

IN THE CONSTITUTIONAL COURT OF SOUTH AFRICA

CASE No.: CCT 48/2017

In the matter between:

BLACK SASH TRUST

Applicant

FREEDOM UNDER LAW NPC

Intervening Party

and

MINISTER OF SOCIAL DEVELOPMENT

First Respondent

**CHIEF EXECUTIVE OFFICER OF THE
SOUTH AFRICAN SOCIAL SECURITY AGENCY**

Second Respondent

SOUTH AFRICAN SOCIAL SECURITY AGENCY

Third Respondent

MINISTER OF FINANCE

Fourth Respondent

NATIONAL TREASURY

Fifth Respondent

**CASH PAYMASTER SERVICES
(PTY) LIMITED**

Sixth Respondent

INFORMATION REGULATOR

Seventh Respondent

and

CORRUPTION WATCH (NPC) RF

First Amicus Curiae

**SOUTH AFRICAN POST OFFICE
SOC LIMITED**

Second Amicus Curiae

FILING SHEET

PRESENTED HERewith FOR FILING: Third Respondent's Monthly Progress Report to the Constitutional Court in terms of Directions dated 7 November 2017.

Signed at Pretoria on this the 8th day of January 2018.



RENQE FY INCORPORATED
Attorneys for the Second & Third
Respondents: COE of SASSA & SASSA
50A 7th Avenue,
Parktown North
Johannesburg
C/O MADLOPA INC
TEL: (012) 771-8688
FAX: (086) 571-9470
Email: olwethu@renqe.co.za and
feziwer@rk-law.co.za
REF: Ms Renqe/ Mr Mdeleleni MAT1204

TO:
REGISTRAR OF THE ABOVE HONOURABLE COURT
BRAAMFONTEIN

AND TO: CENTER FOR APPLIED LEGAL STUDIES

Attorneys for the First Applicant

1st Floor, DJ du Plessis Building

West Campus, University of Witwatersrand

1 Jan Smuts Avenue

Johannesburg

TEL: 011 – 717 8606

FAX: 011- 717 1702

EMAIL: Nomonde.Nyembe@wits.ac.za

Ref: BHR/0062/NN

“SERVICE BY EMAIL”

AND TO: NORTONS INC

Attorneys for the Intervening Party:

Freedom under law

135 Daisy Street

Sandton

TEL: 011- 666 7560

FAX: 011- 600 5529

EMAIL: Anthony@nortoninc.com

Cc: anton@nortoninc.com

Ref: A Norton / A Roets

“SERVICE BY EMAIL”

AND TO: HARRIS NUPEN MOLEBATSI INC

Attorneys for the First Respondent:

Minister of Social Development

1 Bompas Road, 3rd Floor

Dunkeld West

Johannesburg

TEL: 011- 017 3100

FAX: 011- 268 0470

EMAIL: bassetsana@hnmattorneys.co.za

Cc: rethabile@hnmattorneys.co.za

Ref: B Molebatsi / R Makhetha

“SERVICE BY EMAIL”

AND TO: STATE ATTORNEY, JOHANNESBURG
Attorneys for the Fourth and Fifth Respondent:
Minister of Finance and National Treasury
12th Floor North State Building,
95 Market Street
Johannesburg
C/O VIJAY DHULAM
TEL: 083 564 8539
EMAIL: vdhulam@justice.gov.za
Cc: Rebecca.tee@treasury.gov.za
Ref: Vijay Dhulam / Rebecca Tee

“SERVICE BY EMAIL”

AND TO: SMIT SEWGOOLAM INC
Attorneys for the Sixth Respondent:
CPS
12 Avonwold Road
Cnr Jan Smuts
Saxonwold
Johannesburg
TEL: 011- 646 0006
FAX: 011- 646 0016
EMAIL: tiaan@smitsew.co.za
Cc: sacha@smitsew.co.za
Ref: MAT28041/OSC/SC

“SERVICE BY EMAIL”

AND TO: GILDENHUYS MALATJI INC
Attorneys for the Seventh Respondent:
Information Ragulator
Katherine & West Building
114 West Street
Sandton
Johannesburg
TEL: 012 – 751 7129
FAX: 086 240 8926
EMAIL: tmalatji@gminc.co.za
Cc: inforeg@justice.gov.za
Ref: T Malatji/bc

“SERVICE BY EMAIL”

AND TO: VAN HULSTEYNS ATTORNEYS

“SERVICE BY EMAIL”

Attorneys for the First Amicus Curiae:

Corruption Watch

3rd Floor Kathrine and West Building

114 West Street

Sandton

PRETORIA

0084

TEL: 011- 523 5300

EMAIL: Daniel@vhlaw.co.za

Ref: Mr D Raath / K Naidoo

AND TO: SHEPSTONE & WYLIE ATTORNEYS

“SERVICE BY EMAIL”

Attorneys for the Second Amicus Curiae:

South African Post Office

38 Weirda Road West

Sandton

TEL: +27(0) 290 2540

FAX: 086 240 8926

EMAIL: tkamdar@wylie.co.za

Cc: nomarjee@wylie.co.za

Ref: Mr Tayob Kamdar / Noushaad Omarjee

CONSTITUTIONAL COURT OF SOUTH AFRICA

CASE CCT 48/17

In the matter between:

BLACK SASH TRUST	Applicant
FREEDOM UNDER LAW NPC	Intervening Party
and	
MINISTER OF SOCIAL DEVELOPMENT	First Respondent
CHIEF EXECUTIVE OFFICER OF THE SOUTH AFRICAN SOCIAL SECURITY AGENCY	Second Respondent
SOUTH AFRICAN SOCIAL SECURITY AGENCY	Third Respondent
MINISTER OF FINANCE	Fourth Respondent
NATIONAL TREASURY	Fifth Respondent
CASH PAYMASTER SERVICES (PTY) LIMITED	Sixth Respondent
INFORMATION REGULATOR	Seventh Respondent
BATHABILE OLIVE DLAMINI	Eighth Respondent
and	
CORRUPTION WATCH (NPC) RF	First Amicus Curiae
SOUTH AFRICAN POST OFFICE SOC LIMITED	Second Amicus Curiae

RAE
S.B.M

**AFFIDAVIT ON THE FILING OF A MONTHLY REPORT IN TERMS OF THE
COURT'S DIRECTIONS DATED 7 NOVEMBER 2017**

I, the undersigned,

PEARL BENGU

do hereby make oath and state:

1. I am the Acting Chief Executive Officer of SASSA, the third respondent, and I am cited, in my capacity as the Acting Chief Executive Officer of SASSA, as the second respondent in this matter.
2. The facts deposed to herein are, unless the contrary appears from the context hereof, within my personal knowledge and belief and are both true and correct.
3. The above honourable Court has, on 7 November 2017, issued Directions, in terms whereof the third respondent is directed to, *inter alia*:
 - "d) *request that the Government Communication and Information System develop and implement a focused communications plan to inform current and potential beneficiaries/recipients of social grants of the implications of the transition and of the benefits of receiving their social grants via bank accounts provided by a commercial bank or financial institution of their choice;*
 - e) *report to the Court, on affidavit, each month as to the progress achieved in implementing a communications plan as described in paragraph (d);*

*MB
S.B.M*

- f) *by Friday, 8 December 2017, report to the Court, on affidavit, as to SASSA`s plan to effect the uninterrupted payment of social grants, specifying matters such as definite roles and responsibilities, precise timelines, dependencies, desired outcomes and risk-mitigation measures;*
- g) *after filing its plan in terms of paragraph (f) report to the Court, on an affidavit, each month as to the progress achieved in implementing the plan, the steps taken to mitigate risks which could prevent the full execution of the plan and any other matters which ought to be brought to the attention of the Court;*
- h) *by Friday, 8 December 2017, report to the Court, on affidavit, as to SASSA`s contingency plan if a seamless transition on 1 April 2018 is not realisable;...*
4. The second and third respondents in this matter have, in compliance with the Court`s Directions of the 7 November 2017, previously compiled plans and executed certain steps which were incorporated into the report filed with the Court, on 8 December 2018 titled *“Report to the Constitutional Court in terms of the Directions Dated 7 November 2017”*.
5. With the intent of ensuring that SASSA`s objectives in effecting payment of social grants to the beneficiaries post 31 March 2018, and further in compliance with paragraphs (e) and (g) of the Court`s Directions of the 7 November 2017, the second and third respondents have compiled a report titled *“Monthly Progress Report to the Constitutional in terms of the Directions Dated 7 November 2017”* dated the 8 January 2018 (*“the First Monthly Report”*); containing the following, *inter alia*, aspects:
- 5.1 Progress achieved in the implementation of the Communications Plan;


KOT
S.B.M

- 5.2 Progress on the plan to effect the uninterrupted payment of social grants; as well as
- 5.3 a contingency plan if a seamless transition is not realisable on 1 April 2018.
- 6. The First Monthly Report is attached hereto marked "Annexure PB A".
- 7. I confirm my approval of the contents of the First Monthly Report (Annexure PB A hereto), and also confirm that it reflects the correct processes implemented to date.




DEPONENT

I hereby certify that the deponent declares that the deponent knows and understands the contents of this affidavit, does not have any objection to taking the prescribed oath and considers the oath to be binding on her conscience. This affidavit was signed and sworn to before me at PRETORIA on this 8TH day of **JANUARY 2018** and the Regulations contained in Government Notice R1258 of 21 July 1972, as amended, have been complied with.



COMMISSIONER OF OATHS
FULL NAMES: SELEKE BENNEDICT MOKWENI
DESIGNATION: LEGAL ADMIN. OFFICER
ADDRESS: 132 PRETORIUS STREET
HSRC BUILDINGS
PRETORIA
0001

NATIONAL DEPARTMENT OF SOCIAL DEVELOPMENT EX OFFICIO COMMISSIONER OF OATHS LEGAL SERVICES 134 PRETORIUS STREET HSRC BUILDING, PRETORIA			
<u>Mokwedi</u>	<u>HSO</u>		<u>8/01/2018</u>
NAME	RANK	SIGNATURE	DATE
LS007			

"PBA"



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

MONTHLY PROGRESS REPORT TO THE CONSTITUTIONAL COURT

IN TERMS OF THE DIRECTIONS DATED 7 NOVEMBER 2017

08 JANUARY 2018

SBM

Table of Contents

1 INTRODUCTION3

2 PROGRESS ON THE IMPLEMENTATION OF THE COMMUNICATION PLAN.....3

3 PROGRESS ON THE IMPLEMENTATION OF THE SASSA/SAPO PLAN ..4

 3.1 Provision of Electronic payment4

 3.1.1 SASSA Holding/Corporate Account:.....4

 3.1.2 Special Disbursement Account:5

 3.2 Biometrics Authentication.....5

 3.3 Card body production6

 3.4 Other SASSA/SAPO plans6

4 SASSA INHOUSE PAYMENT MANAGEMENT SERRVICES:.....6

 4.1 BANKING SERVICES6

 4.1.1 Direct ACB Transfers to Bank Accounts6

 4.1.2 Account verification7

 4.2 Additional Measures for Migration of beneficiaries to banks8

 4.3 In-house management of Biometrics and Integration of systems.....8

5 CONCLUSION8



Handwritten initials:
HSD
S.B.M

1 INTRODUCTION

- 1.1 The Constitutional Court has directed SASSA to provide a monthly report pursuant to the directions of the Constitutional Court dated 7 November 2017 wherein SASSA is directed to:
- 1.1.1 to request the Government Communication and Information System (GCIS) to develop and implement a focused communications plan to inform current and potential beneficiaries/ recipients of the implications of the transition and of the benefits of receiving their social grants via bank accounts provided by a commercial bank or financial institution of their choice;
 - 1.1.2 report to the Court, on affidavit, each month as to the progress achieved in implementing a communication plan; report SASSA's plan to effect the uninterrupted payment of social grants, specifying matters such as definite roles and responsibilities, precise timelines, dependencies, desired outcomes and risk-mitigation measures; as well as
 - 1.1.3 a contingency plan if a seamless transition is not realisable on 1 April 2018.
- 1.2 SASSA has in the previous report that was submitted to the Court on 8 December 2017, attached a SASSA/SAPO Plan; the GCIS/SASSA communication plan; as well as a risk register.
- 1.3 This report focuses on the progress achieved in terms of implementation of the plans mentioned above.

2 PROGRESS ON THE IMPLEMENTATION OF THE COMMUNICATION PLAN

- 2.1 During December 2017, SASSA developed a communication and a framework to implement the communication plan.



- 2.2 On 9 and 22 December 2017, community dialogues were convened with approximately 1,500 citizens, wherein the methods of payment of social grants were discussed with the community members. One of the methods being through electronic transfers into a bank account of the beneficiary or institution where the beneficiary resides, provided a written instruction to SASSA is provided by the beneficiary.
- 2.3 Communication through various channels, such as flyers; posters, print, tweets and electronic media (community radio stations and radio live reads) informing current and potential beneficiaries of the options of receiving their social grants through bank accounts, was made.
- 2.4 There are continued staff engagements at SASSA's local and districts offices to ensure continuous communication to beneficiaries of the payment options.
- 2.5 During November 2017, official instruction was issued to all SASSA offices to inform all new social grants applicants of the option to receive their social grants directly into their personal bank accounts; as well as the providing them with information on the procedure to do so.
- 2.6 Pursuant to all these communications, 10 591 (ten thousand five hundred and ninety one) new beneficiaries have provided their banking details to SASSA.
- 2.7 Detailed breakdown of communication events/activities is attached as **Annexure PB "B"**.

3 PROGRESS ON THE IMPLEMENTATION OF THE SASSA/SAPO PLAN

3.1 Provision of Electronic payment

3.1.1 SASSA Holding/Corporate Account:



Objective: The Holding / Corporate account within the South African Post Bank is meant to receive the grant payment funds and provide a platform ability for beneficiaries using the SAPO platform.

Progress: SASSA has provided its requirements for the holding account to SAPO as targeted for 8 December 2017.

3.1.2 Special Disbursement Account:

Objective: SAPO will be required to provide SASSA with Special Disbursement accounts for each of the Beneficiaries that comply with rules of the special account as determined by SASSA.

Progress To date:

- a) Special disbursement accounts requirements have been concluded and agreed to with SAPO as targeted for 8 December 2017.
- b) Beneficiary information (starter database) to create the beneficiary bank accounts has been sent to SAPO.

3.2 Biometrics Authentication

Biometric Authentication Plans: SAPO will assist SASSA to conduct the biometric authentication of beneficiaries linking with HANIS.

Progress to date:

- a) Existing Biometric Data as at 30-11-2017 has been extracted and is ready to be transferred to SAPO. The relevant provisions of the Protection of Personal Information Act, 2013 (Act 4 of 2013) (POPIA) will be complied with when releasing the Beneficiary Data.
- b) Preparation for Bulk Verification of existing data with HANIS has been completed and SASSA is in the process of activating the data exchange capability with DHA.



3.3 Card Body Production

Card body production Plans: SASSA will develop the specification for the requirements and design of the new payment card.

Progress To date:

- a) The Card requirements were defined and completed as targeted for 22 December 2017.
- b) SASSA Card specification completed include the biometric compliance with PASA standard.

3.4 Other SASSA/SAPO plans

- a) The Call Centre integration immediate requirements have been defined and the required architecture and collaboration have been finalised.
- b) A joint operation centre with full-time (3 months) officials has been established supported by functional area workstream(s) to ensure implementation of the plan.

4 SASSA INHOUSE PAYMENT MANAGEMENT SERVICES:

4.1 BANKING SERVICES

4.1.1 Direct ACB Transfers to Bank Accounts

- 4.1.1.1 In terms of the Project implementation plan, direct payments will be made by SASSA into the bank accounts of beneficiaries with bank accounts utilising the SASSA PayMaster General account(s) held with the South African Reserve Bank. This project will be implemented in phases as outlined in the previous report.
- 4.1.1.2 Phase 1 of the implementation of SASSA direct payments into the bank accounts will focus on beneficiaries who are already receiving their social Grants electronically. This involves approximately 2 million beneficiaries.



S.B.M
RMB

4.1.1.3 Progress to date includes:

- a) Notification to beneficiaries targeted for ACB payments went out as scheduled on 19 December 2017.
- b) SOCPEN payments file defined and tested. SOCPEN enhancement and transmission of files negotiated with National Treasury and 100 test records paid successfully during the month of December 2017.
- c) 100 beneficiaries were selected for piloting of the direct transfers via the PMG account and bankserv. However, 2 of the beneficiaries were deceased before the January 2018 payment date.
- d) On the 22 December 2017 an ACB file consisting of the 98 selected beneficiaries was generated and submitted to bankserv.
- e) Direct payments were effected to these accounts on 01 January 2018. The deposits were verified to be 100% successful i.e., all beneficiaries were able to access their funds without any challenges.
- f) SASSA will implement direct deposits into the bank accounts of all remaining approximately 2 million beneficiaries for 01 February 2018 payments.
- g) Since the beginning of December 2017 10,591 beneficiaries have requested for the direct deposit of their social grants into their personal bank accounts. These beneficiaries will also be included in the February 2018 ACB payment file.

4.1.2 Account verification

- 4.1.2.1 Beneficiaries who previously had their social grants monies paid through their private bank accounts were notified during the month of December 2017 to verify back to SASSA if such bank accounts are still active and valid, and to confirm if they wish to have their grants paid directly to these accounts.
- 4.1.2.2 Parallel to this process, the National Treasury has been requested to confirm with the relevant banks if these accounts are still active.



4.2 Additional Measures for Migration of beneficiaries to banks

- 4.2.1 SASSA has identified the need for a low cost bank account that will offer beneficiaries a suite of services at no cost to the beneficiary.
- 4.2.2 SASSA is in discussion with National Treasury regarding the development of a solution in which social grants are paid to beneficiaries at the lowest cost to the fiscus and to the beneficiaries.
- 4.2.3 Negotiations with the banks, done through National Treasury, commenced on 14 December 2017 as scheduled to discuss the proposal on low cost bank accounts for beneficiaries and a response was received from them on the 22 December 2017 for a further meeting to interrogate the proposal further.

4.3 In-house management of Biometrics and Integration of systems

- 4.3.1 SASSA plans to over time, take over the ongoing enrolment of beneficiaries. However, in the interim as reflected in par 3.2 above, SAPO will assist SASSA to conduct the biometric authentication of beneficiaries linking with HANIS.
- 4.3.2 SOCPEN enhancements to integrate with the Biometric Identity and Access Management Solution are in progress.
- 4.3.3 System requirements for in-sourcing the enrolment function have been defined as scheduled for 30 November 2017. System development has commenced.
- 4.3.4 Draft Integration Architecture of the various systems has been developed and will be finalised in the next month.

5 CONCLUSION

Further detailed reporting will be provided pursuant to the Court Order of March 2017.



REPORT ON COMMUNICATION STRATEGY ON PAYMENT OF SOCIAL GRANTS

08 December 2017 – 08 January 2018

1. Background

From 01 October 2017, SASSA embarked on a communication and marketing plan to inform beneficiaries on the payment of social grants. This SASSA customised plan, titled "SASSA Cares Drive" was developed and formed the basis of the broader Communication Plan by Government Communication and Information System (GCIS).

2. Progress and Implementation Plan

Platform	Activity	Timing	Status
Communication and Marketing	Develop Communication and Marketing Guide/Framework for SASSA	December 2017	Strategy formed basis of broader Communication Plan in collaboration with GCIS and continues to be updated regularly
Community Dialogues	Sharing of information at the Community dialogues, preceding Mikondzo events	December 2017	North West 09 December 2017 – Deputy Minister's Luncheon for older Persons in Moshawane village. Target was 500 22 December 2017 –

S.B.M.



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

South African Social Security Agency
Head Office

SASSA House • 501 Prodinsa Building Cnr Beatrix & Pretorius Street
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

			Premier's Luncheon for older Persons in Atamelang location. Target was 1500
ICROP Communication Support	<p>Communicate SASSA Drive messages during ICROP events</p> <p>Beneficiary education conducted focusing on the primary messages and services offered by the agency.</p>	December 2017	<p>Mpumalanga</p> <p>Flyers and posters were distributed during the following ICROPs, on 01 December 2017 at Wales, Mpumalanga, Ward 32</p> <ul style="list-style-type: none"> - Ganspan Creche (Frances Baard District) - 6 December 2017 - Magojaneng (John Taolo Gaetsewe District) - 15 December 2017 <p>North West</p> <p>2 ICROPS held</p> <ul style="list-style-type: none"> - 01 December 2017- Vogelstruitskuil - 08 December 2017 – Heulingspan – Taung <p>Eastern Cape</p> <p>Ministerial Children's Christmas Event at Nkantolo: Mbizana (Eastern Cape) on</p>

S.B.M
10/12



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

South African Social Security Agency
Head Office

SASSA House • 501 Prodinsa Building Cnr Steve Biko & Pretorius Street
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

			28 December 2017.
Talk Shows	Interviews on radio talk shows and other educational programmes.	December 2017	<p>The following interviews were done during the said period:</p> <ol style="list-style-type: none"> 1. 48 Radio Live Reads aired on various topics affecting social grants in the Eastern Cape Region started on 01-30 November 2018 2. Community media slots secured in 11 community radios in Limpopo: Makhado FM, Moutse FM, Waterberg wave FM, Giyani FM, Hlanganani Fm, Maruleng FM, Univen FM, Turf FM, Masemola FM, Sekgosese FM, Lebowakgomo Fm and Zebediela FM 3. Ligwalagwala FM – 05 December 2017 <p>Media Engagements In Northern Cape</p> <ol style="list-style-type: none"> 4. - Vaaltar FM: 05

SBM
18/12



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

South African Social Security Agency
Head Office

SASSA House • 501 Prodinsa Building Cnr Steve Biko & Pretorius Street
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

			<p>December 2017</p> <p>5. XK FM :13 December 2017</p> <p>6. Kurara Fm</p> <p>North West</p> <p><i>7X Radio interviews conducted in North West:</i></p> <p>04/12/2017 – Bojanala FM 04/12/2017 – Kopanong FM 06/12/2017 – Mahikeng FM 06/12/2017 – Vaaltar FM 14/12/2017 – Bojanala FM 14/12/2017 – Vaaltar FM</p> <p>1 Interview conducted on 14/12/2017 – News Note Agency focusing on: January payment arrangement; SASSA –SAPO Contract on IMC statement; Payment method</p>
Print Media	Media releases	October – November 2017	<p>Limpopo</p> <p>1. Print Media adverts:</p> <p>Rise n Shine, Capricorn Voice, Review and Mirror Zoutpansberg and Polokwane Observer :</p>



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


SASSA House • 501 Prodinsa Building Cnr Steve Biko & Pretorius Street
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

S.B.M. [Signature]

			<p>30 November - 08 December 2017</p> <p>North West Media Statements 13/12/2017- January payments arrangement Sent to the following media houses:</p> <ul style="list-style-type: none"> • Mmabatho FM • Mahikeng FM • Aganang FM • Ratlou FM • Modiri FM • Kopanong FM • Vaaltar FM • Bophirima FM • Newsnote Agency • Semphete Newspaper • Bua Mogaetsho
Social media	Twitter and Facebook posts.	October – November 2017	<i>92 tweets were posted on social media comprising both Twitter and Facebook. SASSA's reach on these platforms is approximately 48 000 users.</i>
Paypoints	<ul style="list-style-type: none"> • Information for beneficiaries when 	Oct 2017- March 2018	Gauteng Beneficiaries continuously updated by Help Desk Officials during payment



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

S.B.M. 
South African Social Security Agency
Head Office

SASSA House • 501 Prodinsa Building Cnr Steve Biko & Pretorius Street
Pretoria • Private Bag X55862 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

	<p>payment resumes</p>	<p>period with emphasis on these ten large pay points in Gauteng</p> <ul style="list-style-type: none"> • Falala • Atteridgeville • Mamelodi • Jabavu • Lenasi • Doornkop • Mohlakeng • Diepkloof • Evaton • DH Williams • Tsakane • Soshanguve <p>North West</p> <p>Beneficiaries continuously updated by communication practitioners and Help Desk Officials during payment period with emphasis on these ten large pay points:</p> <p>03/11/2017 – Morokwaneng 03/11/20117 – Tsetshu 04/12/2017-Madibogopan</p>
--	------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



*paying the right social grant, to the right person,
at the right time and place. NJALOI*

S.B.M. NBM
South African Social Security Agency
Head Office

SASSA House • 501 Prodinsa Building Cnr Steve Biko & Pretorius Street
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

			<p>04/12/2017--Madisebo 04/12/2017-Madibogo 06/12/2017 –Garamaswe 06/12/2017 – Tlapeng 06/12/2017 – Matsheng 07/12/2017 – Avonster 07/12/2017 – Bloemhof 08/11/2017 – Kalk Bank 08/11/2017 – Rabusula 08/11/2017 – Vyesboschlaagte 09/11/2017 - Tweelaagte 10/11/2017 – Ngweding 10/11/2017 – Ntswanalemetsing 14/11/2017 – Reagile 14/11/2017 - Ruighoek</p>
Paypoints	<ul style="list-style-type: none"> • Information for beneficiaries when payment resumes 	October – November 2017	<p>24 Pay-points visits from November – December 2017 Mpumalanga</p> <p>The following pay-points were visited: (08-12 December 2017) at Mbuzini Pay-point, Mbangwane Pay-point, Hhoyi Pay-point, Langeloo Pay-point, Vukuzenzele Pay-point, Masibekela Pay-point and Mangweni pay-point.</p>

S.B.M
RSD

South African Social Security Agency
Head Office



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

SASSA House • 501 Prodinsa Building Cnr Steve Biko & Pretorius Street
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

<p>Staff Engagement</p>	<ul style="list-style-type: none"> • Update Staff on SASSA Developments: • Local office announcements to beneficiaries: 	<p>October – November 2017</p>	<p>Update Staff:</p> <ul style="list-style-type: none"> • Updates done to staff through Internal Communication • Local office announcements to beneficiaries • Staff were updated on developments at regional, district and local offices on an ongoing basis <p>Eastern Cape</p> <p>(04 REM Info sessions held 4 District and Local Office Staff Engagements held in Eastern Cape: 11 December 2017; 13 December 2017; 15 December 2017; 18 December 2017)</p> <p>Gauteng</p> <ul style="list-style-type: none"> • staff information sessions were also held on 01 December and 07 December 2017 <p>North West</p> <ul style="list-style-type: none"> • 4 x Induction on #SASSA Cares Communication
--------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

S.B.M. [Signature]

South African Social Security Agency
Head Office



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

SASSA House • 501 Prodinsa Building Cnr Steve Biko & Pretorius Street
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

			<p>plan – Help desk officials</p> <ul style="list-style-type: none"> • 17.11.2017 – Bojanala District • 21.11.2017 – Dr. Ruth Segomotsi Mompati District • 23.11.2017 – Dr. Kenneth Kaunda District • 24.11.2017 – Ngaka Modiri Molema District
Merchants and Supermarkets	<ul style="list-style-type: none"> • Distribute in public areas and SASSA offices 	October – November 2017	<p>Posters on Primary Messages developed and are currently being placed at SASSA local offices and strategic government service centres</p> <p>High quality versions were also emailed to GCIS, regions; placed on Twitter, Facebook, intranet and internet</p>

S.B.M
BM




*paying the right social grant, to the right person,
at the right time and place. NJALOI*

South African Social Security Agency
Head Office

SASSA House • 501 Prodinsa Building Cnr Steve Biko & Pretorius Street
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

	<ul style="list-style-type: none"> • Distribute in public areas and SASSA offices 	November – December 2017	<p>All Regions</p> <p>Brochures on Primary Messages developed and are currently being placed at SASSA local offices and strategic government service centres (SAPS, SAPO, Clinics)</p> <p>High quality versions were also emailed to GCIS, regions; placed on Twitter, Facebook, intranet and internet</p> <p>Leaflets with the information are distributed to beneficiaries at Paypoints, Supermarkets, Taxi Ranks and at all SASSA offices.</p>
Internet and Intranet	<ul style="list-style-type: none"> • Online presence 	October – November 2017	<p>11 transition specific updates were done on both intranet and internet:</p> <p>Electronic banners uploaded with the messages: A)The SASSA Card will continue to work after the expiry date</p> <p>B)This is the only SASSA Card</p> <p>C) Beneficiaries will continue to receive their grants beyond</p>

S.B.M


South African Social Security Agency
 Head Office



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

SASSA House • 501 Prodinsa Building Cnr Steve Biko & Pretorius Street
 Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
 Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

			<p>31 March 2018</p> <p>D) Beneficiaries are encouraged to enjoy the convenience of receiving their grants through a bank or a financial institution of their choice</p> <p>This included primary messages on as discussed and approved through GCIS processes.</p>
<p>Exhibitions and Promotions;</p>	<p>Target special events, exhibitions and promotional activities of government</p>	<p>12 December 2017</p>	<p>Mpumalanga</p> <p>The SASSA Drive messages were distributed during the DPM Christmas lunch for older people at Lochiel</p> <p>Northern Cape</p> <p>Clinic Activations (Public Awareness) Campaigns.</p> <ul style="list-style-type: none"> - Platfontein Clinic <p>(Frances Baard District):</p> <p>13 December 2017</p> <ul style="list-style-type: none"> - Tsineng Clinic - Maruping Clinic - Gamopedi Clinic <p>(John Taolo Gaetsewe District) - 14 December 2017</p>

S.B.M
NSD

South African Social Security Agency
Head Office



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

SASSA House • 501 Prodinsa Building Cnr Steve Biko & Pretorius Street
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

			<p>6 x Exhibitions and promos held:</p> <ul style="list-style-type: none"> - Ganspan (Frances Baard District) - Magojaneng: 06 December 2017 - (John Taolo Gaetsewe District) - 15 December 2017 - 02/12/2017 – HIV/AIDS Awareness - 08/12/2017 – Deputy Minister's launch with Older Persons - 13/12/2017-Launch of digital village in Motsitlane <p>Mpumalanga</p> <ul style="list-style-type: none"> - Messages placed 15 different shops around Nkomazi, Mpumalanga
--	--	--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



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

*S.B.M
RM*

South African Social Security Agency
Head Office

SASSA House • 501 Prodinsa Building Cnr Steve Biko & Pretorius Street
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

SASSA Email Campaign	<ul style="list-style-type: none"> • Send regular information based on identified emails of key stakeholders • Create campaign email address 	01 November 2017	All Regions An e-mail and flyers were circulated to all staff regarding the #SASSACARES Campaign messages to all regions.
Stakeholder Engagements	Address beneficiaries	December 2017	<ul style="list-style-type: none"> • Two (2) Stakeholder Engagement Sessions were held. • Members of the Eastern Cape House of Traditional Leaders - 08 December 2017; 14 December 2017 • Newsletter for Civil Society

S.B.M




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

South African Social Security Agency
Head Office

SASSA House • 501 Prodnisa Building Cnr Steve Biko & Pretorius Street
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za

Merchants and Supermarkets	Address beneficiaries	December 2017	All Regions <ul style="list-style-type: none"> • Leaflets with the information are distributed to beneficiaries at Paypoints, Supermarkets, Taxi Ranks and at all SASSA offices.
-----------------------------------	------------------------------	----------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

S.B.M
100

South African Social Security Agency
Head Office



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

SASSA House • 501 Prodinsa Building Cnr Steve Biko & Pretorius Street
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083
Tel: +27 12 400 2000 • Fax: +27 12 400 2257
www.sassa.gov.za