



MOGALE CITY LOCAL MUNICIPALITY

INDIGENT BURIAL POLICY

2025 -2026

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APPROVED

DEFINITIONS

For the purposes of this policy, the following definitions shall apply:

Municipality : Means Mogale City Local Municipality

Policy : Indigent Burial Policy of Mogale City Local Municipality.

Indigent : Any household which is responsible for the payment of services and rates, earning a combined **gross income** equivalent to or less than two times government pension grants as prescribed by the National Treasury or in line with the National Indigence Framework issued by the Department of Corporate Governance and Traditional Affairs Government (COGTA), who qualify, according to the Policy, for rebates/remissions or a services subsidy. (Poor is a synonym of indigent hence a definition of poor is not repeated in this Policy). Examples hereof include pensioners, the unemployed and child-headed families who are unable to fully meet their obligations for municipal services consumed and property taxes on their monthly accounts. Any other Government grant such as Foster Care, Care Dependency, Child Support Grant, Grant in Aid, Social Relief of Distress received by such households will not be considered as additional income.

Deemed Indigent Household: Individuals who live together in a single residential property and qualifies for indigent relief based on the geographical (Informal settlements) area and value of property (RDP) as determined in terms of general valuation.

Child : A child means a person under the age of 18 years.

Child-Headed Household : A household where the parent, guardian or caregiver of the household is terminally ill, has died or has abandoned the children in the household. A household where anyone under the age of 18 years has assumed the role of a caregiver in respect of the children in the household.

Gravesite : A single standard grave per deceased person dug to the required specification and provided free of charge to the indigent family. This grave shall exclude coverage of **caskets**, tombstones and related decorative and memorial finishes.
: Special conditions will be considered if the body is an oversize.

Contracted Undertaker : Means a registered undertaker appointed by the Municipality to provide indigent burials.

Municipal official	: An employee of Mogale City Local Municipality who is duly mandated by the Municipality to conduct an assessment of the indigent family`s circumstances.
Foreign National	: Refers to a non-South African citizen who is in the country legally or illegally.
Resident	: Refers to a person who lives in a particular area for a long-term Period. For the purpose of this policy, a resident will be a person who lives in the area that falls under the jurisdiction of Mogale City Local Municipality.
Destitute	: Refers to extremely financially poor individuals or family who lack the means to provide for themselves.
Verification officer	: Refers to an official or ward committee member or councilor or community liaison officer duly authorized by the Municipality to verify the status of an applicant for indigent burial.
Councilor	: Means a member of a municipal council.
Applicant	: Any member of the indigent household/next of kin/ partner/ community member submitting a burial application on behalf of the deceased indigent person.

CHAPTER 1 (SECTIONS 1-3)

POLICY AIMS AND OBJECTIVES

1. AIM OF THE POLICY

- (1) The aim of the Indigent Burial Policy is to provide a framework on how the Municipality should assist community members within Mogale City Local Municipality, who are unable to afford their loved ones a dignified burial due to their socioeconomic conditions.

2. LEGISLATIVE FRAMEWORK

- (1) The policy is based on the following legislation:
- (a) South African Constitution, Act no. 108 of 1996 (section 10).
 - (b) Health Act, no. 63 of 1977.
 - © National Framework for Municipal Indigent Policies (2005)
 - (d) Mogale City Local Municipality Indigent Management Policy

3. OBJECTIVES OF THE POLICY

- (1) To provide procedures and guidelines for assisting indigent families who are unable to afford a decent burial for family members within the financial capacity of the municipality.

CHAPTER 2 (SECTIONS 4-6)

POLICY PRESCRIPTIONS

4. ELIGIBILITY CRITERIA

- (1) Persons applying for indigent burial must qualify in terms of the following criteria:
 - (a) Families with a total household income of not more than two Government old age pensions, and 2 Child support grant per month.
 - (b) Vulnerable groups who are characterized by socioeconomic challenges.
 - (c) Child- headed households.
 - (d) Residents of Mogale City Local Municipality. The applicant must provide proof of residence of the deceased from the councilor.
 - (e) Indigent families who have a funeral plan or life insurance cover for the deceased will be required to declare such cover and will not be eligible for the subsidized burial, unless confirmation in writing by the undertaker is submitted, regarding limited affordability to bury the deceased.

5. SUPPORTING DOCUMENTS FOR APPLICATION

1. The following supporting documents will be required when applying for **Indigent burial**:
 - (a) Certified copy of Identity document of the applicant/s
 - (b) Request letter from the Councilor.
 - (c) Proof of residence of the deceased from the Councilor
 - (d) Affidavit from the applicant/s declaring socio-economic status
 - (e) Affidavit declaring identity of the deceased if he/she did not have an identity document.
 - (f) Certified Identity copy of the deceased (If applicable)
 - (g) Proof of birth from Hospital (Still born)
2. The following supporting documents will be required when applying for **gravesite request**:
 - (a) Certified copy of Identity document of the applicant/s
 - (b) Request letter from the Councilor
 - (c) Proof of residence of the deceased from the Councilor
 - (d) Certified Copy of Death certificate
 - (e) Burial order
 - (f) Notice of interment
 - (g) Copy of latest pay slip or recent 3 months bank statement of the applicant. (Declare on affidavit if no bank account.)

- (h) Copy of burial policy/ letter from undertaker declaring that there is no cover for gravesite.

6 POLICY CONDITIONS

6.1 FULL INDIGENT BURIAL

- a) The applicant shall provide the Municipality with a declaration of his or her indigent status through an affidavit.
- b) b) The applicant shall provide the Municipality with a certified copy of his or her identity document.
- c) A certified copy of the deceased's South African Identity document and certified copy of the death certificate if available shall be provided by the applicant.
- d) Mogale City Local Municipality will bear the costs for the provision of the burial services as outlined below.
- e) Only people who reside within the boundary of Mogale City Local Municipality will be considered for indigent burial.
- f) Mogale City residents who die outside the boundaries of the Municipality will be assisted with indigent burial provided that the family bears the transport costs from the place of death to Mogale City.
- g) A family member of the deceased or a competent person, if no family member can be found, may make an application to the municipality for the burial of the deceased.
- h) The socio-economic status of the family will be verified by the social worker /social auxiliary worker and a report will be submitted for approval.
- i) The Municipality shall provide the applicant with a **standard grave** for the burial of the deceased with the provision that additional same family indigent members be buried in the same grave to a maximum of 2 people.
- j) Undertaker/s will be contracted by the Municipality to render the burial service.
- k) If there is no undertaker appointed, Service providers from a panel list of Mogale City undertakers will be sourced to provide a burial service. In case of an emergency where the deceased died at home outside the normal working hours of the Municipality, deviation will be implemented to contact a service provider without quotations in line with Supply Chain Management Policy, Section 36(1) (a) (i) "the Accounting Officer may dispense with official procurement processes established by this policy and to procure any goods or services through any convenient process, which may include direct negotiation, but only in an emergency".

- l) The deceased will be buried in a designated grave with a standard coffin or oversize coffin, where the body requires such, at a cemetery within Mogale City Local Municipality.
- m) Applicants who are not registered with the Municipality as Indigent but qualify upon assessment will be referred to the indigent office for registration on the Indigent Management programme.
- n) Applicants from areas declared deemed indigent according to the indigent Management Policy will be considered for Indigent Burial policy.
- o) EXCLUSIONS – DEEMED INDIGENT HOUSEHOLDS
- p) Indigent burial application will be withdrawn where upon investigations by officials that the deemed indigent household, including occupants/residents and/or dependents residing on the property receive significant benefits or regular monetary income that is above the indigent qualification threshold.
- q) The Municipality shall not permit the contracted undertaker to issue out documents to applicants who want to claim from policies after the indigent burial has been conducted.
- r) CREMATION: will be allowed only if the cost of cremation is less than the amounts stipulated on the policy below.
- s) The Social worker's or Auxiliary Social Workers' recommendation, upon investigations and socio-economic circumstances of the family, may overrule all of the above.

6.2.1 The total Indigent Burial package for the year 2025 -2026 will be based on the Consumer price Index (CPI) for services, projected at 4.5% for 2025, plus

R1200.00, Doctor's fees:

- (a) R5 135.00 (Five Thousand, one hundred and thirty five Rand) for Still born infants.
- (a) R7 784.00 (Seven thousand, seven hundred and eighty four Rand) for children aged 0 months up to 6 years.
- (b) R8 782.00 (Eight thousand, seven hundred and eighty two Rand) for persons 7-18 years.
- (c) R9 630.00 (Nine thousand, six hundred and thirty rand) for persons older than 18 years.
- (d) R10 410. 00 (Ten thousand, four hundred and 10 rand) for burial with an oversized coffin.

6.2 GRAVE SITE ONLY REQUESTS

Requests for grave sites only will be considered under the following conditions:

- a. The Municipality shall provide a **standard grave site** or provision shall be made for an oversize coffin.
- b. The applicant shall submit an affidavit, in the absence of proof of income, the applicant must provide a bank statement not older than 3 months.
- c. Applicants from areas declared deemed indigent according to the indigent Management Policy, will be considered for Indigent Burial policy.
- d. Approval for a free gravesite will be based on the investigation and outcome report of the Social Auxiliary Worker/ Social Worker.
- e. Requests for assistance with gravesite must be submitted to Community Development Services Department at least four (4) days prior to the burial date. This makes allowance for the Department to do an assessment and submit a report for consideration.
- f. The family should be declared indigent in terms of Indigent Management Policy of MCLM to qualify for gravesite assistance.
- g. With the urban context, only people who are registered as indigent or are eligible to be registered as indigent with Mogale City Local Municipality will qualify for a free gravesite.
- h. An application for a gravesite by a household that is not declared as Indigent in terms of Indigent Management Policy will be required to make 50% payment cost towards the gravesite and will be subjected to Indigent Management application process.
- i. Burial services of approved indigent applicants will be conducted between week days only, excluding public holidays, as of the Department of Integrated Environmental Management (DIEM) by-laws.

6.3 BURIAL SERVICES PACKAGE

The burial services package provided by the Municipality shall comprise of the following:

- 6.3.1 Undertaker appointed by the Municipality.
- 6.3.2 Fetching the body of the deceased, storage, and preparation of the body for burial.
- 6.3.3 Gravesite for a standard coffin or oversize coffin where applicable.
- 6.3.4 Coffin as specified to the Undertaker by the Municipality.
- 6.3.5 The service provider is allowed to remove the deceased within the borders of Mogale City Local Municipality.
- 6.3.6 The service provider is responsible for the removal of the deceased from the place of death, storage, and preparation of the body for burial.
- 6.3.7 Provision should be made for the transportation of three (3) family members for the identification of the deceased.
- 6.3.8 Provision of hearse/dedicated vehicles for the transportation of the deceased from mortuary to home and cemetery.
- 6.3.9 Provision of a seven (7) seater vehicle for the transportation of family from home to cemetery and back.
- 6.3.10 Provision of coffin as per agreement between the service provider and the municipality.
- 6.3.11 A tent and chairs for the family at the cemetery.

6.4 PERFORMANCE MONITORING

- 6.4.1 Appointed service providers will be monitored, on Monthly basis, for their services by Social Development.
- 6.4.2 Close out reports from Social Workers and Auxiliary Social Workers will form part of the assessment.

NB: Family cultural rituals will be done at the cost to the family.

CHAPTER 3 (SECTION 7)

POLICY IMPLEMENTATION

7. IMPLEMENTING STRUCTURES

- (1) The implementation of this policy will be led by the Department of Community Development Services in collaboration with the Department of Integrated Environmental Management and supported by councilors.

(a) Community Development Services:

- (i) Coordinate and guide the implementation of this policy.
- (ii) Develops administrative guidelines that will guide the implementation of this policy.
- (iii) Receives referrals and conducts assessment of family circumstances to verify if the household meet the indigent burial support criteria in terms of this Policy.
- (iv) Head of Department of Community Development Services Department or a delegated official approves the application and refers the approved application to the contracted undertaker for action. In a case of gravesite requests, the approved report will be submitted to the Department, Integrated Environmental Management.

(b) Integrated Environmental Management:

- (i) Provision of the gravesite on written request by the Department: Community Development Services.
- (ii) Provision of grave number.

(c) Roles of Councilor:

- (i) Inform Social Development (Manager/ Assistant Manager) office through an SMS, email, to report the death of an indigent person.
- (ii) A written request letter by the Ward Councilor must accompany the supporting documentation during application process by the bereaved family.
- (iii) Assist in information dissemination between the family and Community Development Services Department.
- (iv) In the absence of the Ward Councilor and the PR Councilor, the Social Workers' report will be accepted.

(d) Contracted Undertaker

- (i) The service provider must be available seven (7) days per week, 24 hours per day for referral of indigent persons by authorized municipal officials.
- (ii) The contracted undertaker must contact the bereaved family 24 Hours upon receiving the burial referral from the Municipality.
- (iii) The undertaker must await the approved referral from Social Development before making funeral arrangements with the bereaved family.**
- (iv) The undertaker must also inform Social Development about the burial date.**
- (v) The undertaker will be responsible for fetching the deceased from place of death, storage, preparation of the body and burial.
- (vi) The undertaker must register the death with the Department of Home Affairs and obtain the burial order and death certificate.
- (vii) The service provider will be responsible for processing documents for burial, and the family is restricted from claiming burial documents from undertaker.
- (viii) The burial turnaround time should not exceed 10 days from the date of referral to date of burial. An extended period shall only be authorized by a delegated municipal official depending on the validity of reasons.
- (ix) Burial services of approved indigent applicants will be conducted during week days.
- (x) The following shall be provided by the Undertaker to the Municipality after burial, for payment to be processed:**
 - 1. Burial order.
 - 2. Grave number.
 - 3. Death certificate and
 - 4. A valid Tax Clearance Certificate
 - 5. Invoice.
 - 6. Notice of Internment.

CHAPTER 4 (SECTIONS 8-11)

POLICY MONITORING AND REVIEW

8. POLICY MONITORING:

- (a) A Service Level Agreement shall be entered into between the Municipality and the contracted undertaker.
- (b) An updated database of indigent burials shall be kept by Community Development Services Department.
- (c) The Department, Community Development Services shall.
 - (i) Prepare quarterly reports with financials.
 - (ii) Present the reports to the Social Development Portfolio Committee.
 - (iii) Provide the bereaved family with the post evaluation form to rate the service rendered by the undertaker.

9. POLICY REVIEW:

- (a) The Indigent Burial Policy shall be reviewed annually.
- (b) The Policy review shall be approved by Council of Mogale City Local Municipality as part of the Budget related policies.

10. SOURCE OF FUNDING FOR THE IMPLEMENTATION OF THE INDIGENT BURIAL POLICY

- (1) The Municipality shall include in its annual budget,
 - (a) An amount approved by the Municipality for Indigent Burial.

11. AUDITING

- (a) Audits will be conducted by the Internal Audit Division in line with the Audit Plan.