

SASSA ADVANCING THE AUTOMATION AGENDA

By: Zethu Khoza

SASSA was established in 2006 and has since inception been progressively effecting automation and digitization to improve service delivery. This was seen from the move from cash payments to electronic payments via the introduction of SASSA branded smart card which could be used anywhere in the country and had an option of biometric or PIN verification. All this could not have been achieved without the extensive improvement of the internal systems to strengthen security and render effective and efficient services which have noticeably reduced the application turn-around-time immensely, from 30 days to same day.

SASSA Online Social Grant Application

The benefit of automation and digitization is that services could be accessed without leaving your doorstep. SASSA is thus introducing the Online Social Grant Application which aims to offer clients an option to complete the application at a convenient location. This remote self-service will be possible on both a computer and a mobile phone. This will enable access to the following SASSA services:

- ❖ Applications for grants for Older persons, Foster Child, Child Support;
- ❖ Online submission of the required supporting documentation linked to the application;
- ❖ Change of circumstances (Payment method, banking details, address);

To access this service, clients need to have an email address to sign up and to be able to login for further services.

Feedback to clients will be sent through SMS notification to applicants where there is no email and Email response where applicant chooses to be contacted by email.

A receipt will be generated when the application is completed.

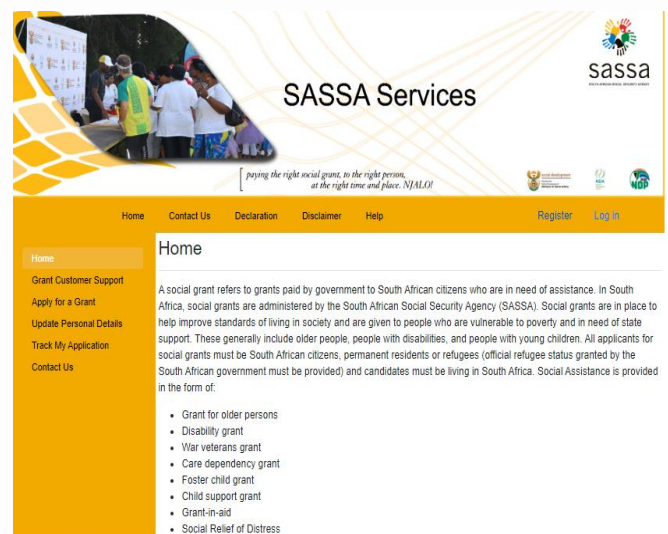
Piloting the online Social Grant Application

The development of this service has been finalized and SASSA will be embarking on a pilot to test it in a live environment. **The testing is planned to commence on 14 September 2020 and run up until 25 September 2020.** The system will be opened to the public during this period to test it. SASSA is therefore inviting members of the public to make use of the online services to make applications for Older Persons, Foster Child and Child Support grants and change of payment method or addresses.

This is the website to be used to lodge an application: <https://services.sassa.gov.za>. **It is important to note that required supporting documents to be attached must be certified.** Clients can certify these documents at the nearest police station or through any commissioner of oaths.

Applicants who do not have ID documents or birth certificates who wish to apply for social grants will have to do so in person at the SASSA offices.

This is how the SASSA social grant application website would look like:



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