Identification as an *enabler* for G2P in South Africa - *ID4Africa*

Nairobi – Kenya | 23 May 2023

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Presentation Outline

- Context

- Value of Identification in the G2P context

- Current status of the G2P Payments Intervention

- Enabling strategic partners

- Challenges

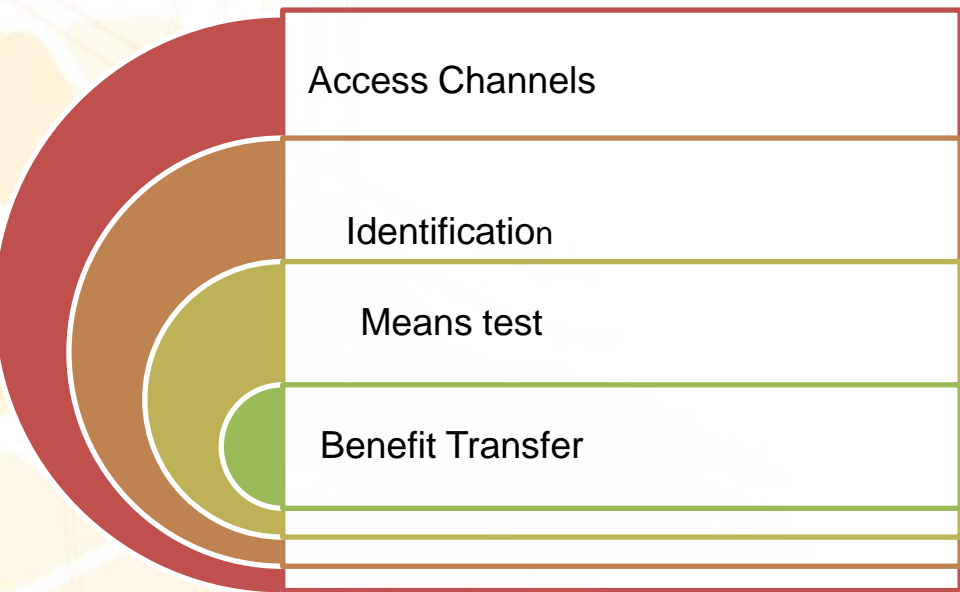- The future we see with improved identification of clients

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Context – key to the South African G2P Programme

Access Channels

Identification

Means test

Benefit Transfer

- **Access Channels** = How do the applicants access the services with ease

- **Identification** = How do we correctly identify the applicants who have applied for services

- **Means test** – how do we test or verify if there are other sources of income not disclosed

- **Benefit Transfer** = How do we transfer funds and how do clients access this funds once transferred

Note: Identification is key in accessing the South African G2P Programme . Most services operate on the principle of No id , No access to services

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Value of identification in the South African G2P context

What were we solving for?

45% of the population lived under the poverty line (Stats SA). The poorest 10 percent of the population live on an average monthly income of just R352 per month

Table 1: Mean monthly per capita income by population decile, in February 2020 Rands

Decile	1	2	3	4	5	6	7	8	9	10
Monthly Income	R352	R603	R829	R1,127	R1,497	R1,983	R2,737	R4,107	R7,473	R25,214

Covid-19 was expected to impact unemployment and underemployment informal workers

Informal employment constituted 30% of total employment in the country

Since lockdown, respondents to the Stats SA Covid 19 Survey, reported that hunger increased from 4.3% to 7.0%

Note : Key to the above was the ability of the South African Government to identify everyone who was affected

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G2P Opportunity in our context

24 March 2020
- March 2020 – President of the country announced nation-wide lockdown

21 April 2020
- President announced a new Social Relief of Distress financial support for South Africans

30 April 2020
- Minister of Social Development announced measures to implement the interventions

09 May 2020
- The Regulations governing the Covid19 Social Relief of Distress (SRD) financial support are published

11 May 2020
- Minister of Social Development launches the grant

15 May 2020
- SASSA pays its first clients for the SRD R350 grant with a newly developed online electronic system

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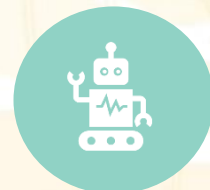Social Development
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Virtual Access Channels – Covid19 SRD

WhatsApp

Website

Chatbot

Email

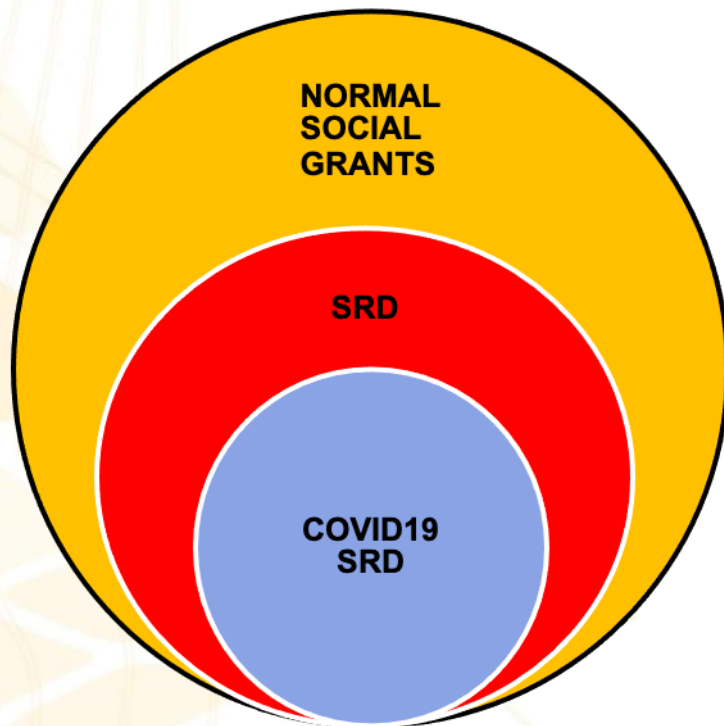# Current Status of G2P Landscape – Social Assistance Programme

Social Grants Landscape in a Nutshell

- **Normal Social Grants** = Older persons, Disabled, Children Grants.

- **Social Relief of Distress (SRD)** = Assistance issued in case of a Disaster which may include none financial means of support.

- **Covid19 Social Relief of Distress** = introduced in 2020, issued in cash and the monthly benefit is capped to a predetermined amount

Social Grants Disbursed

Grant Type	Number Of Approved Beneficiaries - April 2023
Old Age	147874
Care Dependency Grant	7366417
Child Support Grant	6290
Combination	1026826
Disability Grant	195088
Foster Child Grant	3872741
Old Age Grant	147874
War Veteran	16
Covid19 SRD	8164191
Total Without SRD	**12 763 126**
Total Incl Covid19 SRD	**20 927 317**

Note : *Our ability to process this payments monthly is highly dependent on the strategic relationship we have with the Ministry of Home Affairs in South Africa – identification of applicants & verification of life prior to transfer of benefits*

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Monthly Data Processing – Special SRD Grant

Pay-period	Total Applications	Total Approved
May-20	6 605 445	4 424 458
Dec-20	9 663 776	5 931 830
Apr-21	10 000 953	5 942 246
Sep-21	13 824 477	9 459 042
Oct-21	14 423 062	9 821 539
Dec-21	14 987 728	10451549
Jan-22	15 163 564	10 451 360
May-2023	14 259 493	8 164 191

Strategic Partners

Enabling Strategic partners

- Department of Home Affairs*
- PERSAL (Government Personnel Salaries)
- Government Employee Pension Fund
- Department of Correctional Services
- National Student Financial Aid Scheme

- South African Revenue Services
- Unemployment Insurance Fund
- Banks through Banking Association of South Africa
- Central Bank & National Treasury

Note : *Key to this partnerships is API's that uses an ID Number as a unique identifier of each applicant

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Challenges

Challenges:Implementation stage

Multiple clients using a single cellphone number to apply
- ✓ Up to 400 clients on one number
- ✓ Ownership identification is an issue
- ✓ Problematic for communication purposes and mitigation of fraud

Procurement Turnaround times in Government too cumbersome for this type of interventions.
- ✓ Impacting on operationalization efforts

Payment of clients through Mobile Cellphones / e-wallets
- ✓ Matching the client to the cellphone number (Condition by Minister of Finance requirement)
- ✓ Poor identification controls for allocation of sim cards by MNO's
- ✓ Challenges with accessing the Mobile Operator Databases
- ✓ E-wallet ecosystem in the country not as mature and popular like in the rest of the continent

Identification and the need to ascertain validity of the clients
- ✓ Digital Identification infrastructure not yet in existence

Need for centralized Database
- ✓ Other Government Departments and related stakeholders reluctant to share their data due to other laws which created phobia amongst entities
- ✓ Inclusion / exclusion errors due to data purity

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Challenges : Client relation

T&Cs and other information details collected earlier
- ✓ Declaration and Consent
- ✓ Banking details and other personal information

Clients not having bank accounts or cellphone devices
- ✓ It is a fact all social grants recipients receive their benefits in a bank account, but there is still a margin of clients without an account
- ✓ Majority of the population now have some communication devices of their own, it remains a concern that most clients use devices not registered in their names but that of a relative, etc

The future we see through improved identification of clients

The future we see ahead of us

Improve relations between SASSA and Ministry of Home Affairs in South Africa

Biometrics used as another form of identification for potential clients

Increase digitization efforts within the social assistance space in South Africa

Public, Private Partnerships relations expanded – work in progress

Cooperate with responsible government stakeholders on the efforts for establishment of a Central Database .

Better collaboration with the banking industry and influence the on-boarding processes and biometric enrollment for clients

Improved collaboration and liaison with Central Bank and National Treasury

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Better compliance to PoPIA

Protection of Personal Information Act (PoPIA or POPI Act)

All you need to know in plain English
Fast track your compliance

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TOGETHER, we can improve identification for the clients we serve