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SOUTH AFRICAN SOCIAL SECURITY AGENCY

YOU AND YOUR GRANT

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

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Introduction

The **South African Social Security Agency (SASSA)** is a national public entity mandated to administer social grants on behalf of the government. We are committed to upholding dignity and empowering lives through the effective and accountable delivery of social assistance to those who qualify **including children, older persons, and individuals living with disabilities**.

SASSA's core mission is to ensure that social grants are **professionally managed, responsibly administered, and delivered on time** to those who need them most.

Our proud promise remains unchanged:

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

SASSA`s Mandate

- The **South African Social Security Agency (SASSA)** exists to uphold the dignity of vulnerable individuals by providing **comprehensive social security services** that aim to reduce poverty and enhance social well-being.
- Our work is firmly guided by the **Constitution of the Republic of South Africa** and supported by legislative frameworks that safeguard the right to social assistance for those who need it most
- **Section 27(1)(c) of the Constitution of the Republic of South Africa** provides that every person has the right to access social security and, where they are unable to support themselves and their dependants, to receive appropriate social assistance. This principle forms the cornerstone of our commitment to human rights and social justice.
- **South African Social Security Agency Act, 2004** formally establishes SASSA as a Schedule 3A public entity under the Public Finance Management Act (PFMA). This Act ensures the effective management, administration, and payment of social assistance across South Africa.
- **Social Assistance Act, 2004** provides a national framework for the delivery of various social grants, including Social Relief of Distress. It also enables the establishment of an Inspectorate for Social Security to enforce compliance and ethical standards for service delivery.

How to Access SASSA Services

SASSA offers multiple channels to help you access information and support quickly and conveniently:

- You can apply at any SASSA Local / Service Office nearest to you.
- **Main Website**: www.sassa.gov.za
- **Grant Application Portal:** services.sassa.gov.za
- **COVID-19 SRD Portal**: https://srd.sassa.gov.za
- **WhatsApp Chatbot:** 082 054 0016
- **Email Support:** GrantEnquiries@sassa.gov.za
- **Call Centre:** 0800 60 10 11
- **Anti-Fraud Line:** 0800 701 701

Acceptable Method of Identification

- For both applicant and their spouse, acceptable proof of identity when applying for or updating a social grant includes a valid 13-digit barcoded identification document. If unavailable, SASSA-approved alternative identification will be accepted.

Acceptable Method of Payment

- SASSA requires applicants to provide an active personal bank account in the applicant's name for the payment of social assistance benefits. This account referenced here must support Electronic Fund Transfers (EFT). As part of a new application or when updating beneficiary banking details. Applicants must submit a recent three-month bank statement from an active account that clearly reflects the applicant's name and account number.

Beneficiary Responsibility

- Beneficiaries are responsible for proactively and voluntarily notifying SASSA of any changes in their personal circumstances or financial means:
  - Financial position
  - Marital status
  - Physical address
  - Email or other contact details
  - Alternative Care arrangements for the child the grant is intended for
  - Change of the primary care giver
- They must also respond promptly to all communication from SASSA, including requests to present themselves or provide additional information.
- To safeguard their social grant, beneficiaries must never share their Bank PIN Code with anyone.
- SASSA will never request a PIN during any interaction with beneficiaries.
- Personal information should not be disclosed to individuals claiming to represent SASSA without proper verification of their identity.
- If fraud or corruption is suspected or witnessed, beneficiaries are urged to report it immediately. SASSA maintains a zero-tolerance policy toward fraudulent and corrupt activities.
- Fraud related Reports can be made by calling the toll-free number: 0800 701 701.
- It is the beneficiary's responsibility to inform SASSA should they leave the country for more than 90 days.

Older Person's Grant: Qualifying Criteria

To qualify for the Older Person's Grant, the applicant must:

- Be a South African citizen, permanent resident, or recognised refugee residing in South Africa.
- Be 60 years of age or older.
- Not be maintained or cared for in a state-funded institution.
- Not be in receipt of another social grant for themselves.
- Undergo a Means Test, which assesses both the applicant's and spouse's income and assets to determine eligibility.

Required Documents for Application

- Certified copy of a valid 13-digit barcoded identification document for applicant and their spouse if married. If unavailable, alternative identification as prescribed by SASSA will be accepted.
- Certified copy of a valid Section 24 refugee permit, if applying as a refugee.
- Proof of marital status (e.g. marriage certificate, death certificate of spouse, decree of divorce affidavit in case of desertion).
- Latest payslip (not older than 3 months) for both applicant and their spouse if married.
- Three months bank statements for all active bank accounts held by the applicant and their spouse if married.
- Bank account confirmation letter or three months bank statements for the account the clients wish to be paid in.
- Proof of permissible deductions (e.g. tax, UIF, medical aid, private pension/retirement annuity).
- Proof of assets (e.g. unoccupied property, cash investments, shares, endowment policies, lump sums invested).

Note: Additional documents or information may be requested during one-on-one screening.

Disability Grant: Qualifying Criteria

To qualify for the Disability Grant, the applicant must:

- Be a South African citizen, permanent resident, or recognised refugee residing in South Africa.
- Be 18 to 59 years of age.
- Not maintained or cared for in a state-funded institution.
- Not in receipt of another social grant for themselves.
- Undergo a medical or functional assessment confirming the disability.
- Provide clinical information or a referral form confirming the disability.
- Submit a referral form completed by the treating facility or practitioner if previously rejected on medical grounds.
- Undergo a Means Test, which assesses both the applicant's and spouse's income and assets to determine eligibility.

Required Documents for Application

- Certified copy of a valid 13-digit barcoded identification document for applicant and their spouse if married. If unavailable, alternative identification as prescribed by SASSA will be accepted.
- Certified copy of a valid Section 24 refugee permit.
- Proof of marital status (e.g. marriage certificate, death certificate of spouse, decree of divorce, affidavit in case of desertion).
- Latest payslip (not older than 3 months) for both applicant and their spouse if married.
- Three months bank statements of all accounts for applicant and their spouse if married.
- Bank account confirmation letter or three months bank statements for the account the clients wish to be paid in.
- Proof of permissible deductions (e.g. tax, UIF, medical aid, private pension/retirement annuity).
- Proof of assets (e.g. unoccupied property, cash investments, shares, endowment policies, lump sums invested).
- (Signed and stamped) Referral letter containing clinical information completed by the treating health practitioner or institution.

Note: Additional documents or information may be requested during one-on-one screening.

War Veterans Grant: Qualifying Criteria

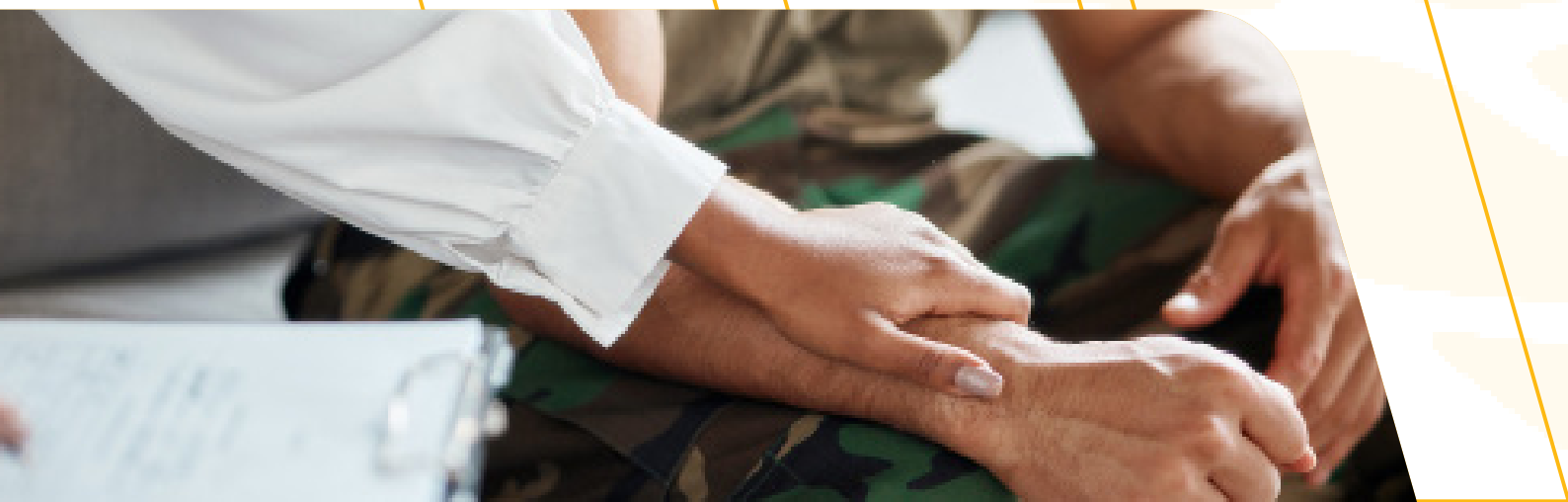
To qualify for the War Veteran's Grant, the applicant must:

- Be a South African citizen, permanent resident, or recognised refugee residing in South Africa.
- Be 60 years of age or older or be living with a disability.
- Have served in the Second World War or the Korean War.
- Not be maintained or cared for in a state-funded institution.
- Not be in receipt of another social grant for themselves.
- Undergo a Means Test, which assesses both the applicant's and spouse's income and assets to determine eligibility.

Required Documents for Application

- Certified copy of ID of applicant and spouse (where applicant is married). If unavailable, alternative identification as prescribed by SASSA will be accepted.
- Refugee - a certified copy of the valid Section 24 refugee permit.
- Proof of marital status (e.g. marriage certificate, death certificate of spouse, decree of divorce, affidavit in case of desertion).
- Latest payslip (not older than 3 months) for applicant and their spouse if married.
- Three months bank statements of all accounts for applicant and their spouse if married.
- Bank account confirmation letter or three months bank statements for the account the clients wish to be paid in.
- Proof of permissible deductions (e.g. Tax, UIF, medical aid, Private pension/ retirement annuity for applicant and their spouse if married).
- Proof of assets (e.g. property owned by not occupied, cash investment, shares, endowment policies, lump sum invested for applicant and their spouse if married).
- Proof of participating in the Second World War or the Korean War.

Note: Additional documents or information may be requested during one-on-one screening.



Grant-in-Aid: Qualifying Criteria

To qualify for the Grant-In-Aid, the applicant must:

- Applicant must be in receipt of one of the following grants:
  - **Older Person's Grant**
  - **Disability Grant**
  - **War Veteran's Grant**
- Require regular attendance and assistance from another person due to physical or mental disability and or illness.
- Not be cared for in a state-funded institution that receives a subsidy for the care or housing of the beneficiary.
- Undergo a medical or functional assessment confirming the disability.
- Provide clinical information or a referral form confirming the disability.
- Submit a referral form completed by the treating facility or practitioner, if previously rejected on medical grounds.

Required Documents for Application

- Certified copy of valid 13-digit barcoded identification document for applicant and their spouse if married. If unavailable, alternative identification as prescribed by SASSA will be accepted.
- Certified copy of the valid Section 24 refugee permit.
- Proof of marital status (e.g. marriage certificate, death certificate of spouse, decree of divorce, affidavit in case of desertion).
- Latest payslip (not older than 3 months) for applicants and their spouse if married.
- Three months bank statements of all accounts for applicant and their spouse if married.
- Bank account confirmation letter or three months bank statements for the account the clients wish to be paid in.
- Proof of permissible deductions (e.g. Tax, UIF, medical aid, Private pension / retirement annuity for applicants and their spouse if married).
- Proof of assets (e.g. property owned by not occupied, cash investment, shares, endowment policies, lump sum invested) for applicant and their spouse if married.
- A referral letter containing clinical information completed by the treating health practitioner or institution.

Note: Grant-In-Aid is not a stand-alone grant. The applicant must be in receipt of an Older Person's Grant, Disability Grant or a War Veteran's Grant, and require regular attendance by another person owing to his/her physical or mental disabilities.

Child Support Grant: Qualifying Criteria

To qualify for the Child Support Grant, the applicant must:

- Be a South African citizen, permanent resident, or recognised refugee residing in South Africa.
- Reside in South Africa along with the child.
- Be the primary caregiver of the child.
- Ensure the child is under the age of 18 years.
- Submit the child's birth certificate.
- Not apply for more than six non-biological children.
- Ensure the child is not permanently cared for in a state-funded institution.
- Provide proof of school attendance if the child is of school-going age. However, failure to attend school or submit proof will not result in the refusal of the grant.
- Undergo a Means Test, which assesses both the applicant's and spouse's income to determine eligibility.

Required Documents for Application

- Certified copy of a valid 13-digit barcoded identification document for applicant and spouse if married. If unavailable, alternative identification as prescribed by SASSA will be accepted.
- Certified copy of a valid Section 24 refugee permit.
- Certified copy of 13-digit birth certificate of the child.
- Proof of marital status (e.g. marriage certificate, death certificate of spouse, decree of divorce, affidavit in case of desertion).
- Latest payslip (not older than 3 months) for both applicant and spouse if married.
- Three months bank statements for all active bank accounts held by the applicant and spouse if married.
- Bank account confirmation letter or three months bank statements for the account the clients wish to be paid in.
- If the child is of school-going age 7-18 years, provide proof of school attendance. However, failure to attend school or submit proof will not result in the refusal of a grant.

Note: Additional documents or information may be requested during one-on-one screening.

Child Support Grant Top-Up: Qualifying Criteria

To qualify for the CSG Top-Up, the applicant must:

- Be a South African citizen, permanent resident, or recognised refugee residing in South Africa.
- Be related to the child (e.g. grandparent, sibling, uncle, aunt, or cousin) or be a child aged 16-18 years heading a household.
- Reside permanently in South Africa along with the child.
- Be the primary caregiver and live with the child.
- Ensure the child is under the age of 18 years.
- Submit the child's valid birth certificate.
- Not apply for more than six children.
- Ensure the child is not permanently cared for in a state-funded institution.
- The child must be of school-going age.
- Undergo a Means Test, which assesses both the applicant's and spouse's income and assets to determine eligibility.

Note: The CSG Top-Up is not a stand-alone grant. It is linked to the standard Child Support Grant and is subject to the same Means Test outcomes.

Required Documents for Application

- Certified copy of a valid 13-digit barcoded identification document for applicant and their spouse if married. If unavailable, alternative identification as prescribed by SASSA will be accepted.
- Certified copy of a valid Section 24 refugee permit.
- Certified copy of valid birth certificate of the child.
- Proof of marital status (e.g. marriage certificate, death certificate of spouse, decree of divorce, affidavit in case of desertion).
- Latest payslip (not older than 3 months) for both applicant and spouse.
- Three months bank statements for all active bank accounts held by the applicant and spouse.
- Bank account confirmation letter or three months bank statements for the account the clients wish to be paid in.
- If the child is of school-going age 7-18 years, provide proof of school attendance. However, failure to attend school or submit proof will not result in the refusal of a grant.
- Submit death certificates for both parents. If only one death certificate is available and the status of the other parent is unknown or unconfirmed, an affidavit is required.

Note: Additional documents or information may be requested during one-on-one screening.

Care Dependency Grant: Qualifying Criteria

To qualify for the Care Dependency Grant, the applicant must:

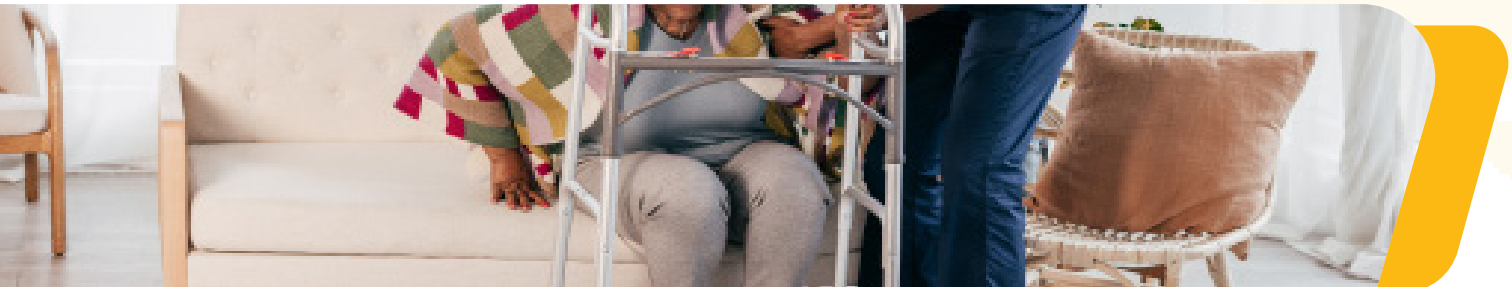
- Be a South African citizen, permanent resident, or recognised refugee residing in South Africa.
- Reside in South Africa along with the child.
- Be the primary caregiver of a child under the age of 18 years who requires permanent care due to a disability.
- Submit clinical information or a referral form as a baseline for assessment.
- If previously rejected on medical grounds, provide a referral form completed by a treating facility or practitioner.
- Ensure the child undergoes a medical or functional assessment confirming the disability.
- Meet the requirements of the Means Test (applicable to the applicant and spouse, but not applicable to foster parents).
- Ensure the child is not permanently cared for in a state-funded institution.
- Provide the child's valid birth certificate.
- If the child is of school-going age, provide proof of school attendance. However, failure to attend school or submit proof will not result in the refusal of the grant.

Note: A foster child who is Care Dependent may qualify for Foster Child Grant and Care Dependency Grant simultaneously. The income of foster parents is excluded from the Means Test when applying for a Care Dependency Grant on behalf of a fostered child.

Required Documents for Application

- Certified copy of a 13-digit barcoded identification document for applicant and their spouse if married. If unavailable, alternative identification as prescribed by SASSA will be accepted.
- Certified copy of a valid Section 24 refugee permit.
- Certified copy of the child's birth certificate.
- Bank account confirmation letter or three months bank statements for the account the clients wish to be paid in.
- Proof of marital status (e.g. marriage certificate, death certificate of spouse, decree of divorce, affidavit in case of desertion).
- Latest payslip (not older than 3 months) for both applicant and spouse.
- Three months bank statements of all accounts for applicant and spouse.
- A referral letter containing clinical information completed by the treating health practitioner or institution.

Note: Additional documents or information may be requested during one-on-one screening.



Foster Child Grant: Qualifying Criteria

To qualify for the Foster Child Grant, the applicant must:

- Be a South African citizen, permanent resident, or recognised refugee residing in South Africa.
- Reside in South Africa along with the foster child.
- Ensure the foster child remains in their care.
- Not be maintained or cared for in a state-funded institution.
- Submit the foster child's valid birth certificate.
- Must not be eligible for a foster child grant for more than six children except where the children are siblings or blood relations or the court considers this for any reason to be in the best interest of all the children as contemplated in Section 185 (1) of the Children's Act.
- Provide a valid court order confirming foster care placement.

Note:

- A Foster child who is care dependent may qualify for Foster Child Grant and Care Dependency Grant simultaneously.
- Foster Child Grant may be extended to 21 years of age, if the child is still attending school (including tertiary level, provided the submit necessary supporting document to confirm).
- The Foster Child Grant is not means tested (The income of foster parents is not considered when assessing eligibility).

Required Documents for Application

- Certified copy of a valid 13-digit barcoded identification document for applicant and their spouse if married. If unavailable, alternative identification as prescribed by SASSA will be accepted.
- Certified copy of a valid Section 24 refugee permit.
- Certified copy of 13-digit birth certificate of the foster child.
- Proof of marital status (e.g. marriage certificate, death certificate of spouse, decree of divorce, affidavit in case of desertion).
- Bank account confirmation letter or three months bank statements for the account the clients wish to be paid in.
- Valid court order confirming foster care placement.
- If the child is of school-going age 7-18 years, provide proof of school attendance. However, failure to attend school or submit proof will not result in the refusal of the grant.
- Proof of school attendance for children over 18 years who are still attending school.

Note: Additional documents or information may be requested during one-on-one screening.

Social Relief of Distress (SRD)

What is Social Relief of Distress?

It is a temporary form of assistance provided to individuals or households facing undue hardship and unable to meet their most basic needs. It is available to South African citizens, permanent residents, or recognised refugees who reside in South Africa and meet one or more of the following criteria:

- The applicant is awaiting payment of an approved social grant.
- The applicant has been affected by disaster as defined in terms of the Disaster Management Act or the **Fund Raising Act, 1978.**
- In case the applicant experiences undue hardship, and meets the requirements, he/she may qualify for the **COVID-19 SRD**.
- A school uniform may be provided to children whose primary caregivers are unable to afford one due to hardship, or
- Where the uniform has been lost or destroyed because of a disaster.

Important Notes

- SRD may be granted while awaiting payment of an approved social grant. However, the amount paid as SRD will be recovered from the approved grant once it is in payment unless the SRD was issued due to a disaster.

Required Document for Application

Certified copy of a valid 13-digit barcoded identification document for both applicant and spouse.
If valid 13-digit barcoded identification document is unavailable alternative identification as prescribed by SASSA will be accepted.

COVID-19 Social Relief of Distress (SRD): Qualifying Criteria

The COVID-19 SRD is a temporary form of assistance for individuals with insufficient means who are unable to meet their basic needs. To qualify, the applicant must:

- Be a South African citizen, permanent resident, recognised refugee, or holder of a valid special permit under:
  - The **Special Angolan Dispensation**
  - The **Lesotho Exemption Permit Dispensation**
  - The **Zimbabwe Exemption Permit Dispensation**
- Alternatively, be an asylum seeker with a valid **Section 22 permit or visa**.
- Be registered on the **Department of Home Affairs database**.
- Be between the ages of **18 and below 60 years**.
- Reside **within the borders of South Africa**.
- Not maintained or cared for in a state funded institution.
- Not unreasonably refuse **employment or educational opportunities**.
- Meet the requirements of the **Means Test**.
- Not be in receipt of another social grant for themselves.

Note: The COVID-19 Social Relief of Distress (SRD) is not a grant. It is a temporary form of assistance accessed exclusively through online application channels.

Verification and Application Process

- All new applicants must complete a facial biometric authentification (eKYC) before the grant can be approved.
- Applicants with a **referred status** must log in to the SRD portal and request a link to update their information and complete the facial biometric authentification (eKYC) process.
- Applicants who want to **change their cell phone number** must also undergo facial recognition verification.
- If your grant status shows **approved but not paid**, you are required to request a verification link and complete the facial recognition process.

Note: Additional documents or information may be requested during one-on-one screening.

REVIEW

What is social grant review?

A social grant review is a process conducted by South African Social Security Agency (SASSA) to update the information of beneficiaries, such as personal details and verify that beneficiaries still meet the eligibility criteria for receiving social assistance and the personal details are up to date.

Required Documents for the Review Process

To complete a grant review, beneficiaries must provide the following:

- Certified copy of valid 13-digit **barcoded identification document** for both the applicant and spouse. If a new ID number has been issued, the previous one must also be provided.
- Proof of **marital status** (e.g. marriage certificate, death certificate of spouse, decree of divorce, affidavit in case of desertion).
- **Three months bank statements** for all active accounts, including fixed deposits and investment accounts for both spouse and applicant.
- Proof of **employment**, earnings, and the date of commencement or termination of employment for both the applicant and spouse.
- Valid **court order or extension order** for Foster Child Grant beneficiaries (if applicable).
- Proof of **residential and postal address** (e.g. utility bill, letter from landlord, chief, or councillor).
- **Rates and taxes certificate** for any property owned but not occupied by the applicant.
- Proof of **any other income** received by the applicant or spouse.

Beneficiary Responsibilities in the Grant Review Process

- Social grant beneficiaries are responsible for proactively informing SASSA of any changes to their personal details, income and or financial status. This obligation ensures that grant payments remain accurate and aligned with the beneficiary's current circumstances.
- During the initial application process, beneficiaries are required to provide honest and comprehensive disclosure, including a detailed declaration of all income and assets. This information forms the basis for determining the grant amount payable to them.
- SASSA may issue courtesy communications inviting beneficiaries to reassess their personal circumstances and present themselves for a review. It is important that beneficiaries do not ignore these notifications, as failure to undergo a review when changes have occurred may result in the suspension of the grant.

Note: Beneficiaries are also encouraged to **update their information, including cell numbers and email addresses.**

What Is a Means Test?

- **A means test means test** is a financial assessment used to determine if an individual or household qualifies for a benefit or grant by checking their income and assets against set thresholds.
- It looks at how much money and assets the person and their spouse have.
- If you are married, both your income and your spouse's income are considered.
- If your income and assets are **below the set limit**, you may qualify for the grant.
- The test helps decide how much social grant you can get based on your income and assets.
- If your income and assets are **above the set limit**, your application will not be approved.
- The goal of the means test is to make sure that only people who qualify get the grant.
- **A means test** is applicable to all social grants, except for the Foster Child Grant.

Key points to note:

- The **Means Test criteria vary** depending on the type of grant being applied for.
- Grants such as the **Older Persons Grant, War Veterans Grant**, and **Disability Grant** are paid on a **sliding scale** meaning the higher the applicant's private income, the lower the amount of government support they may receive.
- The **Foster Child Grant** is the **only grant not subject to the Means Test**.

Date of Application for a Social Grant

- The **date of application** for a social grant is officially recorded as the day on which **all required documents** are submitted and verified by a SASSA official as meeting the necessary criteria.
- For the **COVID-19 Social Relief of Distress (SRD)**, the date of application is the day on which a **complete online application** is successfully submitted via the designated digital platform.

Please note: Submission of a social grant application constitutes full consent for SASSA to verify all information provided, including personal details, income, bank accounts, and any other data necessary to determine eligibility and ensure continued payment of the grant.

Date of Award

The date of award refers to the effective date from which the approved social grant will be paid. In most cases, this will be the same as the date of application, provided the application was complete and met all requirements.

- For the Foster Child Grant, the date of award is aligned with the court placement date - the day the child was officially placed in foster care by a court order.

Notification of Application Outcome

If your application for a social grant is unsuccessful, SASSA will provide you with a written notification outlining the reasons for the decision.

In cases where SASSA is unable to provide an outcome on the day of application, it is the applicant's responsibility to follow up by:

- Visiting a **SASSA Local Office**.
- Calling the **SASSA Call Centre Toll-free number = 0800 60 10 11.**
- Sending an **email enquiry** to confirm the status of the application **GrantEnquiries@sassa.gov.za**.

Note: For the **COVID-19 Social Relief of Distress (SRD)**, applicants can check their application status directly via the **COVID-19 SRD online Portal** https://srd.sassa.gov.za.

What are the reasons for lapsing a social grant

A social grant may lapse for several reasons, including but not limited to the following:

- The death of the grant recipient or the child for whom the grant is intended for.
- Admission of the grant recipient to a state-funded care institution.
- Expiry of the temporary Disability Grant.
- The grant recipient ceases to be a recognised refugee.
- The child reaches the age limit.
- If the grant is not claimed within 90 days of approval.
- Failure by the beneficiary to update personal or financial information as required.
- The grant recipient is outside South Africa for more than 90 consecutive days.
- Suspicion of fraud.

Suspension of Social Grants

Social grants may be suspended under the following circumstances:

- Failure by beneficiaries to comply with the verification process.
- Changes in the grant recipient's marital status, residential address, or financial situation.
- Outcome of a grant review.
- Lack of cooperation by beneficiaries during a review.
- Improved financial circumstances that render the beneficiary ineligible.
- Misrepresentation or falsification of information.
- Grant approved in error.
- Fraudulent activity.
- Failure to submit required or missing documentation.

Restoration of a Suspended Grant

If a grant is suspended due to failure to complete a review or because it has not been collected for more than three consecutive months, the beneficiary must apply for restoration within 30 days of the suspension.

Appeal

If you do not agree with the outcome of your social grant application, you have the right to appeal the decision. SASSA provides a formal process through which you can submit your appeal and request a review of your application outcome.

Appeal Process

- Request assistance from a SASSA official for lodging of an appeal.

Or directly send an appeal as follows:

- For normal grants: Grantappeals@dsd.gov.za
- For Covid-19 SRD: https://srd.dsd.gov.za

What is a Procurator?

A Procurator is a person appointed by a beneficiary to act on the beneficiary's behalf in matters related to social grants. This appointment is formalized through a **Power of Attorney (PoA)**, which authorizes the procurator to perform specific tasks such as applying for, collecting, or managing a grant when the beneficiary is unable to do so due to illness, disability, frailty, or other valid reasons.

Required Documents for Procurator Application

According to both SASSA guidelines and the Social Assistance Regulations, the following documents are required:

- Power of Attorney Form: Available at SASSA offices. Must be signed and fingerprinted by both the beneficiary and the procurator in the presence of a Commissioner of Oaths (e.g. Designated SASSA officials, lawyer, police officer, church minister).
- Certified copy of valid 13-digit barcoded identity document for both the beneficiary and the procurator.
- Life Certificate: Confirms that the beneficiary is alive.
- Affidavit: Declaring that the grant will be handed over to the beneficiary.
- Medical or Social Worker Report: If necessary, to confirm the beneficiary's inability to manage the grant independently.
- Additional affidavits: If the beneficiary is unable to sign, two people who know them well may submit affidavits confirming their condition.

What Is an Administrator?

An Administrator is a person appointed by SASSA to manage a social grant on behalf of a beneficiary who is unable to do so themselves due to incapacity, vulnerability, or abuse. This differs from a Procurator, who is appointed by the beneficiary through a Power of Attorney. An Administrator is appointed by the Agency, often in cases where the beneficiary is at risk or the grant is being misused.

How Does a Beneficiary Apply for an Administrator?

The appointment of an Administrator is not initiated by the beneficiary but rather by SASSA when:

- There is evidence of abuse or mismanagement of the grant.
- The beneficiary is mentally or physically incapable of managing the grant.

A welfare organization or trusted individual is identified to act in the beneficiary's best interest.

The process typically involves:

- Assessment by a social worker.
- Recommendation for appointment based on findings.
- Approval by SASSA, followed by formal notification to the beneficiary and the appointed Administrator.

Required Documents for Administrator Appointment:

- Medical or social worker report confirming the beneficiary's incapacity.
- Certified copy of a valid 13-digit identity document of both the beneficiary and the proposed Administrator.
- Affidavit or declaration from the proposed Administrator confirming their willingness and ability to act in the beneficiary's interest.
- Supporting documentation such as proof of residence, income verification, and relationship to the beneficiary (if applicable).
- SASSA application forms, which may be completed at your nearest SASSA local office.

Clients Traveling Outside the Country

Must notify the Agency before leaving. If you plan to be outside South Africa for more than 90 days, inform the Agency before you leave. This helps avoid suspension of your social assistance payments.

Payments may continue for short trips (Up to 90 Days) if you:

- Are away for 90 days or less and still receiving payments, the Agency may ask you to check in at a South African mission or designated office.
- Provide proof or information to verify your situation.
- Travel for medical treatment.
- Are being certified by a doctor as unfit to travel back.
- Have reasons beyond your control (except lawful arrest or detention).

Long absences (Over 90 Days):

- Payments will usually be suspended until you return and confirm your presence in South Africa.
- In special cases (e.g. medical, safety, or family emergencies), you can request continued payments by submitting an affidavit with:
  - Your departure date and location.
  - Details of the emergency and proof.
  - Your planned return date.
  - A contact address.

Failure to inform the Agency may result in:

- Payments stopped immediately.
- The Agency may recover payments made during your absence (over 90 days).
- Your right to social assistance may be suspended.

What happens if payments are suspended:

- The Agency will notify you about the suspension and why it happened.
- You have 90 days to explain why you didn't inform the Agency and provide an alternative contact address.

Appealing a suspension:

- If your payments are suspended, you can:
  - Submit information to the Agency to explain your situation.
  - Request reinstatement of your payments.
  - Appeal the Agency's decision if you disagree, following the process outlined in the Agency's response.

Special cases for continued payments:

- In exceptional cases, the Agency may continue payments for over 90 days if you provide:
- Regular updates as required.
- Proof of your circumstances.
- Any additional information the Agency requests.

Note: Always keep the Agency informed about your travel plans and circumstances to avoid disruptions to your social assistance payments.

Fraud Management and Compliance

Legislative Requirement
Section 4(1)(c) of the **SASSA** Act states:
"The Agency must establish a compliance and fraud mechanism to ensure that the integrity of the social security system is maintained."

Fraud Prevention Strategy

SASSA has adopted a **Zero Tolerance** stance on fraud and corruption through its approved Fraud Prevention Strategy.

- The **Anti-Fraud and Corruption Strategic Approach** focuses on:
  - Governance
  - Prevention
  - Detection
  - Investigations
  - Resolutions (Corrective Actions)

Implementation Framework

- **Fraud Prevention Implementation Plan:** Developed to operationalise the Fraud Prevention Strategy within the Agency.
- **Anti-Corruption Measures:** Deployed to minimise and reduce cases of fraud and corruption.

Reporting Mechanisms

- Cases of fraud and corruption are primarily reported through:

Public Service Commission (PSC) National Anti-Corruption Hotline

Other related reporting channels

Case Management Process

Reported cases are formally referred to:

Office of the Chief Executive Officer

Fraud Management and Compliance Department

Responsibilities include:

Consideration and assessment
Investigation
Resolution

You can report all suspected or known incidents of fraud and corruption anonymously through the following mechanisms:

- **SASSA Toll-free:** 0800 60 10 11
- GrantEnquiries@sassa.gov.za
- **National Anti-Corruption Hotline Toll-free:** 0800 701 701
- **Website:** www.psc.gov.za

What you can report:

- Fraud, corruption, misuse of government resources and any other forms unethical conduct by SASSA officials.
- Grant beneficiaries and/or any other party suspected to have committed act of unethical conduct in contravention of the SASSA Act and other related regulatory prescripts.

Note: Suspected and/or allegations of acts of unethical conduct can be reported anonymously, and your identity will be protected should you choose to provide personal information.

Fake News

Beware of Fake News: Verify Before You Engage

- Beneficiaries are urged to exercise caution when accessing SASSA-related information on social media platforms and websites. Always ensure that the source is official before engaging or sharing personal details.
- SASSA will never request personal information such as your ID number, banking details, or PIN via social media or unofficial websites.
- We only communicate with beneficiaries through the following verified platforms:
  - **Official Website:** https://www.sassa.gov.za
  - **Facebook:** https://www.facebook.com/OfficialSASSA
  - **X:** https://x.com/OfficialSASSA
  - **Instagram:** https://www.instagram.com/official_sassa/
  - **YouTube:** https://www.youtube.com/@SASSATV
  - **WhatsApp channel:** 082 054 0016
  - **WhatsApp link:** https://whatsapp.com/channel/0029VawpAtWFy72G1IWWCj0e

If you are unsure about the legitimacy of any communication, please contact SASSA directly before taking any action on 0800 60 10 11

Contact Details

SASSA HOUSE

501 Prodinsa Building
Cnr Steve Biko and
Pretorius Streets
Pretoria
0083

Private Bag X55662
Arcadia
Pretoria
0083

Tel: 012 400 2000

GAUTENG

222 Smit Street
Braamfontein
Johannesburg
2000

Private Bag X120
Marshalltown
2107

Tel: 011 241 8320

LIMPOPO

43 Landros Mare Street
Polokwane
0699

Private Bag X9677
Polokwane
0700

Tel: 015 291 7439

FREE STATE

Cnr St. Andrew Street &
Aliwal Street
Bloemfontein
9300

Private Bag X20553
Bloemfontein
9300

Tel: 051 410 8552

KWAZULU NATAL

1 Bank Street
Pietermaritzburg
3201

Private Bag X9146
Pietermaritzburg
3201

Tel: 033 846 3300

MPUMALANGA

18 Ferreira Street
Nelspruit
1200

Private Bag X11230
Nelspruit
1200

Tel: 013 754 9377

NORTH WEST

SASSA House ERF 3139
Corner Sekame
and Dr James Moroka
Mega City
2735

Private Bag X44
Mmabatho
2735

Tel: 018 397 3317

NORTHERN CAPE

Permanent 'Perm' Building
33 Du Toitspan Road
Kimberley
8300

Private Bag X6011
Kimberley
8300

Tel: 053 065 0478

EASTERN CAPE

BKB Building
Cnr Fitzpatrick & Merino
Road
Quigney
East London
5200

Private Bag X9001
Chiselhurst
East London
5200

Tel: 043 707 6472

WESTERN CAPE

Golden Acre
Adderley Street
Cape Town
8000

Private Bag X9189
Cape Town
8000

Tel: 021 469 0370