

Transaction	Fee *
2 <sup>nd</sup> and further replacement biometric enabled EMV chip cards	R26.00 per card
Cash Back withdrawals at Retail Merchants	R1.50 per transaction
ATM balance enquiry	R1.60 per enquiry
Rejected ATM transactions	R1.60 per transaction
Rejected ATM transactions with card swallowed	R1.60 per transaction
Balance enquiry at SAPO Branch	R1.60 per enquiry
Full statement of 3 months at SAPO branches	R5.00 per statement
PIN resets/change at SAPO branches	R3.00 per reset
Subsequent cash withdrawals at SAPO branches	Formula #
All ATM cash withdrawals in the NPS	Formula #

Formula # = R3.48 + (amount withdrawn \* 0.68%) + R0.17 (switch fee).

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1740 Paypoints



Appendix 3

**Last Mile Facilities**





Region	GISPPNUMBER	Pay Point Name
Western Cape	140312	PRINS ALBERT WEG
Western Cape	140219	VLAKTEPLAAS
Western Cape	140142	BUISPLAAS
Western Cape	140213	VOLMOED
Western Cape	140138	FRIEMERSHEIM
Western Cape	150223	STOFKRAAL
Western Cape	150225	ALGERIA
Western Cape	150209	WUPPERTHAL
Western Cape	130130	AGTER WITZENBERG
Mpumalanga	810105	Hervic
Mpumalanga	810301	Mooifontein
Mpumalanga	810315	Doomkop
Mpumalanga	810316	Bankfontein
Mpumalanga	810505	Nokaneng Tribal Office
Mpumalanga	811406	Gamaria
Mpumalanga	811408	Lefiso
Mpumalanga	810906	Digwale (Leeufontein)
Mpumalanga	810520	Semothlase
Mpumalanga	830117	Warburton Alliance Church
Mpumalanga	830118	Thokoza
Mpumalanga	830514	Oshoek Creche
Mpumalanga	830515	Lochiel Drop-Inn Centre
Mpumalanga	830203	Dirkiesdorp Church Hall
Mpumalanga	830205	Kemp Clinic
Mpumalanga	830206	Sulphersprings
Mpumalanga	830217	Bergen
Mpumalanga	830213	Comondale
Mpumalanga	830302	Dekuilen - Imisibeyelanga
Mpumalanga	840148	Rooiboklaagte B
Mpumalanga	840355	Orinocco D
Mpumalanga	840354	Orinocco C
Mpumalanga	840175	Rooiboklaagte A
Mpumalanga	840403	Areagh
Mpumalanga	820907	Goba
Mpumalanga	820910	Mandulo
Mpumalanga	821009	Langelooop
Mpumalanga	821007	Boschfontein
Mpumalanga	821008	Magogeni Ka Chief
Mpumalanga	821101	Luphisi
Mpumalanga	821111	Phumula
Mpumalanga	821113	Makoko
Mpumalanga	821202	Matsulu
Mpumalanga	820305	Daantjie Ka Chief
KwaZulu-Natal	532204	Mkhumbane
KwaZulu-Natal	532207	Mbambo
KwaZulu-Natal	541304	Stulwane
KwaZulu-Natal	541305	Emmause
KwaZulu-Natal	541308	Bethany
KwaZulu-Natal	541309	Sploenkop
KwaZulu-Natal	541303	Mamfermfetheni

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KwaZulu-Natal	541306	Ngoba
KwaZulu-Natal	541302	Magaganozi
KwaZulu-Natal	541307	Acton Home & Hambrook
KwaZulu-Natal	541308	Bethany
KwaZulu-Natal	541315	Green Point
KwaZulu-Natal	530141	Zwelisha
KwaZulu-Natal	540404	Ngudumeni 2
KwaZulu-Natal	540401	Helpmekaar
KwaZulu-Natal	540403	Rorkes Drift
KwaZulu-Natal	541112	Thokozani
KwaZulu-Natal	540624	Kwa-Ndaba
KwaZulu-Natal	540625	Abambo Court
KwaZulu-Natal	531608	Qedumhawu
KwaZulu-Natal	531618	Ndlovini
KwaZulu-Natal	531619	Ngoyameni
KwaZulu-Natal	531611	Mkhele
KwaZulu-Natal	540523	WitteKleinfrontein
KwaZulu-Natal	540522	Strassburg
KwaZulu-Natal	540907	Dolo
KwaZulu-Natal	511746	Dlambuza
KwaZulu-Natal	512916	Thembaletu
KwaZulu-Natal	512901	Bhengu
KwaZulu-Natal	512912	Thembenkosini
KwaZulu-Natal	512913	Weza Springs
KwaZulu-Natal	512915	Ridges
KwaZulu-Natal	512919	Khayaletu
KwaZulu-Natal	511745	Skhozana
KwaZulu-Natal	511769	Thonjeni
KwaZulu-Natal	532304	Dakaneni
KwaZulu-Natal	532317	Gezibuso
KwaZulu-Natal	532325	Ncwabakazi
KwaZulu-Natal	532328	Makhowe
KwaZulu-Natal	532322	Mthwadhana
KwaZulu-Natal	532324	Mansiya
KwaZulu-Natal	532326	Gabadela
KwaZulu-Natal	532316	Ngcamu
KwaZulu-Natal	511119	Umzabalazo
KwaZulu-Natal	511125	Bhidla
KwaZulu-Natal	511118	Ncwadi
KwaZulu-Natal	532319	Zibayeni
KwaZulu-Natal	532323	Zamokwakhe
KwaZulu-Natal	532327	Mzinene
KwaZulu-Natal	532302	Nompondo
KwaZulu-Natal	530516	Empophomeni
KwaZulu-Natal	530525	Mzinyeni
KwaZulu-Natal	530522	Galuweni
KwaZulu-Natal	530529	Ekhlehleni
KwaZulu-Natal	530506	Oshabeni
KwaZulu-Natal	530521	Zenzele
KwaZulu-Natal	530528	Emanyiseni
KwaZulu-Natal	530531	Engonyameni

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KwaZulu-Natal	530532	Nkungwini
KwaZulu-Natal	530539	Zamantungwa
KwaZulu-Natal	530519	Ophondweni
KwaZulu-Natal	530520	Samaria
KwaZulu-Natal	530511	J.P Nyawo
KwaZulu-Natal	530515	Thembalihle
KwaZulu-Natal	530539	Zamantungwa
KwaZulu-Natal	530514	Singeni
KwaZulu-Natal	530526	Phumzamabhesu
KwaZulu-Natal	530527	Mqokolweni
KwaZulu-Natal	530530	Kwakho Suoermarket
KwaZulu-Natal	530509	Ekhandana
KwaZulu-Natal	530523	Kwashukela
KwaZulu-Natal	530823	Masundwini
KwaZulu-Natal	531514	Masundwini
KwaZulu-Natal	531517	Mbogolwane hospital
KwaZulu-Natal	531538	Vulingqondo
KwaZulu-Natal	531515	Ndikilini
KwaZulu-Natal	531536	Mphumazi
KwaZulu-Natal	531508	Enqoleni
KwaZulu-Natal	531516	Mbogolwane
KwaZulu-Natal	531533	Mashimane
KwaZulu-Natal	531542	Slambo
KwaZulu-Natal	511410	Ofaa
KwaZulu-Natal	511405	Woodlands Route
KwaZulu-Natal	511404	Mahehle
KwaZulu-Natal	511744	Thutuka
KwaZulu-Natal	511721	Tholimfundo
KwaZulu-Natal	530910	Qedumona
KwaZulu-Natal	530920	Zigijimi
KwaZulu-Natal	530942	Somkhele
KwaZulu-Natal	530908	Mchakwini
KwaZulu-Natal	530921	Gwabalanda
KwaZulu-Natal	530952	Zwelethu t/room
KwaZulu-Natal	530911	Manzamnandi
KwaZulu-Natal	530925	Paradise
KwaZulu-Natal	530947	Fakude
KwaZulu-Natal	530919	Ekuthokozeni
KwaZulu-Natal	530923	Mtholo
KwaZulu-Natal	530922	Phaphamani
KwaZulu-Natal	530948	Mdlambila
KwaZulu-Natal	530912	Nkonjane
KwaZulu-Natal	530926	S'lindokuhle
KwaZulu-Natal	530929	Thembelihle store
KwaZulu-Natal	530913	Bongani
KwaZulu-Natal	530931	Machibini
KwaZulu-Natal	530915	Ntondweni
KwaZulu-Natal	530918	Bongumusa
KwaZulu-Natal	530927	Gunjaneni
KwaZulu-Natal	530932	Ntandabantu
KwaZulu-Natal	530935	Mncwango



KwaZulu-Natal	540105	Matiwanoskop
KwaZulu-Natal	540115	Jononoskop
KwaZulu-Natal	530406	Mambuka
KwaZulu-Natal	530111	Msagweni
KwaZulu-Natal	531118	Ntokozweni
KwaZulu-Natal	531121	Fuyeni
KwaZulu-Natal	531123	Impumelelo
KwaZulu-Natal	531142	Inkanyezi
KwaZulu-Natal	531119	Mankayiyane
KwaZulu-Natal	531151	Makhuba
KwaZulu-Natal	531124	Nthuthunga
KwaZulu-Natal	531128	Vukuzakhe
KwaZulu-Natal	531159	Nhlangeni
KwaZulu-Natal	531110	Jabulani
KwaZulu-Natal	531111	Chief Mthiyane
KwaZulu-Natal	531117	Dondotha
KwaZulu-Natal	531154	Nhlahleni
KwaZulu-Natal	531005	Ezimfabeni
KwaZulu-Natal	531044	Wela
KwaZulu-Natal	531048	Okhukho
KwaZulu-Natal	531049	Thuthuka
KwaZulu-Natal	531050	Lomo
KwaZulu-Natal	531051	Masiza
KwaZulu-Natal	531008	Phangode
KwaZulu-Natal	531013	Makhalathini
KwaZulu-Natal	531022	Bululwane
KwaZulu-Natal	531053	Mndeni
KwaZulu-Natal	531054	Mabaso
KwaZulu-Natal	538002	St Francis
KwaZulu-Natal	530817	Vulindlela
KwaZulu-Natal	531037	Ekukhanyeni
KwaZulu-Natal	531055	Thembalihle
KwaZulu-Natal	531057	Ntiningwe
KwaZulu-Natal	531058	Siqobelo
KwaZulu-Natal	531008	Phangode
KwaZulu-Natal	531014	Diadla
KwaZulu-Natal	531033	Mame
KwaZulu-Natal	531038	Goqo
KwaZulu-Natal	531045	Mbanda
KwaZulu-Natal	531056	Kwathuthu
KwaZulu-Natal	532636	Mlenzana
KwaZulu-Natal	532624	Zibi
KwaZulu-Natal	511009	Mphophomeni
KwaZulu-Natal	532615	Judia
KwaZulu-Natal	532623	Hlabezimhlophe
KwaZulu-Natal	532625	Mqobela
KwaZulu-Natal	532622	Mvelabusha
KwaZulu-Natal	530924	Iindokuhle
KwaZulu-Natal	532618	Muzi
KwaZulu-Natal	532643	Zama-Zama
KwaZulu-Natal	532617	Mfihlweni

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Bawa

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KwaZulu-Natal	532630	Manzingwenya
KwaZulu-Natal	532631	Mabibi
KwaZulu-Natal	541150	Ekuphakameni
KwaZulu-Natal	532635	Ekuphumuleni
KwaZulu-Natal	532619	Mloli
KwaZulu-Natal	532620	Gazini
KwaZulu-Natal	532621	King Mlahleni
KwaZulu-Natal	532629	Kwasonto
KwaZulu-Natal	520941	IMBULWINI
KwaZulu-Natal	520964	HLUSHWANENI
KwaZulu-Natal	520918	MAHLOKOMANE
KwaZulu-Natal	520940	OTIMATI STORE
KwaZulu-Natal	520943	OQIQENI
KwaZulu-Natal	520942	OTIMATI T/R
KwaZulu-Natal	520944	MABHOBANE
KwaZulu-Natal	520945	MVUMASE
KwaZulu-Natal	532401	Makhasa Court
KwaZulu-Natal	532429	Ntshongwe
KwaZulu-Natal	532415	MdunaStore
KwaZulu-Natal	532407	Sphehile Store
KwaZulu-Natal	532414	Mabasa Court
KwaZulu-Natal	532403	Mphakathini Court
KwaZulu-Natal	532415	MdunaStore
KwaZulu-Natal	532424	Esibhoweni
KwaZulu-Natal	532405	Mpucukweni
KwaZulu-Natal	532425	Qedumona
KwaZulu-Natal	532426	Thangeni
KwaZulu-Natal	532410	Sizabantu
KwaZulu-Natal	531537	Phatisizwe
KwaZulu-Natal	531435	Chwezi Court House
KwaZulu-Natal	531431	Ithala
KwaZulu-Natal	532103	Kataza
KwaZulu-Natal	530706	Ekuthuleni
KwaZulu-Natal	532116	Nomponjwane
KwaZulu-Natal	532116	Nomponjwane
KwaZulu-Natal	512703	Bruntville
KwaZulu-Natal	540928	Sicelintokozo
KwaZulu-Natal	540917	Mhlangane
KwaZulu-Natal	540948	Ntli
KwaZulu-Natal	540949	Mngeni
KwaZulu-Natal	540940	Vimbukhalo
KwaZulu-Natal	540904	Ngubevu
KwaZulu-Natal	540939	Colliesse
KwaZulu-Natal	540905	Mfenemude
KwaZulu-Natal	540938	Nocomboshe
KwaZulu-Natal	540932	Dayiswayo
KwaZulu-Natal	540908	Ingiga
KwaZulu-Natal	540916	Swidi
KwaZulu-Natal	540951	Mkhuphula
KwaZulu-Natal	540909	Sondelani
KwaZulu-Natal	540915	Mhlumba 1



KwaZulu-Natal	540906	Sibila
KwaZulu-Natal	521007	Njoboyinye
KwaZulu-Natal	521005	Makhasini
KwaZulu-Natal	521006	Nobanga
KwaZulu-Natal	521008	Sikhwebezi
KwaZulu-Natal	521055	Ezimpondweni
KwaZulu-Natal	521442	Mnguni
KwaZulu-Natal	541003	Normandien store
KwaZulu-Natal	541004	Konningsberg
KwaZulu-Natal	531410	Ngono
KwaZulu-Natal	531416	Jameson Drift
KwaZulu-Natal	531439	Enkotheni
KwaZulu-Natal	531418	Mpongose
KwaZulu-Natal	531420	Ezilozini
KwaZulu-Natal	531437	Phumela
KwaZulu-Natal	531440	Gugu store
KwaZulu-Natal	531449	Dolwane
KwaZulu-Natal	531450	Ntingwe
KwaZulu-Natal	531442	Ndikwe
KwaZulu-Natal	531417	Maqadini
KwaZulu-Natal	531428	Mkhaladi
KwaZulu-Natal	531446	Ekhombe hospital
KwaZulu-Natal	531451	Xulu Court House
KwaZulu-Natal	531411	Empunga
KwaZulu-Natal	531433	Ngomankulu
KwaZulu-Natal	530821	Qongqo
KwaZulu-Natal	530822	Mashenge
KwaZulu-Natal	530834	Imbali
KwaZulu-Natal	530838	Gugulethu
KwaZulu-Natal	530843	Mduda
KwaZulu-Natal	530818	Musi
KwaZulu-Natal	530819	Bheshu
KwaZulu-Natal	530827	Ngwabi
KwaZulu-Natal	530837	Royal Residence
KwaZulu-Natal	530842	Sovane
KwaZulu-Natal	538002	St Francis
KwaZulu-Natal	538004	Diamahlahla
KwaZulu-Natal	538005	qoqoda
KwaZulu-Natal	538011	Nyokeni
KwaZulu-Natal	538043	Munde
KwaZulu-Natal	538051	Msunduze
KwaZulu-Natal	538019	Mayeni
KwaZulu-Natal	538032	Mpuqwini
KwaZulu-Natal	538045	Maduma
KwaZulu-Natal	538046	Vilane
KwaZulu-Natal	538053	Ebuhleni
KwaZulu-Natal	538054	Bombolo
KwaZulu-Natal	530101	Thokoza
KwaZulu-Natal	530816	Dumaneni
KwaZulu-Natal	530820	Phumuza
KwaZulu-Natal	530824	Matshamhlophe


KwaZulu-Natal	530825	Mpumalanga
KwaZulu-Natal	530828	Masonkaneni
KwaZulu-Natal	530835	Ophaphasi
KwaZulu-Natal	530839	Njoko
KwaZulu-Natal	530841	Fakude
KwaZulu-Natal	538006	Khangela
KwaZulu-Natal	538007	Vukuzame
KwaZulu-Natal	538039	Lindokuhle
KwaZulu-Natal	538052	Bumba
KwaZulu-Natal	530836	Osizweni
KwaZulu-Natal	530840	Ntando
KwaZulu-Natal	530844	Juba
KwaZulu-Natal	531004	Hlokolo
KwaZulu-Natal	531021	Mangamhlophe
KwaZulu-Natal	538012	Mphelandaba
KwaZulu-Natal	538048	Bhanganoma
KwaZulu-Natal	541108	Qhudeni
KwaZulu-Natal	541141	Thandinkosi Store
KwaZulu-Natal	541155	Mabululwane
KwaZulu-Natal	541146	Zondi Court House
KwaZulu-Natal	541148	Silutshana
KwaZulu-Natal	541128	Mhlungwane
KwaZulu-Natal	541125	Patsoana
KwaZulu-Natal	541139	Jabavu Store
KwaZulu-Natal	541104	Nondweni 2
KwaZulu-Natal	541140	Nsimbane Store
KwaZulu-Natal	541151	Ngwebini
KwaZulu-Natal	541160	Kwa-Nqulu
KwaZulu-Natal	541161	Kwa-Ngedla
KwaZulu-Natal	541162	Nkunyane
KwaZulu-Natal	541142	Mangwebuthanani
KwaZulu-Natal	531109	Emasangwemi
KwaZulu-Natal	531532	Bhekeshowe
KwaZulu-Natal	531610	Nqamuzane
KwaZulu-Natal	541812	Mahlaba store
KwaZulu-Natal	531903	XABA STORE
KwaZulu-Natal	531902	Hartland
KwaZulu-Natal	531904	Verdriet Store
KwaZulu-Natal	531905	Slangspruit 2
KwaZulu-Natal	512214	Mhlalwane Court House
KwaZulu-Natal	511405	Islington
KwaZulu-Natal	530613	Highlands
KwaZulu-Natal	530615	Mabope
KwaZulu-Natal	530629	Kortnek
KwaZulu-Natal	530620	Reibokfontein
KwaZulu-Natal	530617	Rosendal
KwaZulu-Natal	530618	Apieshoek
KwaZulu-Natal	530614	Waterbuys
KwaZulu-Natal	530616	Sivule
KwaZulu-Natal	530707	Magoda
KwaZulu-Natal	530711	Sqakathi Tribal Court







KwaZulu-Natal	530709	Welcome Sch
KwaZulu-Natal	530712	Mbango Store
KwaZulu-Natal	530949	Nkangala
KwaZulu-Natal	530710	Madonela Store
KwaZulu-Natal	530714	Nhlangano
KwaZulu-Natal	530713	Ezineshe
KwaZulu-Natal	530715	Ophondweni School
KwaZulu-Natal	530725	Emplileni Store
KwaZulu-Natal	530726	Mpungamlilo Store
KwaZulu-Natal	530728	Fakude Store
KwaZulu-Natal	530711	Sqakathi Tribal Court
KwaZulu-Natal	538050	Mngamunde
KwaZulu-Natal	538049	Ogedleni
KwaZulu-Natal	530717	Cezwana Tearoom
KwaZulu-Natal	530708	Impumelelo
KwaZulu-Natal	530718	Linda Store
KwaZulu-Natal	521414	Falazi
KwaZulu-Natal	521416	Fuse
KwaZulu-Natal	521420	Khanyile
KwaZulu-Natal	521417	Ngcobo
KwaZulu-Natal	538024	Dlozana
KwaZulu-Natal	511927	Cymru
KwaZulu-Natal	511915	Kwahlongwa
KwaZulu-Natal	511923	Peak Store
KwaZulu-Natal	511928	Qwabe Court House
KwaZulu-Natal	511932	Ngoleleni
KwaZulu-Natal	511931	Qhuha
KwaZulu-Natal	512807	Buckland
KwaZulu-Natal	512806	Mqatsheni store
KwaZulu-Natal	512803	Kwamtolo
KwaZulu-Natal	530141	Braksloot
KwaZulu-Natal	530102	Uitzig
KwaZulu-Natal	530103	Kwa-Magamakazi
KwaZulu-Natal	530104	Mahloni
KwaZulu-Natal	530142	Glukstad
KwaZulu-Natal	530109	Lenjane
KwaZulu-Natal	530115	Kambula
KwaZulu-Natal	511810	Thandabantu Store
KwaZulu-Natal	511018	Goge
KwaZulu-Natal	540516	Mtebhelu
North West	650607	Bray
North West	660205	PIET PLESSIS
North West	650608	BOSHOEK
North West	650804	GRASPAN
North West	650805	MANTHE
North West	650222	MONOKWANE
North West	650614	MATLHABETLHABE
North West	650615	BONABONA
North West	650617	ANYELEDI
North West	650618	ATLODING
North West	660204	GOODWOOD



North West	650305	AUSTREY
North West	650409	AVONDSTER
North West	620134	BAITSHOKI FARM
North West	610231	BAKERVILLE
North West	610208	BIESIESVLEI
North West	620320	BLESBOKFONTEIN
North West	610501	BOKKRAAL
North West	630534	BOLLANTLOKWE
North West	615202	BORAKALALO
North West	610522	KHUNOTSWANE
North West	610548	MADUTLE
North West	630177	REITFONTEIN
North West	630431	MOUBANA
North West	615104	SWARTKOPFONTEIN
North West	615101	MOSHANA 1
North West	615103	MOSHANA 2
North West	615302	RATITO
North West	615301	PUANA
North West	615303	BOROTHAMADI
North West	620405	BOSKUIL
North West	630531	SEUTELONG
North West	630503	Ga-Habedi
North West	630557	Bosplaas
North West	610516	Braaklagte (Steel Structure)
North West	630202	BRAKLOOF
North West	620109	BRAKSPRUIT
North West		Kagung
North West	650604	Pomfret
North West	650603	SETABENG
North West	650106	Louwina
North West	650325	THOL
North West	650326	RUSTEN
North West	650327	CKRON
North West	650319	SOUTHY 1
North West	650206	MOLEMELA
North West	650807	PITSONG
North West	650113	ITHAKWANENG
North West	650903	LYKSO
North West	650104	BROEDERSPUT
North West	616110	BROOKSBY
North West	630413	DAWIDSKATNAGEL
North West	630123	TANTANANA
North West	630127	MAMEROTSI
North West	630656	NKOLOGANE
North West	630697	DEKAMEKUIL
North West	650336	DIHATSHWE
North West	610705	DINGATENG
North West	633104	OSKRAAL
North West	630708	Dipetlelwane
North West	650610	IBITWE
North West	650318	DIPODI



North West	633111	Dipompong
North West	610408	KOPELA
North West	616301	Disaneng Tribal hall
North West	624201	DOMINIONVILLE
North West	610540	DOORNLAAGTE
North West	610237	DRIE HOEK
North West	610553	Driefontein
North West	650322	GOKGOLE
North West	620308	KAALFONTEIN
North West	650412	IGDOL
North West	630817	Dwarsberg
North West	630535	SLAGBOOM
North West	633207	FAFUNG
North West	610534	NZELBERG
North West	615205	GA SEANE
North West	610229	GA-MOTLATLA
North West	650320	GOKGOJANE
North West	620410	KATBOS
North West	624102	WITPOORT
North West	624103	KLIPFONTEIN
North West	633208	RASAI
North West	633214	KLIPVOORSTAD
North West	630211	KOSTER OLD AGE HOME
North West	620411	LAVINE
North West	610104	LEKOKO
North West	610209	LELIESPAN
North West	615204	LOBATLHA
North West	610707	LOGAGANE
North West	610708	Logageng Tribal hall
North West	616109	LOMBAARDSLAAGTE
North West	610623	RAMOKOTO
North West	616306	LOPORUNG
North West	630106	Marikana
North West	630144	MAANHAARRAND
North West	633201	MABOLOKA (BATAUNG)
North West	610704	MABULE
North West	610172	MADIBE-MAKGABANE
North West	630315	MADIKWE
North West	650723	QHO
North West	650717	Seoding
North West	650704	Sekhing
North West	650904	MAGANENG
North West	610444	MAJENG
North West	616302	Makgobistad Tribal hall
North West	616303	MAYAHEYANE
North West	610702	MAKGORI
North West	610422	MAKOUSPAN
North West	615304	MANDJIESVLEI
North West	610709	MASAMANE
North West	610121	MASUTHLE 2
North West	610141	MASUTLHE 1

  
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North West	610710	MATHATENG
North West	610180	MATSHEKA CRECHE
North West	610314	MATSHEPE
North West	610446	MIDDLETON A
North West	610113	MODIMOLA
North West	620319	MOGOPA
North West	633110	MOILETSWANE
North West	610445	MORENA
North West	610706	Moshawane
North West	610615	Setlagole 1
North West	616304	SETLHABANENG
North West	610406	SIONE
North West	610234	WELVERDIEND
North West	610442	MOROLONG 2
North West	610550	MOSWEU
North West	610438	MOTOLUTSO
North West	630150	MTS ANCILLARY HEALTH CARE
North West	630711	NGOBI
North West	620130	NKAGISANG
North West	610235	NORTH WEST MENTAL HEALTH
North West	630141	OLD AGE HOME RUSTENURG
North West	610618	OTSITLANE
North West	610170	PHADIMA
North West	650310	PHOHUNG 6-9
North West	610624	RAMABESA
North West	630818	RAMPAPASPOORT
North West	610519	ZEERUST OLD AGE HOME
North West	630810	RIETFontein
North West	650712	RIETFontein
North West	610230	RIETPAN
North West	610508	RIETPAN
North West	610529	RIETVLEI
North West	630180	RODEONHOF OLD AGE HOME
North West	650722	VAALTYN
North West	650724	ROMA
North West	620111	SAKKIE SE WINKEL
North West	610207	SANNIESHOF
North West	610307	SCHOONGESICHT
North West	616305	SELOSESHA
North West	610157	SENGGWE
North West	610146	SENWELO
North West	630421	SESOBE
North West	610615	Setlagole 2
North West	610616	MADIBOGOPAN 1,2
North West	610537	SHUPINGSTAD
North West	630181	SPES BONA HOME FOR DISABL
North West	630151	T.C. ESTERHUIZEN OLD AGE
North West	630710	TRASCIE
North West	610701	Tshidilamolomo Tribal hall
North West	610142	TSHUNYANE
North West	630408	VREDE 1

*[Handwritten signatures and initials]*

North West	610114	VRYHOF / GA KUBU
North West	630207	WATERVAL
North West	620315	WELGEVONDEN
North West	620413	WELVERDIEND
North West	610547	MATLHASE
Limpopo	910170	WATERBERG OLD AGE HOME
Limpopo	921201	ROOIBOKKRAAL
Limpopo	921202	CUMBERLAND
Limpopo	921204	MAKOPPA
Limpopo	921207	GROENRIVIER (GROENVLEI)
Limpopo	921208	SENTRUM
Limpopo	921210	MANTJIESFONTEIN
Limpopo	921301	MOTLHASEDI
Limpopo	921302	SEFITLHOGO
Limpopo	921303	MORWE
Limpopo	921304	MOONG
Limpopo	921304	MOONG
Limpopo	921305	MADIBANENG
Limpopo	921306	SELEKA 1
Limpopo	921308	KAULETSI
Limpopo	921309	LETLORA
Limpopo	921310	KGOBAGODIMO
Limpopo	921311	BOTSALANONG
Limpopo	921312	SENOELA
Limpopo	921313	GA MOCHEKO
Limpopo	921314	REABETSWA
Limpopo	921315	MALETSWAI
Limpopo	921316	DITLOUNG
Limpopo	921318	MOTSWEDING 1
Limpopo	921319	MAETELETJA
Limpopo	921320	BANGALONG
Limpopo	921322	KELETSELEMME
Limpopo	921323	LERUPURUPUNG 1
Limpopo	921324	SELEKA 2
Limpopo	921326	MONGALO
Limpopo	921327	BOTSHABELO
Limpopo	921331	MARNITZ
Limpopo	921335	SEGALE
Limpopo	921336	KITI
Limpopo	922012	MARULANENG
Limpopo	922014	SKRIKFONTEIN 1
Limpopo	922015	GALAKWENASTROOM
Limpopo	922017	BASTERPAD
Limpopo	922018	KLIFFONTEIN
Limpopo	922020	RAADSLID
Limpopo	922021	NELLY
Limpopo	922022	PAULUS
Limpopo	922023	TIBERIUS
Limpopo	922025	SWAARTKOP
Limpopo	922028	RANTLAKALA
Limpopo	922031	WYDHOEK




Limpopo	922034	KADITSHWENE
Limpopo	922037	MAMATLAKALA
Limpopo	922039	EERSTEGELUK
Limpopo	922041	SKULPADSKRAAL
Limpopo	922044	RHENOSTERFONTEIN
Limpopo	922049	KABEANE
Limpopo	922050	SKRIKFONTEIN 2
Limpopo	922054	VLAKFONTEIN
Limpopo	922055	MATEBELENG
Limpopo	923015	RAPOTOKWANE
Limpopo	924005	STEENBOKPAN
Limpopo	924007	AFGUNS
Limpopo	924009	BULGERIVIER
Limpopo	925003	MELKRIVIER
Limpopo	925011	ATOOM
Limpopo	925014	SONDAGLOOP
Limpopo	926001	MORAKENG
Limpopo	926002	SANDSLOOT
Limpopo	926003	GA MOKABA
Limpopo	926004	GA MOLEKANE
Limpopo	926005	SEKURUWE
Limpopo	926013	MASHAHLENG
Limpopo	926017	MACHIKIRI
Limpopo	926026	ROOIBOKFONTEIN
Limpopo	926027	ARMOEDE
Limpopo	929001	VOGELPAN
Limpopo	929002	RAPADI
Limpopo	929003	DIPERE
Limpopo	929005	STERKWATER
Limpopo	929007	SEGOLE
Limpopo	929012	GALELIA
Limpopo	929013	SCIRRAPIES
Limpopo	929013	SCIRRAPIES
Limpopo	929018	TENERIFFE
Limpopo	929019	BAVARIA
Limpopo	929019	BAVARIA
Limpopo	929020	BLINKWATER
Limpopo	929021	NUWEDRIFT
Limpopo	929023	SODOMA
Limpopo	929024	MONARE
Limpopo	929026	TEVREDENHEID
Limpopo	929027	PREEZEBBURG
Limpopo	929028	VIENON
Limpopo	929031	GILLEAD
Limpopo	929032	UITSPAN
Limpopo	929033	SENITA
Limpopo	929034	POLLEN
Limpopo	929036	GRASVLEI
Limpopo	929038	LAPUSELLA
Limpopo	929040	MAKOBÉ
Limpopo	931055	MAKGOBA


Limpopo	931204	SERULENG
Limpopo	931205	MEHLARENG
Limpopo	931206	KHURENG
Limpopo	931308	ELBERFIELD
Limpopo	931309	CORNELIA
Limpopo	931329	LEPOTLAKO
Limpopo	931332	MARABA LOCAL GOV
Limpopo	931336	GOEDGEVONDER
Limpopo	931338	CHRISTINA
Limpopo	931344	GA-MOETI
Limpopo	931403	KOPERMYN
Limpopo	931404	DOORNDRAAI
Limpopo	931405	MAJA LOCAL GOV
Limpopo	931409	MOTHIBA-NGWANAMAGO
Limpopo	931410	A GONA MOLATO bergenek
Limpopo	931420	RALESHIKINYA (maja local)
Limpopo	931501	GROOTPAN
Limpopo	931502	LONDON
Limpopo	931503	SIMSON
Limpopo	931504	SIAS
Limpopo	931506	KIBI TRBAL OFFICE
Limpopo	931507	GIDION
Limpopo	931508	THORP
Limpopo	931509	ZIEST
Limpopo	931511	DE VILLIERSDALE
Limpopo	931512	DRIEKOPPIES
Limpopo	931514	LESFONTEIN
Limpopo	931515	SLAAPHOEK
Limpopo	931516	GOUDMYN
Limpopo	931517	ELDORADO
Limpopo	931518	LOUISENTHAL
Limpopo	931519	BURGerecht
Limpopo	931520	MY DARLING
Limpopo	931522	DIEPSLOOT
Limpopo	931523	BERGENDAL
Limpopo	938028	LANGLAAGTE
Limpopo	931525	GALLASHIELD
Limpopo	931528	BUFFELSHOEK-BOCHUM
Limpopo	931530	BAHANANWA TRIBAL OFFICE
Limpopo	931531	DANTZIG
Limpopo	931532	BLOUBERG STORE
Limpopo	931536	VAREDIG
Limpopo	931537	WEGDRAAI
Limpopo	931538	TOWERFONTEIN
Limpopo	931539	ESSAURINGER
Limpopo	931541	SWARTZ
Limpopo	931542	MONTS
Limpopo	931543	LIPZIG
Limpopo	931544	SADU
Limpopo	931601	MARULANENG
Limpopo	931605	TJIANE


Handwritten signature and initials.

Limpopo	931612	RAMATSEDI SCHOOL
Limpopo	931613	MAFEFE
Limpopo	931614	MAFEFE LOCAL GOV
Limpopo	931615	FERTILIS
Limpopo	931620	GWARAGWARA
Limpopo	931621	LESETSI
Limpopo	931629	MALEKAPANE
Limpopo	931631	MAMATONYA
Limpopo	931633	MASHABASHABA
Limpopo	931637	MAREDI
Limpopo	931648	SELOANE LOCAL GOVN
Limpopo	931618	MATHABATHA LOCAL GOV
Limpopo	933024	GROOTFONTEIN
Limpopo	933028	MALIPSDRIFT A
Limpopo	933082	BODUTLOLO
Limpopo	931303	MANYAPYE
Limpopo	931318	MANAMELA
Limpopo	936008	MANAMELA
Limpopo	936016	MASHOBOHLENG
Limpopo	936019	MADIGORONG
Limpopo	936020	DITENGTENG
Limpopo	936022	NEW LANDS
Limpopo	937002	KANANA
Limpopo	937003	CRADOK
Limpopo	937004	LEESDALE
Limpopo	937005	COOPERSPARK
Limpopo	937007	BURGWAL
Limpopo	937009	PIENKIE
Limpopo	937010	OUR APPLE TREE
Limpopo	937013	PERSIE
Limpopo	937015	MOGALADI (MAROWE)
Limpopo	937017	RANKUWE
Limpopo	937018	GA-PHAUDI
Limpopo	937019	FLORA
Limpopo	937020	LOUISIANA
Limpopo	937022	GA-RAMETLWANA
Limpopo	937023	NOOITGEDACHT - SESHEGO
Limpopo	937027	MOETAGARE
Limpopo	937030	GA-CHIPANA
Limpopo	937034	CHLOE 2
Limpopo	937036	GA-PIET
Limpopo	937041	LEOKANENG
Limpopo	937042	BOSLAGTE
Limpopo	938003	SIMSON
Limpopo	938007	JUNIORSLOOP
Limpopo	938009	DE VREDE
Limpopo	938010	KROMHOEK
Limpopo	938011	GIDION
Limpopo	938012	THORP
Limpopo	938013	ZIEST
Limpopo	938019	SLAAPKOEK




Limpopo	938022	LOUISENTHAL
Limpopo	938029	GLENFERNIS
Limpopo	938030	EDWINSDALE
Limpopo	938032	BLACK HILL
Limpopo	938046	AUDLANSYNE
Limpopo	938051	PAX
Limpopo	938055	WEGDRAAI
Limpopo	938056	TOWERFONTEIN
Limpopo	938057	ESSAURINGER
Limpopo	938059	AVON SEAKAMELA
Limpopo	938061	CRACOUW
Limpopo	938062	HARRYSWIRTCH
Limpopo	938064	EARLY DAWN
Limpopo	938065	NORMA A
Limpopo	938066	UITKYK
Limpopo	938076	INDERMARK 1
Limpopo	938078	KRANTZPLAAS
Limpopo	938081	BUYS WATER
Limpopo	938088	GA MADIKANA
Limpopo	938093	LISSA
Limpopo	938094	SCHHONGEZIGHT
Limpopo	939001	THABA
Limpopo	939002	MAKATA
Limpopo	939003	SEKGWENG
Limpopo	939004	MAKATJANE
Limpopo	939005	LEKGOTHOANE/SPITZKOP
Limpopo	939007	LAASTEHOOP
Limpopo	939008	DIPHLOPANENG
Limpopo	939028	KGWARA
Limpopo	939052	VAN VUUREN
Limpopo	941126	MAKHITHA
Limpopo	941132	MADABANI
Limpopo	941133	RAVELE 1
Limpopo	941135	GOGOBOLE
Limpopo	941141	MADOMBIDZA 1
Limpopo	942001	SANARI
Limpopo	942009	TSHITAMBE
Limpopo	942016	BILENI
Limpopo	942018	BEND MUTALE
Limpopo	942025	TSHIUNGANI
Limpopo	942042	TSHIKUNDAMALEMA
Limpopo	942051	TSHAMULUNGWI
Limpopo	942061	MATSHAVHawe
Limpopo	942069	TSHANZHE DRIFT
Limpopo	942207	LUVHENGGO
Limpopo	942212	HA-MUTSHA
Limpopo	943307	MADANGANI
Limpopo	943315	TSHIKUWI
Limpopo	943332	GERSIDE A
Limpopo	943340	MUTITITI
Limpopo	944401	TSHAPINDA





Limpopo	944402	SIGONDE
Limpopo	944404	HETTIE FARM
Limpopo	944408	FOLOVHODWE
Limpopo	944409	MUSWODI TSHISIMAN
Limpopo	944412	MUSEKWASPOORT
Limpopo	944416	DOREEN
Limpopo	944419	MOPANE
Limpopo	944420	LINTON
Limpopo	944421	BROMBEEK
Limpopo	945524	LUTOMBONI
Limpopo	945548	TSHEDZA
Limpopo	945549	MURUNWA
Limpopo	945550	MATSHAVHawe
Limpopo	945551	MAELULA 1
Limpopo	945552	DZUMBATHOHO
Limpopo	945553	TSHEDZA
Limpopo	946002	TSHITOMBONI
Limpopo	946011	SHIGAMANI 1
Limpopo	946019	MPHAMBO A
Limpopo	946020	MPHAMBO B
Limpopo	946025	BENNET
Limpopo	946040	JOSEPH
Limpopo	946042	BOTSOLENI
Limpopo	946043	ALTEIN
Limpopo	946064	NTLHAVENI C
Limpopo	946072	MPHAKATI
Limpopo	946073	NTLHAVENI B
Limpopo	946080	BOLTMAN B
Limpopo	947041	TSHISAULU A
Limpopo	947076	TSHITEREKE
Limpopo	947077	MAKHUVHA
Limpopo	947078	PHIPHIDI
Limpopo	947088	TSWINGA
Limpopo	947092	DZINGAHE
Limpopo	947102	NGWENANI YA THEMELI
Limpopo	947124	KHUBVI
Limpopo	947706	MAILA
Limpopo	947707	NTHABALALA
Limpopo	947709	TSHIFHEFHE
Limpopo	947713	MUILA
Limpopo	947718	MULIMA
Limpopo	947723	TSHIVHUYUNI
Limpopo	947724	MUKONDENI
Limpopo	947731	MASAKONA
Limpopo	947734	WAYENI
Limpopo	948007	NJAKANJAKA
Limpopo	948009	NKUNZANI
Limpopo	948011	NWAMATATANI
Limpopo	948012	MAJOSI
Limpopo	948014	SKOPOZA
Limpopo	948015	RIVERPLAATS

Handwritten signature and initials.

Limpopo	948018	NKHESANI A
Limpopo	948019	MATLOTLO SUPERMARKET
Limpopo	948020	N'WAXINYAMANI
Limpopo	948022	MAHATLANI
Limpopo	948030	MCETWENI
Limpopo	948033	BUNGENI TA
Limpopo	948037	VALDEZIA SUPERMARKET
Limpopo	948040	NKANYANI
Limpopo	948042	OLIFANTSHOEK
Limpopo	948801	MARUBINI
Limpopo	948825	TSHINO
Limpopo	950104	Deerpark
Limpopo	951405	RUNNY MEDE STORE
Limpopo	950635	Dan
Limpopo	951437	NKOWAKOWA COM HALL
Limpopo	955023	MODIPANE B
Limpopo	955012	DITLOU CAFE
Limpopo	955014	MAAKE HEADKRAAL
Limpopo	955016	PHARARE
Limpopo	955017	MASAKENG
Limpopo	955018	TOURS DAM
Limpopo	955024	MODIPANE C
Limpopo	955023	MODIPANE B
Limpopo	951309	BaPhalaborwa
Limpopo	951402	NYAVANA CAFE
Limpopo	951412	SHIPALANA STORE
Limpopo	951419	BORILE CAFE
Limpopo	951423	SHINGANGE STORE B
Limpopo	951423	SHINGANGE STORE B
Limpopo	951429	PETANENGE
Limpopo	951431	KHUJWANA STORE
Limpopo	951504	MAGOEBASKLOOF
Limpopo	951507	MABJEPILONG
Limpopo	951508	MORAPALALA
Limpopo	951509	MADUMANE
Limpopo	951510	PJAPJAMELA
Limpopo	951512	THAPANE
Limpopo	951515	LEOKWE
Limpopo	951529	MAWA BLOCK 11
Limpopo	951532	MAWA BLOCK 9
Limpopo	951614	THAKGALANE 1
Limpopo	951615	THAKGALANE 4
Limpopo	952002	XIKUKWANI A
Limpopo	952004	MBATLO
Limpopo	952005	NKOMO 22 B
Limpopo	952006	NKOMO 22 A
Limpopo	952007	MNINGINISI BLOCK 3
Limpopo	952012	GAWULA
Limpopo	952013	MAHLATHI
Limpopo	952014	NDINDANI
Limpopo	952015	HLOMELA

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Limpopo	952016	NOBLEHOEK
Limpopo	952017	XIMAUSA
Limpopo	952021	MPHAGANI
Limpopo	952022	N'WAMARHANGA
Limpopo	952022	N'WAMARHANGA
Limpopo	952024	XITLAKATI
Limpopo	952025	Xawela
Limpopo	952026	SHIKHUMBA
Limpopo	952030	LOLOKA
Limpopo	952034	NSAVULANI
Limpopo	952035	MAKHUVA
Limpopo	952040	MAGEVA A
Limpopo	952042	DZUMERI A
Limpopo	952043	DZUMERI B
Limpopo	953019	SETHONE
Limpopo	954027	VUHEHLI
Limpopo	954034	XIVULANI
Limpopo	954035	BON'WANI
Limpopo	954039	NKURHI H/KRAAL
Limpopo	954040	SEFASONKE
Limpopo	954041	TOMU
Limpopo	955010	MATIASSEBATA CAFE
Limpopo	955021	MOGAPANG
Limpopo	956002	NONDWENI
Limpopo	956003	PRIESKA
Limpopo	957001	FINALE
Limpopo	957004	SANTENG
Limpopo	957005	MABINS B
Limpopo	957010	NHLANE A
Limpopo	957015	RASOANA FANNIE
Limpopo	957016	TURKEY
Limpopo	957023	TICKYLINE B
Limpopo	957024	TICKYLINE C
Limpopo	959033	MAMANYOHA
Limpopo	961101	TAFELKOP
Limpopo	961128	MATHULASTAND
Limpopo	961131	GROENFONTEIN
Limpopo	961318	SELALA
Limpopo	961337	MORAPANENG
Limpopo	961343	MALOKANE
Limpopo	961404	MAMPANE
Limpopo	961407	EENSSEGEFONDEN
Limpopo	961412	MADIHLABA
Limpopo	961413	MALAKA
Limpopo	961419	PHOKWANE
Limpopo	961421	GLEN COWIE
Limpopo	961424	EENZAAM TRUST
Limpopo	961427	ROODEPOORT
Limpopo	961428	NEBO RIETFONTEIN
Limpopo	961430	VLEESCHBOOM KUTUPU
Limpopo	961438	PHOKOANE B

*False*

Limpopo	961453	GOODHOPE
Limpopo	961501	CROSSONG
Limpopo	961503	KUDUSKRAAL
Limpopo	961510	TAUNG
Limpopo	961511	MOTODI
Limpopo	961512	BOTHASHOEK
Limpopo	961515	DRIEKOP
Limpopo	961517	MANDAGSHOEK
Limpopo	931725	TUBATSE CAFE
Limpopo	961528	SLICKMANSKLOOF
Limpopo	961543	MASHISHI A
Limpopo	961544	ANNESLY
Limpopo	961545	MAFARAFARA
Limpopo	966001	STRYDKRAAL
Limpopo	966005	JAGLUST
Limpopo	966013	STRYDKRAAL
Limpopo	966021	RADINGOANE
Limpopo	966025	MASEHLENG
Limpopo	966026	MPHANAMA
Limpopo	966040	MARULANENG
Limpopo	966041	MACHACHA
Limpopo	967001	PHAAHLA
Limpopo	967004	SEKWATI 2
Limpopo	967005	MASEMOLA
Limpopo	967017	MARULANENG
Limpopo	968004	RIETFontein PRAKTISEER
Limpopo	968005	KGOTLOPONG
Limpopo	968009	RIETFontein B
Limpopo	969018	KLIPSPRUIT(MAKGATLE)
Freestate	452011	VANSTADENSUS
Freestate	421027	Dealesville
Freestate	460309	Middeldeel
Freestate	460314	Modutung
Freestate	460325	Rooibult
Freestate	460324	Rakhoi
Freestate	460311	Talla
Freestate	460313	Kgalla
Freestate	460318	Moromo
Freestate	460327	Sediba
Freestate	460328	Bafulo
Freestate	460333	Rietfontein
Freestate	460332	Balacava
Freestate	460319	Spitskop
Freestate	460317	Marago
Freestate	460315	Hout Nek
Freestate	453009	De Brug
Freestate	460122	Tierpoort
Freestate	460123	Hoërskool veld
Freestate	411004	SEEISOVILLE
Freestate	421032	Verkeerdevlei
Freestate	430102	Afrikaskop Shop

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Freestate	411003	Heuningspruit
Freestate	430511	Thaba Phats'ha
Freestate	460312	Feloana
Freestate	460321	Tigerrivier
Freestate	460323	Potsana
Freestate	460308	Motlatla
Freestate	460322	Paradys
Freestate	460326	Rooifontein
Freestate	460329	Komissiedrift
Freestate	460331	Nougaspost
Freestate	460334	Klipfontein
Freestate	460335	Gladstone
Freestate	460336	Grootdam
Freestate	460337	Springfontein
Freestate	460338	Tweefontein
Freestate	460339	Woodbridge 1
Freestate	460341	Woodbridge 2
Freestate	460342	Yoxford
Freestate	411022	Vierfontein
Freestate	421031	Glen
Freestate	421033	Soutpan
Freestate	453006	Oppermansgronde
Freestate	430118	Slabberts
Freestate	430335	Letsibolo
Freestate	430308	Mabolela Tribal Office
Freestate	430326	Kgodiso Yaka Creche
Freestate	430329	Thaba Bosiu Tribal Office
Freestate	430309	Khotsong Primary School
Freestate	430312	Comet ZR Mahabane Int School
Freestate	430318	Boitelo Primary School
Freestate	430324	Hlatseng Primary School
Freestate	430346	Matsieng Tribal Office
Freestate	430339	Lediboho Primary School
Freestate	430334	Phahameng Primary School
Freestate	430325	Makhabane School
Freestate	430328	Marakong
Freestate	430338	Qibi Primary School
Freestate	430349	Letsha La Meduka
Freestate	430342	Pheta Primary School
Freestate	430343	Matswakeng School
Freestate	430344	Rietpan Tribal
Freestate	430348	Makeneng Tribal Office
Freestate	430351	Thibella Tribal Office
Freestate	430352	Lejoaneng Primary School
Freestate	430353	Thaba Tsoue Primary School
Freestate	430355	Tshirella Primary School
Freestate	430354	Tsolo Senior School
Freestate	430347	Namahali Tribal Office
Freestate	430356	Molibeli Primary School
Freestate	430357	Boiketlo Primary School
Freestate	430363	Van Reenen Shop



Freestate	430364	Verkykerskop Shop
Freestate	430366	Roadside School
Northern Cape	310105	SALLY AUCAMP
Northern Cape	310509	FOUNTAIN OF JOY
Northern Cape	310103	RESTHAVEN
Northern Cape	310106	HELEN BISHOP
Northern Cape	310107	ACVV ONS HUIS KIMBERL
Northern Cape	310104	YONDER
Northern Cape	310808	RIVERTON
Northern Cape	310809	ROMANCE
Northern Cape	341311	OLIERIVIER
Northern Cape	341308	SCMIDSDRIFT
Northern Cape	330307	GOODHOUSE
Northern Cape	340406	KRAANKUIL
Northern Cape	341005	HUTCHINSON
Northern Cape	341104	MERRIMAN
Northern Cape	320407	VAN ZYLSRUS 1+2
Northern Cape	300711	GROENWATER STASIE
Northern Cape	300712	LOHATLA
Northern Cape	300709	GROENWATER
Northern Cape	310908	BLIKFONTEIN / VAN ZYL
Northern Cape	300604	GROOTMIER
Northern Cape	300612	SWARTKOPDAM
Northern Cape	300108	GRENSPOS
Northern Cape	300605	KLEINMIER
Northern Cape	300610	MIER
Northern Cape	300504	WEGDRAAI
Northern Cape	300204	FRIERSDALE
Northern Cape	300507	BOEGOEBERG
Northern Cape	300508	TOPLINE
Northern Cape	330704	VERNEUKPAN
Northern Cape	330210	WITBANK
Northern Cape	330308	HENKRIES
Northern Cape	330208	KLEIN PELLA
Northern Cape	330310	BULLETRAP
Northern Cape	331006	BEAUVALLON
Northern Cape	340406	KRAANKUIL
Northern Cape	330412	PAULSHOEK
Northern Cape	330406	KAMMASSIES
Northern Cape	330415	KHEIS
Northern Cape	330403	ROOIFONTEIN
Northern Cape	330414	KLIPFONTEIN
Northern Cape	320278	GAMASEPA
Northern Cape	320286	MNYEDING
Northern Cape	320305	ANTIE NAOMI
Northern Cape	320260	SKERMA
Northern Cape	320299	MOTSWETSANENG
Northern Cape	320269	GAMOTHIBI
Northern Cape	330807	KLIPWERF
Northern Cape	320308	MAKETLELE
Northern Cape	320281	ELLEDALE

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Northern Cape	320295	MAHUKUBUNG
Northern Cape	320301	DIKHING
Northern Cape	320217	SKIETMEKAAR
Northern Cape	320227	BOTHELELETSA
Northern Cape	320204	MAOLOGANE
Northern Cape	320290	BOJELAPOTSANE
Northern Cape	330307	GOODHOUSE
Northern Cape	320213	CARDINGTON
Northern Cape	320283	WARD 11
Northern Cape	320275	WARD 6 A+ B
Northern Cape	320228	GASURUTEGE
Northern Cape	320203	GASEHUNELO
Northern Cape	320244	GALOTLHARE
Northern Cape	320222	LOGABATE
Northern Cape	320267	GOODHOPE
Northern Cape	320235	GADIBOE
Northern Cape	320262	PERDEMONKIE
Northern Cape	320280	MATORO
Northern Cape	320288	TLAPENG
Northern Cape	320258	HERTZOG
Northern Cape	320225	MARCH
Northern Cape	320232	PENRYN
Northern Cape	320249	PADSTOW
Northern Cape	320206	GANAP
Northern Cape	320284	SLOUGH
Northern Cape	320293	GA MOKATEDI
Northern Cape	320303	ROOI POMP
Northern Cape	320238	LAXEY
Northern Cape	320241	MADIBENG
Northern Cape	320312	SESEPI
Northern Cape	320250	EIFFEL
Northern Cape	320259	KLEIN EIFEL
Northern Cape	320277	PERTH 1
Northern Cape	320245	TSILOANE
Northern Cape	320254	SHALANENG
Northern Cape	320263	SISIPI
Northern Cape	320285	KOME
Northern Cape	320126	SEDIBENG
Northern Cape	320291	LOOPENG
Northern Cape	320274	HEUNINGVLEI 2
Northern Cape	320265	HEUNINGVLEI 1 + 2
Eastern Cape	200705	ZIGCAWU
Eastern Cape	200729	NGCIZELE
Eastern Cape	200735	TAKAZI
Eastern Cape	200738	NGQWARA
Eastern Cape	200745	CEBE
Eastern Cape	200759	NOKONWABA
Eastern Cape	200764	SIYAZAMA
Eastern Cape	200802	TANDIWE
Eastern Cape	200803	MAFU CAFE
Eastern Cape	200810	HOBENI





Eastern Cape	200836	NQABENI
Eastern Cape	200850	ELUKHANYISWENI
Eastern Cape	200856	NOLUNGILE
Eastern Cape	200857	ALDERLY
Eastern Cape	201004	NYIDLANA
Eastern Cape	201151	UPPER BOLOTWA
Eastern Cape	201162	NQABANE
Eastern Cape	200740	MANUBE
Eastern Cape	200809	REBETSHANE
Eastern Cape	200823	TALEMOFU
Eastern Cape	200827	NOPHINDILE
Eastern Cape	200829	ZITENJINI
Eastern Cape	200840	NKANYA
Eastern Cape	200842	MZAMENI
Eastern Cape	200853	NTLONYANE
Eastern Cape	201014	HEBEHEBE
Eastern Cape	200931	READSDALE
Eastern Cape	201048	TANDWA
Eastern Cape	201057	MPUKANE
Eastern Cape	200122	DIKIDIKANA
Eastern Cape	200140	QUTUBA FARM
Eastern Cape	200153	QOMFO
Eastern Cape	201147	JOJO
Eastern Cape	201164	MKHUNQWANA
Eastern Cape	201170	NANTI
Eastern Cape	200115	ZALAZE
Eastern Cape	200154	QUTUBENI
Eastern Cape	200731	NOKWANDA
Eastern Cape	200736	NCERANA
Eastern Cape	201002	NQANCULE
Eastern Cape	201003	TYALANA
Eastern Cape	201005	MAVI
Eastern Cape	201015	QABA
Eastern Cape	201016	MZIMBA
Eastern Cape	201034	NONCEBA
Eastern Cape	220720	MAJABA
Eastern Cape	220746	QUTUBENI
Eastern Cape	230509	SITTINGBOURNE
Eastern Cape	230106	MAWELENI
Eastern Cape	200130	QAMDOBOWA
Eastern Cape	200145	NGCABASA/FARM
Eastern Cape	200828	NONTSIKELELO
Eastern Cape	201022	NOMZI
Eastern Cape	201062	ZOKWE
Eastern Cape	201068	NYILI
Eastern Cape	201069	PUMLANI
Eastern Cape	201070	JWAMBI
Eastern Cape	201133	BABA
Eastern Cape	201138	RANDOM
Eastern Cape	201174	MUNYU
Eastern Cape	201177	GCWANGCWINI

Eastern Cape	201179	MAGAXENI
Eastern Cape	201202	DANI
Eastern Cape	201205	MPOZOLO
Eastern Cape	201218	BUSILA BAM
Eastern Cape	201219	(UPPER) GWADU
Eastern Cape	201236	MFULA
Eastern Cape	201240	NQABENI
Eastern Cape	210105	MPENI STORE
Eastern Cape	210131	MNXONTSENI
Eastern Cape	210136	GOXE
Eastern Cape	210137	NTSHENTSHE
Eastern Cape	210141	PHUTHUKEZI
Eastern Cape	210162	BHIJINTABA
KZN Paid for E Cape	210217	ROLWENI
KZN Paid for E Cape	210234	MBIZENI
Eastern Cape	210255	OUTSPAN
KZN Paid for E Cape	210259	SIZISIZWE
Eastern Cape	210302	BISLAN
Eastern Cape	201175	ZANETHEMBA
Eastern Cape	210108	MANZANA
Eastern Cape	210109	GXWALENI
Eastern Cape	210110	FORT DONALD
Eastern Cape	210340	MT WHITE
Eastern Cape	210395	MPINDWENI
KZN Paid for E Cape	210272	NYANZELA
Eastern Cape	201215	COTOZA
Eastern Cape	201235	NCAYO
Eastern Cape	201241	NKANGA
Eastern Cape	210114	LUBALEKO
Eastern Cape	210120	MBONGWENI
Eastern Cape	210160	MABUNZI
KZN Paid for E Cape	210213	MAWANENI
KZN Paid for E Cape	210214	EPIPHANY
KZN Paid for E Cape	210216	LUKHOLWENI
Eastern Cape	210252	KHANYA
Eastern Cape	210253	MOSA SIBI
Eastern Cape	201261	NGADLA
Eastern Cape	200226	BERGPLAAS
Eastern Cape	200702	RWANTSANA
Eastern Cape	200708	XHOBANI
Eastern Cape	200744	NDZOTYANA
Eastern Cape	200766	THALA
Eastern Cape	200816	MBEKWENI
Eastern Cape	200817	LUZENGE
Eastern Cape	201047	LUPA
Eastern Cape	201049	BONGITOLE
Eastern Cape	201071	DUMALENJA
Eastern Cape	201185	SILITYIWA
Eastern Cape	201209	BIKANE
Eastern Cape	201249	BAM
Eastern Cape	201254	QORA MOUTH

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Eastern Cape	201255	NGCIZELE
Eastern Cape	210358	NGWETSHENI
Eastern Cape	210435	SEAVIEW
Eastern Cape	220138	MBOLOMPO
Eastern Cape	220139	MPAFANE
Eastern Cape	220318	NGAVU-NGAVU
Eastern Cape	220319	DOKODELA
Eastern Cape	220321	CIBENI
Eastern Cape	220325	BULELANI
Eastern Cape	220352	MARUBENI
Eastern Cape	220362	FIDISIZWE
Eastern Cape	220445	NOMVELO
Eastern Cape	220522	MASAMENI
Eastern Cape	220304	DUMAKUDE
Eastern Cape	220306	MEVANA
Eastern Cape	220324	BOMINGUMZAMO
Eastern Cape	220348	NOLOKOZA
Eastern Cape	220349	NXUKWEBE
Eastern Cape	220353	NXOSHENI
Eastern Cape	220355	DIKELA
Eastern Cape	220356	BUNGU
Eastern Cape	220367	NKONKONI
Eastern Cape	220368	SOMPA
Eastern Cape	220545	BUCHULE
Eastern Cape	220714	NQADU STORE
Eastern Cape	220733	MAYALULENI STORE
Eastern Cape	220822	MTENTU
Eastern Cape	220667	NTSHONGWENI
Eastern Cape	220688	GABAZI
Eastern Cape	220718	ESINGENI STORE
Eastern Cape	220921	MTHEMBU
Eastern Cape	220949	MALONGWANA
Eastern Cape	220965	TABAZI
Eastern Cape	220825	KHANYAYO
Eastern Cape	220843	SIZABONKE
Eastern Cape	220877	GINYAMATHE
Eastern Cape	220959	MCOBOTI
Eastern Cape	210352	PELANDABA
Eastern Cape	210357	LINGELAM
Eastern Cape	210376	ABBIE
Eastern Cape	210456	ZANGOTSHA STORE
Eastern Cape	210463	ZINDELA STORE
Eastern Cape	210474	NCEDABANTU
Eastern Cape	210509	MKIWA STORE
Eastern Cape	210511	BEJULA STORE
Eastern Cape	210523	DUMSI STORE
Eastern Cape	220124	BAZIYA STORE
Eastern Cape	220140	MAHIBE
Eastern Cape	220149	XHONGORA STORE
Eastern Cape	220151	LOWER XHONGORA
Eastern Cape	220218	MADWALENI




Eastern Cape	220303	GQWEZA
Eastern Cape	210303	TOLENI
Eastern Cape	210349	KINIRA
Eastern Cape	210354	NQALWENI
Eastern Cape	210370	MACIBINI
Eastern Cape	210378	SOLDATI
Eastern Cape	210384	SODLADLA
Eastern Cape	210443	FORT DONALD
Eastern Cape	210451	MPETSHENI
Eastern Cape	210452	KANDAYO STORE
Eastern Cape	210453	XOLOBENI STORE
Eastern Cape	210457	MBONGWENI
Eastern Cape	210459	MZINGISI STORE
Eastern Cape	210512	KILLARNEY STORE
Eastern Cape	210513	MNCEDI
Eastern Cape	210519	NCUME STORE
Eastern Cape	210526	DUNGU STORE
Eastern Cape	210529	SEBEMI STORE
Eastern Cape	210530	NDUNGUNYENI STORE
Eastern Cape	210532	CWAKA STORE
Eastern Cape	210578	MTUNZANA
Eastern Cape	210538	NOKONWABA
Eastern Cape	200704	MTUZULA
Eastern Cape	200709	QINA
Eastern Cape	200710	MASAKHANE
Eastern Cape	200742	SAMENTE
Eastern Cape	200761	HOLELA
Eastern Cape	200806	MTONJENI CAFE
Eastern Cape	200807	MKATAZO
Eastern Cape	200811	CWEBE
Eastern Cape	200812	NOMYAYI STORE
Eastern Cape	200819	MAKAMISA CAFE
Eastern Cape	200826	MBANYANE
Eastern Cape	200832	LUNGA LEGWABA
Eastern Cape	200833	MT PLEASANT
Eastern Cape	200837	MAJOLA
Eastern Cape	200843	MADWALENI
Eastern Cape	200849	SHINIRA
Eastern Cape	200851	NGQATYANA
Eastern Cape	220554	MAJOLA
Eastern Cape	200921	MTOCWA
Eastern Cape	201134	GILA
Eastern Cape	201137	DANTI
Eastern Cape	201145	XOBONGO
Eastern Cape	201148	NOMPUCUKO
Eastern Cape	201165	MAXAMA
Eastern Cape	220747	MADWALENI
Eastern Cape	220962	ZIZAMELE
Eastern Cape	220618	KUBUSI
Eastern Cape	220661	HAYBEKE
Eastern Cape	220670	LOWER NXAXA


Eastern Cape	220834	NCEDABANTU
Eastern Cape	220143	SKOBENI
Eastern Cape	220148	KHUPHUKANI
Eastern Cape	220150	MPANDELA
Eastern Cape	220152	QINGQA
Eastern Cape	220262	PHAMBILI
Eastern Cape	220270	WILLO
Eastern Cape	220687	SKOBENI
Eastern Cape	201222	JAMA
Eastern Cape	201201	LURWAYIZO
Eastern Cape	201211	LUKOZANA
Eastern Cape	201239	MADAKANA
Eastern Cape	230515	TSHATSHU
Eastern Cape	240603	NYALASA
Eastern Cape	240604	UPPER LUFUTA
Eastern Cape	240606	LOWER LUFUTA
Eastern Cape	240613	SIFONONDILE
Eastern Cape	240610	UPPER CALA
Eastern Cape	240618	MBEULA
Eastern Cape	240623	LANGANCI
Eastern Cape	241026	EDIPINI
Eastern Cape	241120	MAHLUNGULU
Eastern Cape	241135	NOMADAMBA
Eastern Cape	241056	NONTWINTSHA
Eastern Cape	240609	RABELS KLOOF
Eastern Cape	240622	MTINGWEVU
Eastern Cape	240628	ZIKHONKWANA
Eastern Cape	240631	UPPER MNXE
Eastern Cape	241053	NKWENKWEZI
Eastern Cape	241055	GQUTYINI
Eastern Cape	241108	QWILI-QWILI
Eastern Cape	240605	LANGANCI
Eastern Cape	240605	LANGANCI
Eastern Cape	240619	HOTA
Eastern Cape	240629	QIBA
Eastern Cape	240635	MHLWAZI
Eastern Cape	241015	MANZIMDAKA
Eastern Cape	241016	LOWER QEBE
Eastern Cape	241124	MTINGWEVU
Eastern Cape	230608	TAMARA
Eastern Cape	230620	KALANA
Eastern Cape	230621	MABONGO
Eastern Cape	230510	NQUTU
Eastern Cape	230618	BHELE
Eastern Cape	230622	ZALARA
Eastern Cape	230626	NXOPO
Eastern Cape	230511	MADLIKI
Eastern Cape	230523	QUGQWALA
Eastern Cape	230632	FENI-ZWELITSHA
Eastern Cape	230817	GWALANE
Eastern Cape	230822	NUUR (TARFIELD)

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Eastern Cape	230832	HAMBURG
Eastern Cape	230839	WOOLDRIDGE
Eastern Cape	230840	HOYI
Eastern Cape	230842	LEQENI
Eastern Cape	230844	HLOSINI-PEDDIE
Eastern Cape	230809	NOBUMBA
Eastern Cape	230823	BENTON
Eastern Cape	230835	LOVERS'TWIST
Eastern Cape	230846	HORTON
Eastern Cape	230827	BHINGQALA
Eastern Cape	230843	CROSS ROADS
Eastern Cape	201325	TOLENI
KZN Paid for E Cape	210265	FIVA
KZN Paid for E Cape	210271	ZITAPILE
Eastern Cape	210317	LINGELAM
Eastern Cape	210341	MGANU
Eastern Cape	210343	MPONDOMISE
Eastern Cape	210344	GLEN HOPE
Eastern Cape	210345	NONTSIKELELO
Eastern Cape	210350	LUYENGWENI
Eastern Cape	210372	ROMA
Eastern Cape	210374	ZIHLE
Eastern Cape	210394	MHLANGANISWENI
Eastern Cape	210107	PEPENI
Eastern Cape	210139	UPPER BROOKSNEK MISSION
Eastern Cape	210163	KWAVALA
Eastern Cape	210412	MQENI STORE
Eastern Cape	210431	NDLOVU STORE
Eastern Cape	210447	KHANYAYO STORE
Eastern Cape	210363	MAXHEGWENI
Eastern Cape	210369	MATYAMHLOPHE
Eastern Cape	210371	CWEBENI
Eastern Cape	210393	NGOJINI
Eastern Cape	241042	NGOJINI
Eastern Cape	250486	PURUTLE STORE
Eastern Cape	250496	UMVUZI STORE
Eastern Cape	250468	LAHLANGUBO SCHOOL J S S
KZN Paid for E Cape	250493	MOANENG
Eastern Cape	240109	ZINGQUTU II
Eastern Cape	240704	TEMBALETHU
Eastern Cape	240705	LOWER NQININGANA
Eastern Cape	240720	MATYANTYA
Eastern Cape	240725	THREE CROWNS
Eastern Cape	240702	GANDO
Eastern Cape	240749	MAQUBELA
Eastern Cape	240122	MC BRIDE
Eastern Cape	240401	SIBONILE/HAYTOR
Eastern Cape	240701	XONXA/HERGER STORE
Eastern Cape	240710	JAXA/JOJWENI
Eastern Cape	240719	MTIRARA
Eastern Cape	240723	EMZI


  
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Eastern Cape	240724	MACKAYSNECK
Eastern Cape	240769	LANTI CRECHE
Eastern Cape	240775	NKOLONGA
Eastern Cape	240706	NQININGANA
Eastern Cape	280803	FATIMA HOUSE
Eastern Cape	240708	NQININGANA
Eastern Cape	240765	HELUSHE
Eastern Cape	240767	NOHOLOZA/MACHUBENI
Eastern Cape	240764	BONNY GLEN
Eastern Cape	240766	QOBOSHANE
Eastern Cape	240768	PLATKOP
Eastern Cape	240773	RWANTSANA
Eastern Cape	240774	NOBUHLE
Eastern Cape	240776	TSHATSHU
Eastern Cape	240779	HOLI
Eastern Cape	240780	ZAMANI
Eastern Cape	240784	TSOLOKAZI
Eastern Cape	240789	MANGWENI (TSEMBEYI)
Eastern Cape	241145	RWANTSANA
Eastern Cape	241180	DUDUMASHE
Eastern Cape	241009	CWECWENI
Eastern Cape	241010	BUTSHINGI
Eastern Cape	241007	NXAMAGELE
Eastern Cape	241080	NGQABA
Eastern Cape	241071	KAPA
Eastern Cape	241006	VAVA
Eastern Cape	241008	MBOTO
Eastern Cape	250352	NXAMAGELE
Eastern Cape	241139	NOBOKWE
Eastern Cape	241140	QWEBE-QWEBE
Eastern Cape	241141	NOBUZWE
Eastern Cape	241125	UPPER NQUQU (EMAQWATINI)
Eastern Cape	241126	LOWER NQUQU
Eastern Cape	241127	ROSEVALE
Eastern Cape	241143	MAKWABABA
Eastern Cape	241219	MAHLATINI
Eastern Cape	220342	KAYAMNANDI
Eastern Cape	241129	NGXABANGU
Eastern Cape	241137	GXOJENI
Eastern Cape	241116	MID XOLOBE
Eastern Cape	241208	KUZE
Eastern Cape	241022	NDLUNKULU
Eastern Cape	241096	NXAMAGELE
Eastern Cape	241138	NGQWARU
Eastern Cape	241204	LUTULI
Eastern Cape	241206	MFULA
Eastern Cape	241106	MFULA
Eastern Cape	241211	MID-XOLOBE
Eastern Cape	241103	RUSHMERE
Eastern Cape	241104	LUTULI
Eastern Cape	241107	MBULUKWEZA


Eastern Cape	241109	NTSITO
Eastern Cape	241110	KUZE
Eastern Cape	250456	UPPER TSITSANA HEADMANS
Eastern Cape	250463	MOLEFE
Eastern Cape	250537	MILANI
Eastern Cape	250457	LOWER TSITSANA CHURCH
Eastern Cape	250461	MBONISWENI SCHOOL J S S
Eastern Cape	220628	THEMBELIHLE
Eastern Cape	230717	KUBUSI
Eastern Cape	250458	HLANKOMO SCHOOL J S S
Eastern Cape	250505	MCENGE
Eastern Cape	250520	SAMELA
Eastern Cape	250528	MBONISWENI
Eastern Cape	250504	MBINJA STORE
Eastern Cape	250508	LUNYAWENI
Eastern Cape	250510	MKHWANE
Eastern Cape	250512	GQAQHALA
Eastern Cape	250507	MIRANDA
Eastern Cape	250330	LOWER WALAZA
Eastern Cape	250304	MAGWIJI
Eastern Cape	250336	LOWER TELLE
Eastern Cape	220302	LUKUNI
Eastern Cape	220305	NYUSELA
Eastern Cape	220309	TABASE NTUNGWINI
Eastern Cape	220323	MGWENYANA
Eastern Cape	220346	MJALISWA
Eastern Cape	220310	MAGCAKINI
Eastern Cape	220320	MAKHOTYANA
Eastern Cape	220351	DAMANE
Eastern Cape	220105	MTENTU
Eastern Cape	220247	KHAYALETHU
Eastern Cape	220104	RUNE
Eastern Cape	220173	NOWELCOME
Eastern Cape	220109	NQWATI
Eastern Cape	220112	NTOKOZWENI
Eastern Cape	240621	MANZIMDAKA
Eastern Cape	241087	KWETANI
Eastern Cape	241029	XUBA
Eastern Cape	241033	TSALABA
Eastern Cape	241122	NQOLOS
Eastern Cape	210505	TOLENI
Eastern Cape	250525	MASAKHANE
Eastern Cape	240737	MASAKHANE
Eastern Cape	210229	NKADI
Eastern Cape	220403	MTOKWANA
Eastern Cape	220442	MANDILENI
Eastern Cape	220446	MGWENYANA
Eastern Cape	210306	THEMBENI
Eastern Cape	220685	MANZANA
Eastern Cape	220875	TAFELIBANZI
Eastern Cape	220883	TAMSANQA STORE


  
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Eastern Cape	220884	Mateko
Eastern Cape	220920	MADADA
Eastern Cape	220924	TEMBELANI STORES
Eastern Cape	220307	ZIBUNGU
Eastern Cape	220347	MTOMBE
Eastern Cape	240703	ROMA
Eastern Cape	210138	MPELAZWE
Eastern Cape	220216	VUYELWA
Eastern Cape	210106	SIZABANTU
Eastern Cape	210113	SIDAKENI
Eastern Cape	210117	MVALWENI
Eastern Cape	210121	XAMA
Eastern Cape	210135	MAJOBELANI
Eastern Cape	210140	PUKA
Eastern Cape	210409	FERGUSON
Eastern Cape	210465	KWANYANA
Eastern Cape	220456	KWANYANA
KZN Paid for E Cape	210215	PHALANE
Eastern Cape	210218	NYANISO
KZN Paid for E Cape	210260	BATSOARELE
Eastern Cape	210266	SIDAKENI
Eastern Cape	210346	NOLUSIZO
Eastern Cape	210353	MZAMOMHLE STORE
Eastern Cape	210367	SIHLAHLENI
Eastern Cape	210373	MNGUNI
Eastern Cape	210375	KWA DUMA
Eastern Cape	210383	FOREST VIEW
Eastern Cape	210514	SIKO STORE
Eastern Cape	210518	NOLUSAPO
Eastern Cape	220647	NOQOKOQA
Eastern Cape	210233	MGUBO
Eastern Cape	210235	SIGOGA
Eastern Cape	210236	PHOLILE
Eastern Cape	210342	QWIDLANA
Eastern Cape	210347	NCOME SPRINGS
Eastern Cape	210348	SIVUMELA
Eastern Cape	220515	MAWOSHENI
Eastern Cape	220553	BUJE
Eastern Cape	220680	SIXHOTYENI
Eastern Cape	220706	MQOBISO
Eastern Cape	220716	NCAMBELE
Eastern Cape	220717	GUNGULULU
Eastern Cape	220740	NDZEBE CHURCH
Eastern Cape	220743	GUNGWANA CHURCH
Eastern Cape	220745	THEMBENI
Eastern Cape	210545	PELANDABA
Eastern Cape	220103	NDIBELA
Eastern Cape	220119	TYELEBANE
Eastern Cape	220120	JULUKUQU
Eastern Cape	220125	KWA DONZEN
Eastern Cape	220126	MBOZISA



Eastern Cape	220136	MANDLENI
Eastern Cape	220137	LUGXOGXO
Eastern Cape	220153	COTOZA
Eastern Cape	220209	MXAMBULE
Eastern Cape	220257	MBOZISA
Eastern Cape	220267	NGCWANGUBE
Eastern Cape	220350	TSITSA(TSITSA MTOMBE)
Eastern Cape	220366	LOLIWE
Eastern Cape	220427	MGONONDI
Eastern Cape	210535	RWANTSANA
Eastern Cape	220409	KAYAMNANDI
Eastern Cape	230504	KWANADABA
Eastern Cape	230523	QUGQWALA
Eastern Cape	230833	BODIUM
Eastern Cape	230507	MACHIBI 2
Eastern Cape	220215	PUMLANI
Eastern Cape	240105	TYLDEN
Eastern Cape	240111	TENDERGATE
Eastern Cape	240116	SPRINGROVE
Eastern Cape	240402	DIPALA
Eastern Cape	240407	MBEKWENI
Eastern Cape	240418	EARDELY
Eastern Cape	240112	BACCLES FARM
Eastern Cape	240419	OXTON
Eastern Cape	220922	PELE-PELE STORE
Eastern Cape	220955	MARHATSHU
Eastern Cape	220979	DEBESE
Eastern Cape	210454	KHAYALETHU
Eastern Cape	210460	MPISI
Eastern Cape	241002	GILA
Eastern Cape	241005	LOOK OUT
Eastern Cape	241142	QITSI (SOMAWALA & ...)
Eastern Cape	241144	NDLUNKULU
Eastern Cape	241028	TORA
Eastern Cape	250329	UPPER WALAZA
Eastern Cape	250365	MABELE CLINIC
Eastern Cape	250366	DANGERSHOEK
Eastern Cape	250367	NOMLENGANA
Eastern Cape	250317	MDLOKOVANE
Eastern Cape	220806	NDINDINDI
Eastern Cape	220846	FAMILY PRIDE
Eastern Cape	220847	CUTWINI
Eastern Cape	220848	TEMBUKAZI
Eastern Cape	220874	MHATU TRADING STORE
Eastern Cape	220884	Mateko
Eastern Cape	220915	GUQA
Eastern Cape	241102	NOSISA (BOLANA)
Eastern Cape	241128	KAYALETHU (NOCOLLEGE & ...)
Eastern Cape	241150	KAYAMNANDI
Eastern Cape	241184	KEI POORT
Eastern Cape	241207	MCEWULA


Eastern Cape	241220	NGQWARU
Eastern Cape	241018	MNCWASI
Eastern Cape	280201	ONS TUISTE : HUMMANSDORP
Eastern Cape	250521	ST AUGUSTINES TRIBAL
Eastern Cape	250519	UMNGA STORE
Eastern Cape	250522	SOMMERVILLE
Eastern Cape	250524	NTYWENKA TRIBAL
Eastern Cape	250527	MCWANGELE SCHOOL JSS
Eastern Cape	250412	PABALLONG
Eastern Cape	250431	MOIKETSI STORE
Eastern Cape	250442	Mechachaneng
Eastern Cape	220926	NQABENI
Eastern Cape	240403	NGOJINI
Eastern Cape	220702	LOWER MJIKA
Eastern Cape	220704	MDIBANISO
Eastern Cape	220705	BANTWENI J S S
Eastern Cape	220707	MALINDI
Eastern Cape	220748	MNQANDANTO CHURCH
Eastern Cape	220689	MPINDWENI
Eastern Cape	210308	FAYE
Eastern Cape	201278	ZIZAMELE
Eastern Cape	210377	QWIDLANA SCHOOL
Eastern Cape	220122	MQEKEZWENI
Eastern Cape	200834	ALDERLY
Eastern Cape	220311	PHEZUKWAMAWA
Eastern Cape	220537	SEAVIEW
Eastern Cape	220327	NOBUHLE
Eastern Cape	220357	NKANGA
Eastern Cape	201152	MATANGA
Eastern Cape	201250	MABELENI
Eastern Cape	220715	JAMA
Eastern Cape	220844	CABEKWANA
Eastern Cape	220868	MAHENEZA
Eastern Cape	210351	MANDILENI
Eastern Cape	220286	PUMLANI
Eastern Cape	220317	MHLANGANISWENI
Eastern Cape	240119	ROCKLANDS (BECCLES FARM)
Eastern Cape	240743	QAQENI
Eastern Cape	241004	MADASA
Eastern Cape	241017	QUTUBENI
Eastern Cape	230801	RIPPLEMEAD
Eastern Cape	200147	NGQOLOWA
Eastern Cape	220552	DANGWANA
Eastern Cape	230210	SEAVIEW
Eastern Cape	230514	MONI
Eastern Cape	230715	GAMELANDS
Eastern Cape	241217	NONCEBA
Gauteng	744006	Jakkelsdans
Gauteng	744004	KLEINSONDERHOUT
Gauteng	744005	ONVERWAGHT
Gauteng	744007	LAPPIES SE WINKEL

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Gauteng	702001	Poortjie
Gauteng	722006	HEIDELBURG FARMS

7/10/2016

**Appendix 4**

**Norms and Standards**

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## Norms and Standards

### For Social Assistance Service Delivery

Document Number:	002
Document Version:	2.0
Unit Responsible:	Grants Administration
Date Approved:	Date Approved by CEO,
Next Review Date:	Two Years After Approval

#### TARGET AUDIENCE

The contents of this policy document apply to all SASSA Employees, its contractors and any other person undertaking work for or on behalf of SASSA

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## DOCUMENT CONTROL

### a) VERSION CONTROL

Version	Date	Remarks
Version 1.0	February 2002	
Version 2.0	February 2013	

### b) REVISION CONTROL

Revision	Date	Created / Changed By	Remarks
Version 1.0	February 2002	DSD	For the implementation of norms and standards in social assistance.
Version 2.0	February 2013	SASSA: Grants Administration	This version is updated in line with the revised and standardized business processes and payment contract/SLA.

Version 2.0



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## APPROVAL

The signatories hereof, being duly authorised thereto, by their signatures hereto authorise the execution of the work detailed herein, or confirm their acceptance of the contents hereof and authorise the implementation/adoption thereof, as the case may be, for and on behalf of the parties represented by them.



General Manager: Operations & Beneficiary Maintenance  
Ms. Dianne Dunkerley

2013-05-13

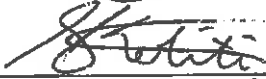
Date



General Manager: Disability Management  
Dr. John Marite

13/05/2013

Date



General Manager: Customer Care  
Mr. Sonwabo Koliti

2013-05-13

Date



General Manager: Payment Management  
Ms. Venilla John

2013-05-13

Date



Acting Executive Manager: Grants Administration  
Mr. Frank Earl

14/5/2013

Date



Chief Executive Officer: SASSA  
Ms. Virginia Petersen

17/05/2013

Date





## INTRODUCTION

The first version of norms and standards for social assistance service delivery was developed by the National Department of Social Development prior to the establishment of SASSA. These norms and standards were approved by cabinet in 2003. Since the establishment of SASSA the social assistance business has evolved and the current version (i.e. version 1.0) needed to be reviewed to be in-line with the latest developments in the social assistance service delivery environment.

To ensure a common understanding among the stakeholders, it is imperative to define the terms norms and standards. The same definitions on norms and standards as initially presented in the first version will be repeated in this document for the sake of consistency.

**Norm:** Is something we all agree upon to act in a particular manner, a set of agreed principles and procedures.

**Standard:** Minimum measures or levels at which we have to operate, these measures have a time, cost, quality, equity or quantity dimension.

To provide different definitions from other sources:

**Department of Environmental Affairs and Tourism; norms and standards for BMP-S:-**

A **norm** describes the desired situation. A **standard** provides the measurable information on what is expected of the norm.

For example:

- The **norm**: Every boardroom in our office must have water and glasses.
- The **standard**: There must be a minimum of 1 litre of water per boardroom and not fewer than 6 glasses. The water must be replaced with fresh water daily.

Norms and standards can either be enforceable (decisive) or not (guidelines).

### **Dictionary:**

A **norm** is a generally accepted standard that means actual normal situation.

A **standard** is the level of qualities required that would be set according to norms.

(Source: Oxford English Dictionary)

From the above definitions, it is clear that each norm defined must be linked to a standard/s set so that the achievement of the norm can be measured. Therefore, the presentation of norms and standards in this document will follow this format.



No.	Area	Norm	Standard
<b>A Application Process</b>			
1.	Customer engagement	<ul style="list-style-type: none"> <li>An identifiable SASSA Official must meet and greet customers at a point of entry in local offices, service points and pay points.</li> <li>SASSA official should also perform queue walking to ensure customers are in the right queue.</li> <li>Service needs of the customers will be identified, registered (intake register) and customers directed to the right service queue/counter.</li> <li>Priority to be given to heavily pregnant mothers with very young babies and the frail or sick customers.</li> <li>Where follow-up action is required, the customer will be provided with a full explanation as to what to expect next and what is expected from the customer.</li> </ul>	<ul style="list-style-type: none"> <li>Name tags will be displayed by all officials at all times in local offices, service points and pay points.</li> <li>Customer engagement will not take more than 6 minutes including completion of the Customer Engagement/Disengagement (intake) Register.</li> <li>A customer service desk per local office and service point supported by a telephone and fully functioning ICT system.</li> </ul>
2.	Application process	<ul style="list-style-type: none"> <li>All applicants of social grants must be screened to ensure availability of all required critical and supporting documents.</li> </ul>	<ul style="list-style-type: none"> <li>Screening of one applicant should not take more than 15 minutes to complete.</li> <li>No missing critical documents, 100% accuracy should be achieved.</li> </ul>

No.	Area	Norm	Standard
		<ul style="list-style-type: none"> <li>Application form must be completed for all applicants.</li> </ul>	<ul style="list-style-type: none"> <li>An application should not take more than 20 minutes to attest.</li> </ul>
		<ul style="list-style-type: none"> <li>The application must be correctly and accurately completed.</li> </ul>	<ul style="list-style-type: none"> <li>An application should not take more than 10 minutes to quality control.</li> </ul>
		<ul style="list-style-type: none"> <li>All applicants' information collected must be validated and verified.</li> </ul>	<ul style="list-style-type: none"> <li>100% of all applications should be quality controlled</li> </ul>
		<ul style="list-style-type: none"> <li>Approval of all the applications must be done by designated and delegated official.</li> </ul>	<ul style="list-style-type: none"> <li>An ICT system should be available to validate and verify the information collected during an application process before a decision is made.</li> <li>A designated and delegated official must be appointed in writing to perform approval of applications in-line with the approved delegations of authority.</li> <li>The applications resulting in large amounts should be approved in-line with the 2<sup>nd</sup> layer verifications delegations.</li> <li>An application should not take more than 10 minutes to verify on the system.</li> <li>Ensure 100% correctness of applications processed for verification.</li> </ul>

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No.	Area	Norm	Standard
		<ul style="list-style-type: none"> <li>All applicants must be informed in writing of the outcome of their applications within a prescribed time frame.</li> <li>The letter of outcome will be posted via registered mail to the applicant, if applicant fails to collect in person.</li> <li>A register of registered mail to be maintained and all returned letters followed up. RTS letters to be placed on file.</li> <li>Home visits must be conducted to grant applicants who need this service.</li> <li>Required documents for grant applications and date and time of the visit must be confirmed prior to visit.</li> </ul>	<ul style="list-style-type: none"> <li>Completion of the application process from start to finish, will not take longer than 55 minutes per application.</li> <li>Every applicant must be informed in writing of the outcome of his/her application.</li> <li>Finalisation of applications taken from service points to be done within 21 working days.</li> <li>No application must take more than 21 days from date of application to approval.</li> <li>Home visit to be done within 5 working days of request.</li> </ul>
3.	Application phase and Customer disengagement (exit)	<ul style="list-style-type: none"> <li>The content of the outcome letter must be explained to the applicant in the language he/she understands.</li> <li>Where necessary, customer must be assisted to lodge request for reconsideration.</li> <li>Customer must be provided with an opportunity to provide customer service feedback after a service is rendered.</li> </ul>	<ul style="list-style-type: none"> <li>Customer disengagement will not take more than 6 minutes.</li> <li>Implement customer satisfaction questionnaires at exit (disengagement).</li> </ul>

No.	Area	Norm	Standard
4.	Post-Verification Quality Assurance	<ul style="list-style-type: none"> <li>Applications of different grant types must be quality assured post-verification. This includes priority cases such as alternative identification applications and applications which generate large amounts for the first payment.</li> </ul>	<ul style="list-style-type: none"> <li>A sample of 5% of all completed applications to be quality assured post-verification.</li> <li>Quality assurance of one file should not take more than 10 minutes to complete.</li> <li>100 % of all applications resulting in large amounts as stipulated in large amount policy, as well as applications using alternative identification (Regulation 11(1) and applications by refugees must be quality assured post-verification.</li> </ul>
5.	Maintenance functions	<ul style="list-style-type: none"> <li>System modifications performed in accordance with time frames.</li> </ul>	<ul style="list-style-type: none"> <li>Performing system modifications, such as: Address or payout change, method of payment, etc.; is to be conducted, using full 4 step or 3 step process, within 15 minute time frame, as follows:               <ul style="list-style-type: none"> <li>Screening = 3 minutes,</li> <li>Attesting = 4 minutes,</li> <li>Quality control = 4 minutes,</li> <li>Verification = 4 minutes</li> </ul> </li> </ul>

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No.	Area	Norm	Standard
<b>5. Disability Management Group</b>			
6.	Booking of medical assessments	<ul style="list-style-type: none"> <li>All customers who need to apply for disability related grants i.e. disability grant, care dependency grant, and grant-in-aid must be booked for medical assessment.</li> <li>Booking official to adhere to booking guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>It must not take more than 15 minutes for booking a customer for medical assessment.</li> <li>Medical assessment should be done within 30 days from the date of booking.</li> </ul>
7.	Medical assessments	<ul style="list-style-type: none"> <li>Assessments to be conducted in line with medical guidelines.</li> <li>Doctors trained by SASSA on Social Assistance requirements are to conduct assessments.</li> <li>A register of sample signatures, Medical Practitioner (MP) numbers and Practise (PR) Numbers of assessing doctors to be maintained.</li> </ul>	<ul style="list-style-type: none"> <li>A maximum of 40 medical assessments per doctor per day.</li> <li>Assessment by the doctor to take not more than 12 minutes per customer.</li> </ul>
8.	Collection of medical assessment forms	<ul style="list-style-type: none"> <li>Medical assessments must be captured on the master list.</li> <li>Medical forms must correlate with medical bookings.</li> </ul>	<ul style="list-style-type: none"> <li>Completed assessment forms to be collected by SASSA officials and returned to the relevant SASSA office latest by the close of business the day after the assessments were conducted.</li> </ul>

No.	Area	Norm	Standard
9.	Quality assurance of medical forms	<ul style="list-style-type: none"> <li>All completed medical assessment forms must be administratively quality assured.</li> </ul>	<ul style="list-style-type: none"> <li>100% of all completed assessment forms to be administratively quality assured</li> <li>It should not take more than 3 minutes to administratively quality assure a completed medical assessment form.</li> <li>Administrative quality assurance to be completed within 48 hours following the collection of completed assessment forms.</li> </ul>
		<ul style="list-style-type: none"> <li>A technical quality assurance must be conducted post-application, after an application has been finalized.</li> </ul>	<ul style="list-style-type: none"> <li>Post application technical QA conducted within 6 weeks of application being concluded.</li> <li>10% of all new medical assessments to be technically quality assured.</li> </ul>

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No.	Area	Norm	Standard
<b>D. Customer Care and Communication</b>			
10.	Access to services	<ul style="list-style-type: none"> <li>SASSA officials dealing with the public must be accessible / available during all working hours.</li> </ul>	<ul style="list-style-type: none"> <li>No SASSA office to close over the lunch hour – staff availability to be staggered to ensure that offices are open from 08h00 to 16h30 daily.</li> <li>Implement schedule for staff availability through multiple channels, to improve accessibility.</li> </ul>



No.	Area	Norm	Standard
		<ul style="list-style-type: none"> <li>Multiple access channels available to address customer service needs.</li> </ul>	<ul style="list-style-type: none"> <li>Location of fixed offices should be 40kms radius within reach in major residential areas.</li> <li>Counter service points served by mobile team/s should be available to respond to social assistance needs in communities where a SASSA office does not exist</li> <li>Customers should be provided with a call centre number and/or a local office number where enquiries can be lodged.</li> </ul>
11.	Call management	<ul style="list-style-type: none"> <li>Analysis of dropped calls to be undertaken to identify how service can be improved.</li> <li>System should have "call back" option.</li> </ul>	<ul style="list-style-type: none"> <li>All calls to be answered within 3 rings.</li> <li>Wrap up calls within 3 minutes, if possible to resolve telephonically.</li> <li>If referral is necessary, then the matter to be resolved within 5 working days.</li> </ul>
12.	Complaint handling	<ul style="list-style-type: none"> <li>Local offices and service points must have a formal complaints procedures and management implemented.</li> </ul>	<ul style="list-style-type: none"> <li>Complaints or queries received should be resolved on the same day. Where a complaint or query is referred, it should be resolved within 5 working days from the date of receipt.</li> <li>Suggestion boxes should be opened on the weekly basis. The complaints lodged through this channel, should be attended and be resolved within 5 working days.</li> </ul>



No.	Area	Norm	Standard
13.	Customer satisfaction	<ul style="list-style-type: none"> <li>Provide opportunities for customers to express opinions about the quality of the service.</li> <li>Conduct customer surveys annually.</li> <li>"Mystery shopper" surveys</li> </ul>	<ul style="list-style-type: none"> <li>Customer satisfaction questionnaires at exit (disengagement).</li> <li>Customer satisfaction survey report must be submitted by the end of each financial year.</li> <li>Work towards 95% customer satisfaction.</li> </ul>
14.	Customer service standards	<ul style="list-style-type: none"> <li>Customer service standards should be communicated to customers in all local offices and service points in the language they understand.</li> </ul>	<ul style="list-style-type: none"> <li>Customer care charter will be displayed in all SASSA offices in the languages the customers understand.</li> </ul>
15.	Coverage	<ul style="list-style-type: none"> <li>Implement robust communication and marketing strategy to create awareness on SASSA services</li> </ul>	<ul style="list-style-type: none"> <li>Increase penetration or coverage rates to +90%.</li> </ul>
16.	Branding	<ul style="list-style-type: none"> <li>There must be branding and marketing of SASSA in order to promote its services to the community.</li> </ul>	<ul style="list-style-type: none"> <li>All SASSA offices must be branded in line with SASSA branding strategy.</li> <li>All paypoints and counter service points must at all time display SASSA branding.</li> <li>Relevant and updated promotional and marketing material on SASSA in all SASSA offices and pay points should be available for distribution.</li> </ul>

No. Description		Norm	Standard
<b>E. Internal Reconsideration</b>			
17.	Internal reconsideration system	<ul style="list-style-type: none"> <li>Implement effective internal reconsideration system to reconsider contested social assistance administrative decisions.</li> <li>Internal reconsiderations applications should be quality assured.</li> </ul>	<ul style="list-style-type: none"> <li>100% of applications for internal reconsideration finalized within 90 days.</li> <li>Quality assurance of a 5% sample of reconsidered decisions.</li> </ul>
18.	Appeals	<ul style="list-style-type: none"> <li>Implement effective management of all requests for appeal lodged at local offices and appeal outcomes received from the Independent Appeals Tribunal ITSA.</li> </ul>	<ul style="list-style-type: none"> <li>All appeals lodged at Local Offices or Service Points to be forwarded to the Records Management Centre within 5 working days of receipt.</li> <li>Records Management Centre to retrieve file, copy all required documentation and forward appeal to Independent Appeals Tribunal within 10 working days of receipt.</li> <li>Outcomes received from the Independent Appeals Tribunal implemented on Socpen within 5 working days of receipt.</li> </ul>

No	Description	Norm	Standard
<b>F. Paypoint and Payment Management</b>			
19	Paypoint management	<ul style="list-style-type: none"> <li>Cash pay-points must have accessible facilities and equipment</li> </ul>	<ul style="list-style-type: none"> <li>All pay points shall have basic facilities such as seating, toilets, water, medical first aid kits, wheel chairs, and shelter during payment times.</li> </ul>

No	Description	Norm	Standard
		<ul style="list-style-type: none"> <li>Adequate equipment to ensure a beneficiary does not spend more than an hour waiting in a queue.</li> </ul>	<ul style="list-style-type: none"> <li>The number of machines at a pay point must be deployed according to number of beneficiaries to be paid within the set time from 8:00 – 16:00</li> <li>Down time of equipment not to exceed 1 hour then the work station must be fixed or another backup machine set up as a replacement</li> <li>Repair or replacement of payment equipment within 1 (one) hour of failure or breakage.</li> </ul>
		<ul style="list-style-type: none"> <li>Adherence to the agreed payment times</li> </ul>	<ul style="list-style-type: none"> <li>Payments must start at 8:00 in morning and must be finalised by 16:00.</li> <li>Payment made to beneficiary within one hour of joining the queue (between 8:00 to 16:00).</li> <li>No person to stand in a queue for longer than 1 hour.</li> </ul>
		<ul style="list-style-type: none"> <li>SASSA pay points to be easily identifiable and secure.</li> </ul>	<ul style="list-style-type: none"> <li>SASSA staff to wear branded clothing and name tags, to ensure that they are visible at pay points. The minimum standard being that every staff member will wear a name tag.</li> <li>Contractor staff to wear name badges at all times.</li> <li>Pay points to only carry SASSA branding.</li> </ul>
		<ul style="list-style-type: none"> <li>Effectively and efficiently address beneficiaries' administrative queries at the pay point.</li> </ul>	<ul style="list-style-type: none"> <li>SASSA help desk supported by telephone and ICT facilities to be available at every pay-point.</li> <li>Atleast 1 SASSA staff member trained in social assistance, regulations, customer care, elementary first aid and queue</li> </ul>
20.	Paypoint help desk function		

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No	Description	Norm	Standard
			<ul style="list-style-type: none"> <li>management must be deployed in each cash paypoint.</li> <li>Complaints or queries received should be resolved on the same day. Where a complaint or query is referred, it should be resolved within 7 working days from the date of receipt.</li> </ul>
21.	Paypoint location	<ul style="list-style-type: none"> <li>Implement infrastructure strategy.</li> </ul>	<ul style="list-style-type: none"> <li>Mobile pay-point within 5 km radius, and 20 km distance to a fixed pay point.</li> </ul>
22.	Paypoint monitoring	<ul style="list-style-type: none"> <li>Ensure effective and efficient monitoring of payment services.</li> <li>Monitor compliance to Service Level Agreement.</li> </ul>	<ul style="list-style-type: none"> <li>Compliance to the agreed service standards as spelt out in the Service Level Agreement</li> <li>Penalties to be invoked in cases of non-compliance as specified in the monthly payment reports which must be submitted within the first week following the payment month. Specific incidents with dates, times, issues and action taken must be spelt out.</li> </ul>
23.	Beneficiary payment channels	<ul style="list-style-type: none"> <li>Beneficiaries must have multiple payment channels to access their social grants everywhere in the country during the calendar month of payment.</li> </ul>	<ul style="list-style-type: none"> <li>Beneficiaries will receive their social grants through one or more of the following channels:               <ul style="list-style-type: none"> <li>Cash paypoints;</li> <li>ATMs;</li> <li>Merchants</li> <li>Commercial banks.</li> </ul> </li> </ul>

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No	Description	Norm	Standard
24.	Payment and reconciliation of time schedules	<ul style="list-style-type: none"> <li>All data transfers should be automated.</li> <li>Service Level Agreement must be standardised and strictly managed.</li> <li>Interface between systems of contractor and SASSA established, strict adherence to Service Level Agreement, give effect to penalty clauses, monitoring system.</li> </ul>	<ul style="list-style-type: none"> <li>100% payments and reconciliation within monthly time schedules.</li> <li>Number of times a payment schedule should be changed, Zero. If extremely necessary, notice to be given to beneficiaries 3 months prior to change of payment schedule date. Setting up of payment schedules and communication thereof.</li> </ul>

No	Description	Norm	Standard
G. Regularity Management			
25.	Local office files management.	<ul style="list-style-type: none"> <li>All files should be batched and sent to records management centre within stipulated timeframe.</li> <li>All files should be reconciled against SocPen system to ensure files captured and verified on Socpen are all sent to records management centres.</li> </ul>	<ul style="list-style-type: none"> <li>Files to progress from back office to record management centre within 5 days.</li> <li>Ensure 0 missing critical documents on files before batching and transporting to records management centre.</li> <li>No files should be stored at local offices or service points.</li> <li>Files to progress from fixed service points to local office for capturing daily. Files can be transported on a weekly basis if personnel only return to local office once per week.</li> </ul>

Version 2.0

No	Description	Norm	Standard
26.	Function of Records Management Centre (RMC)	<p>Filing of files</p> <p>Shelving of files</p> <p>Retrieval of files</p> <p>Transfer of files</p>	<p>A minimum of 350 main files must be captured on the registry system per day per official.</p> <p>Filing and capturing of loose correspondence at a rate of a minimum of 450 loose correspondence items per official per day.</p> <p>All files captured should be filed in the box and the boxes should be shelved daily after quality assured.</p> <p>A minimum of 8 boxes of files should be quality assured (i.e. registry-related QA) per official per person, per day.</p> <p>70% of Loose Correspondence boxes captured must be quality assured (i.e. registry-related QA).</p> <p>A second quality assurance (i.e. registry-related QA) to be done by Supervisor and it should equal 30% of the daily work (all work done) by the registry officials.</p> <p>A minimum of 450 files should be retrieved per official per day.</p> <p>Transfer of files to other regions should be a minimum of 500 files per person per day. This is on the specific day when transfer of files should be done.</p> <p>Transfer of files to be done on a monthly basis.</p>

No	Description	Norm	Standard
		<ul style="list-style-type: none"> <li>Archiving of files</li> </ul>	<ul style="list-style-type: none"> <li>Booking-in of Archive files should be a minimum of 350 files per days per official.</li> <li>Archiving requests to be finalised within 24 hours. Archiving should be done on weekly basis.</li> </ul>
		<ul style="list-style-type: none"> <li>Destruction of files</li> </ul>	<ul style="list-style-type: none"> <li>Files should be destroyed on quarterly basis. This should be in line with SASSA policy guidelines on destruction of files.</li> <li>A minimum of 200 files should be prepared per day per registry official for destruction.</li> </ul>
		<ul style="list-style-type: none"> <li>Continuous tracking and monitoring of RMC normative functions.</li> </ul>	<ul style="list-style-type: none"> <li>No missing files, regular reconciliation between Registry system and Socpen should be done and all exceptions escalated to manager immediately.</li> </ul>

*[Handwritten signature]*

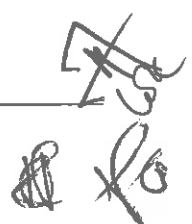
**Appendix 5**

**Deed of Adherence**

I \_\_\_\_\_ [Insert name] of/whose registered office is at \_\_\_\_\_ [Insert physical address] intending to become the assignee by way of transfer or cession to me/us by [South African Post Office SOC Limited / South African Social Security Agency] ("the assignee") hereby agree(s) with the [South African Post Office SOC Limited / South African Social Security Agency] to be treated as a Party and as an assignee (as defined in clause 36 of the Agreement) and to observe and be bound in all respects by all of the obligations of the assignee under the Agreement to be entitled to the benefit of any rights which the assignee had under the Agreement immediately prior to the aforementioned transfer/ cession.

Signed at \_\_\_\_\_ on this the \_\_\_\_\_ day of \_\_\_\_\_ [Year]

\_\_\_\_\_  
For and on behalf of: [Insert name]

Handwritten signatures and initials in the bottom right corner of the page.



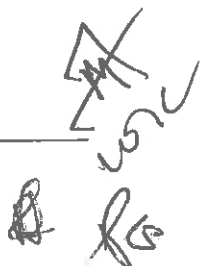
**Appendix 6**

**Change Order**

Handwritten initials and signature in the bottom right corner.

**Appendix 7**

**Change Request**

Handwritten signature and initials, including a large 'X' mark and the letters 'WIC' and 'KG'.

**Appendix 6**

**Change Order**

Handwritten initials and a signature in the bottom right corner of the page.

**Appendix 7**

**Change Request**

2/10/2020