



CMVO-SA/RMVO-SA

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COVID-19 - SRD ADMINISTRATION

Reference A: <https://srd.sassa.gov.za/>

B: <https://www.sassa.gov.za/Pages/Social-Relief-of-Distress-Grant.aspx>

C: <https://www.thesouthafrican.com/news/sassa-r350-srd-grant-how-to-check-status-application/>

D: <https://www.sassa.gov.za/newsroom/Documents/Level%203%20Lockdown%20Announcement%20Enables%20Faster%20Payment%20Of%20Covid-19%20Grants%20%20.pdf>

1. Previous communication regarding above topic, refer.
2. Due to various enquiries, kindly take note and inform applicant and qualifying members according to undermentioned information Ref A – D), please.
3. Kindly specific **take note** of the content of Reference D, copied below.

JM VAN AS
CONVENOR HR & SUP

Reference A:

The special Covid-19 Social Relief of Distress Grant - The President declared a National State of Disaster as a result of the Covid-19 global pandemic. In this regard he introduced a special Covid 19 Social Relief of Distress Grant (SRD) of R350 per month for 6 months to be paid to individuals who are currently unemployed, do not receive any form of income, social grant or UIF payment etc. This Social Relief of Distress Programme was confirmed in the Regulations made under Section 27(2) of the Disaster Management Act, 2002 (Act No. 57 of 2002): Measures to prevent and combat the spread of COVID-19, as amended.

Applicants will need to provide the following information

- Identity Number or Department of Home Affairs Refugee permit number
- Name and Surname as captured in the Identity Document
- Gender and Disability
- Contact details - Cell phone number
- Residential Address

Important to note applicants will have to sign a [declaration and consent](#) to their information being validated and shared with other organisations and financial institutions such as SARS and banks. A detailed [declaration and consent](#) document is available on this website. During the application process, applicants are expected to agree or disagree to this document by confirming for instance through a yes or no option. Successful applicants will have to provide their banking details for payment purposes or their bank of choice for a cash transfer. How do I apply for this SRD Grant – Reference A makes provision for an online link “[click here to apply online](#)”

Or you can use any of the following channels:

- **Email:** srd@sassa.gov.za
- **WhatsApp:** 082 046 8553
- **USSD:** *134*7737#

You only have to apply once on one channel and not many times on every channel.

SASSA will only process one application received from each applicant.

Social relief of distress is a temporary provision of assistance intended for persons in such dire material need that they are unable to meet their or their families' most basic needs.

Social Relief of Distress is paid to South African citizens or permanent residents, who have insufficient means and meet one or more of the following criteria:

Reference B:

- The applicant is awaiting payment of an approved social grant.
- The applicant has been found medically unfit to undertake remunerative work for a period of less than 6 months.
- The bread winner is deceased and application is made within three months of the date of death.
- No maintenance is received from parent, child or spouse obliged in law to pay maintenance, and proof is furnished that efforts made to obtain maintenance have been unsuccessful.
- The bread winner of that person`s family has been admitted to an institution funded by the state (prison, psychiatric hospital, state home for older persons, treatment centre for substance abuse or child and youth care centre).
- The applicant has been affected by a disaster as defines in the Disaster Management Act or the Fund Raising Act, 1978.
- The person is not receiving assistance from any other organization or.
- Refusal of the application for social relief of distress will cause undue hardships.

Period of Social Relief of Distress (New Policy)

Social Relief of Distress is issued monthly for a maximum period of 3 months. An extension a further 3 months may be granted in exceptional cases.

Note: *No person who is in receipt of social grant may receive the grant and social relief of distress simultaneously. Any person who receive both social relief and grant at the same time must repay the value of the social relief of distress received. This will be recovered from any social grant payment, including an arrear payment. However, where the person who is in receipt of a social grant received social relief of distress as a result of a disaster, that amount will not be recovered.*

Reference C:

SASSA have released details on how to check up on the status of your unemployment grant application. Find out how to apply here.

by **Dan Meyer** 2020-05-29 12:13

Millions of South Africans are now reliant on their South African Social Security Agency (SASSA) SRD grant payments, and the social financier has now outlined exactly how you can track the status of your payment.

The COVID-19 Social relief of distress (SRD) grant is a fund that was recently introduced to assist members of South African society who do not have any income, nor receive any assistance from the Unemployment Insurance Fund (UIF) or other social relief mechanisms.

After a slow start, SASSA have now released comprehensive instructions on how to receive your R350 grant.

WHO CAN APPLY FOR THE SRD GRANT?

- You are eligible to apply if you are:
- A SA citizen, permanent resident or foreign national registered with home affairs;
- Resident within the borders of SA;
- Over 18;
- Unemployed;
- Not receiving any income;
- Not receiving any social grant;
- Not receiving unemployment insurance benefit and do not qualify for such;
- Not receiving any stipends from the National Student Financial Aid Scheme (NSFAS);
- Receiving no other government COVID-19 response support; and
- Not a resident in a government funded or subsidised institution.

HOW TO APPLY FOR THE SRD GRANT:

When applying for the R350 SRD grant, one cannot go directly to a SASSA office and must apply electronically. No paper based applications are accepted. To apply, you must reach out to SASSA through one of the following channels:

- WhatsApp: **082 046 8553**;
- USSD number on your mobile phone: ***134*7737***;
- Email: srd@sassa.gov.za;
- Reach out to the call centre: **0800 60 10 11**; or

- Visit <https://srd.sassa.gov.za>

Your application should not contain attachment documents, and should only contain a residential address with your motivation. After your application has been sent, you are providing SASSA with the right to verify your financial information against government data including that of the South African Revenue Service (SARS).

Do not provide your banking details in your initial application. Once your application has been verified, SASSA will request your banking details.

HOW TO CHECK THE STATUS OF YOUR APPLICATION:

SASSA announced on Friday 29 May that the application status tracker is now live, and applicants can keep up to date with it by typing <https://srd.sassa.gov.za/sc19/status> into their browser.

The application is totally free of charge. SASSA warned that there are scam artists selling “application forms” which are not legitimate and should be ignored.



[@SASSA](https://twitter.com/SASSA)

Our online status check is live. Click on or copy and paste this URL on your browser <https://srd.sassa.gov.za/sc19/status> to check progress on your COVID-19 SRD grant. [#keepsafe](#) [#sassacares](#) [@SAGovnews](#) [@GovernmentZA](#) [@The_DSD](#) [@nda_rsa](#) [@GCISMedia](#)



USING USSD ON YOUR PHONE:
***134*7737#**

Reference D

SASSA MEDIA STATEMENT To: All Media 25 May 2020

Level 3 Lockdown Announcement Enables Faster Payment Of Covid-19 Grants Sunday's announcement by His Excellency President Matamela Ramaphosa in response to the Corona virus epidemic brings much needed hope to the country. It also enables SASSA to accelerate the pace of paying out the COVID-19 Social Relief of Distress grant. In terms of the move to level 3 of the lockdown, government services will commence full reopening from 01 June 2020. At the moment SASSA is operating with a third of its staff during level 4 and a move to level 3 will increase human resource capacity drastically so that payments are made quicker than it is the case currently.

Much progress has been made in preparing for the payment of large numbers of the COVID-19 Social Relief of Distress grants. SASSA started using WhatsApp for applications but had to move to other platforms like the srd.sassa.gov.za website and Unstructured Supplementary Service Data (USSD). This was after the WhatsApp system was flooded with unprecedented numbers of applications per hour, which it struggled to cope with. The situation was also further challenged by the fact that applicants tried to upload supporting documents through the various platforms, despite this not being necessary. All these application channels have been stabilised and the application process is now significantly smoother.

After increasing capacity of the application channels, SASSA moved swiftly to testing the payment side of its system. A sample of 10 beneficiaries was used to test the efficacy of the payment mechanism and 9 were successfully paid. One applicant had captured his banking details incorrectly. This has since been corrected. This payment test should be seen for what it is. Just under 5 million applications have been received and this figure includes duplications, incomplete and invalid applications. Some applicants were sent messages to provide banking details and they are requested to respond as quickly so that they can be paid before month end.

Unbanked applicants will be paid through money send using an ATM of their choice. SASSA will finalise contracting for this facility with the banks today so that such payments can be made this week. Beneficiaries can also open accounts at their nearest post office.

It was important for SASSA to only start paying out this grant after tight systems have been established and tested to avoid wasteful expenditure and fraud. It has not been as easy as it has been made out to be in media circles due to the dependencies along the value chain.

The mammoth task of ensuring that the correct and deserving individuals are paid has started in earnest. This process involved intense negotiations with institutions in the value chain and this unfortunately accounted for the delays that were encountered. These delays proved to be worth it, given the number of applicants that could be excluded during the process as they are either in receipt of social grants or UIF – two factors which expressly disqualify applicants from receiving this grant.

SASSA CEO Totsie Memela however extended an unreserved apology to those inconvenienced by the slower than expected process. "We received just under 5 million applications for this new grant and we had to compare information provided by applicants with other government and private databases to ensure that people with an income and recipients of other social grants are not included in these applications. In addition, we had to remove duplicated and incomplete applications which account for nearly 50% of all applications received. Up to now, we have eliminated a number of undeserving applicants and this has saved the Fiscus close to R14 million which could have sky-rocketed to over R81 million by October. As soon as the vetting of applications is completed, the payments will start rolling in at an even faster pace".

Citizens are reminded that no applications for the special COVID-19 relief grant will be taken at SASSA offices because only electronic applications are accepted.

In order to comply with the restrictions on services during level 4 of the lockdown, SASSA local offices have specific dates on which they attend to selected grants. On Mondays and Tuesdays local offices strictly attend to applications for Old Age Grants On Wednesdays and Thursdays local offices strictly attend to applications for Child Support Grants and foster child grants. Fridays are reserved for admin purposes as well as to deal with referred cases from previous days.

Issued on behalf of SASSA Media enquiries: Paseka Letsatsi (Spokesperson) 082 883 9969