OFFICE OF THE EXECUTIVE DIRECTOR:
FINANCE DEPARTMENT

DRAFT
INDIGENT SUPPORT POLICY
FINANCIAL YEAR 2026/2027

Notice is hereby given that the Municipality has undertaken a review of its existing policy and invites members of the public and all interested stakeholders to submit written comments on the proposed amendments.

1. [ ] Words in bold typeface within square brackets indicate omissions from the existing policy.

2. _____ Words in bold that are underlined with a continuous line indicate insertions into the existing policy.

3. This document reflects proposed amendments only. All provisions of the policy not expressly indicated as deletions or insertions remain unchanged and in full force and effect.

Clause 3.1.1 The **Director**: Revenue Management **Directorate** is the custodian of this Policy and its implementation.

Clause 3.1.2 The **Director**: Revenue Management **Directorate** must lead the development and periodically review the Indigent Support strategy.

Clause 3.1.3 The **Director: Energy Management Directorate** must ensure that prepayment meters are available and installed timeously upon the approval of the indigent status of all applicants.

Clause 3.1.4 The **Director: Water Services Directorate** must ensure that prepayment meters or flow limiters are available and installed at the indigent household upon the approval of the indigent support application.

Clause 3.1.5 It is the responsibility of **Revenue Management Directorate** to communicate the policy to all employees that are tasked with its implementation.

Definition: **["Application-based indigent household" means a household that has formally applied for indigent support in accordance with the provisions and procedures set out in this Policy;**

"Deemed Indigent Household" means a household comprising individuals residing together in a single residential property, which qualifies automatically for full exemption from property rates and municipal services without the need for a formal application and based on the property's categorisation as residential in the Municipality's General Valuation Roll.

“property value" means the municipal valuation of the immovable property in respect of which rates are levied, as determined in accordance with the Municipal Property Rates Act, 2004 (Act No. 6 of 2004);

"qualified assessment officer" means a municipal official who possesses the necessary training, and experience, to conduct socio-economic or household assessments in terms of this policy and who has been duly designated by the Municipality to evaluate and verify applications for municipal support programmes.

“special circumstances" means exceptional hardship conditions, including but not limited to permanent disability, chronic illness, unemployment of primary breadwinner, or elderly household head (aged 60 years or older), as verified by the Municipality.]

Clause 11.1 **The CFO or authorised official may grant the status of indigency to the household in terms of the following:**

Clause 11.1.1 **Deemed Indigent Household:**

(a) Deemed Indigent Household status shall be granted automatically to households where the property value does not exceed the threshold determined by Council at its annual budget meeting. Such households shall qualify for full exemption from property rates and basic municipal service charges without the requirement to submit a formal application.

(b) The deemed indigent household shall receive monthly social package as follows:

(i) 6kl of restricted water supply
(ii) 65kWh capped electricity prepaid meter tokens
(iii) Refuse collection
(iv) 6kI of restricted sewer disposal;
(v) Total debt write-off; and
(vi) Property rates exemption,

for the duration of the indigent status.

Clause 11.1.2 **Application-based Indigent Household**

(a) Where a household does not qualify for Deemed Indigent status due to property value threshold, such household may lodge an application for indigent support to the CFO or authorised official in a prescribed application form.

(b) The CFO or authorised official shall approve such application if he/she is satisfied that-

(i) the total household gross income does not exceed the threshold determined by the Council at its annual budget meeting;

(ii) the property is categorised as residential in the General Valuation Roll and is used for residential purposes; and

(iii) all other criteria stipulated in this Policy under qualifying criteria have been met

(c) Once the indigent status is granted, the indigent household shall further receive monthly social package as follows:

(i) 6kI of restricted water supply;
(ii) 65kWh capped electricity prepaid meter tokens;
(iii) Refuse collection;
(iv) 6kl of restricted sewer disposal; and
(v) Total debt write-off

Clause 11.1.3 **Special Circumstances Indigent Household**

(a) Where a household does not qualify for Deemed or Application-based indigent statuses due to property value threshold, such household may apply for indigent support under special circumstances, subject to stringent approval by the CFO or authorised official.

(b) The CFO or authorised official shall consider documentary proof of Special Circumstances, verified through a social assessment by an accredited social worker and independent assessment including qualified medical practitioner's reports, court orders or other relevant documentation to the satisfaction of the CFO or authorised official.

(c) Once the indigent status is granted, the indigent household shall further receive monthly social package as follows:

(i) 6kl of restricted water supply;
(ii) 65kWh capped electricity prepaid meter tokens;
(iii) Refuse collection;
(iv) 6kl of restricted sewer disposal;
(v) Total debt write-off; and
(vi)Property rates exemption.

All comments and representations must be submitted in writing to this email address: Fikile.Manqele@durban.gov.za or hand delivered to:
Ground Floor, Florence Mkhize Building,
251 Anton Lembede Street,
Durban.

Please note that the **closing date for submission of comments is 30 April 2026**. No late submissions will be considered.

Full details of the Council resolution and the Municipality's Indigent Support Policy being reviewed are available for inspection on the municipality's offices, website (www.durban.gov.za) and public libraries within the eThekwini Municipality's jurisdiction.

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