



Indigent management for South African municipalities

Registration, verification, decisioning, service activation and annual renewal - one auditable record, from the first visit to the tap.

WHAT IT DOES

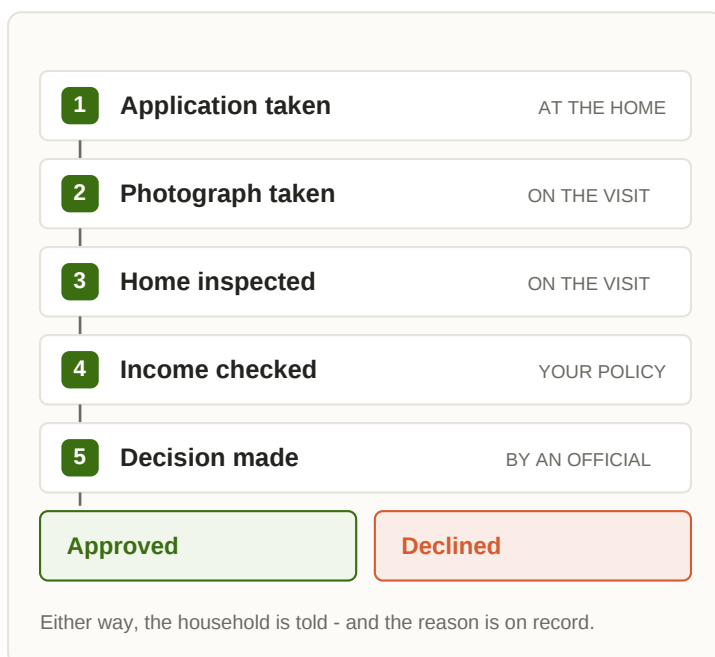
One record, carried the whole way.

An indigent application is captured once, in the field or at the office. The same record is then verified, decided, activated and renewed - so nobody re-keys it, and anyone can say where it stands.

- Capture in the field**
Household details, income, an applicant photograph and a site inspection - taken on a phone, in one visit.
- Works with no signal**
Captures save on the device and send themselves the moment a connection returns. Nothing is lost to a dead spot.
- Independent verification**
Identity, income and property are confirmed against third-party sources - not only the documents handed in.
- Your policy decides**
Steps and thresholds follow your own indigent policy, and can be changed without new software.
- A named decision**
An official approves or declines, with the reason recorded. The household is told either way.
- Service activation**
Approved households are published as an mSCOA-aligned file, keyed on account number, that finance imports on its own cycle.
- Renewal on your terms**
Set the review period your indigent policy requires; the system brings those records back when it is due.
- Full audit trail**
Every capture, check and decision is written down as it happens: who, when and why.

HOW IT LOOKS

THE PROCESS



THE FIELD APP

New application

OWNER NAME
T. Mokoena

ID NUMBER
8*****83

MONTHLY INCOME
R 2 400

PHOTOGRAPH
Captured

INSPECTION
-

Saved on this phone
Sends when there is signal

BILLABLE SERVICES

The work around the system.

Quoted separately from the annual subscription. Rate cards available on request. Nothing here is bundled into the licence fee, and nothing here is compulsory.

Getting the register right

- Indigent policy review
- Historic register audit
- Data migration

Getting into the field

- Community engagement & awareness
- Local field agent sourcing
- Field device management
- SIM & data connectivity
- Staff training
- Project advisory & planning
- Project management

Keeping it right, year after year

- Annual re-registration campaigns
- Deceased & duplicate sweeps
- Audit support
- Financial system integration
- Workflow configuration
- Verification & screening

AT A GLANCE

FEATURE	YES / NO	FEATURE	YES / NO
Automated screening	Yes	mSCOA-aligned output	Yes
Field verification	Yes	API integration	Yes
Annual renewal	Yes	White label	Yes
SMS notifications	Yes	Data migration	Yes

INCLUDED

- No limit on field agents or applicants
- No usage limits
- Your own private instance and web address
- Server hosting and backups
- Workflow configured to your policy
- Full reporting and audit trails
- POPIA aligned, hosted in South Africa

EXCLUDED

- Handheld devices
- SIM cards and data connectivity
- SMS credits
- Per-lookup verification fees

IN USE TODAY

Rustenburg Local Municipality, Dr Pixley Ka Isaka Seme Local Municipality and Ntiyiso Consulting - thousands of applications on live registers. Also available white-labelled.

See it running

www.ubuntusoft.co.za - three short films and a live demo

[Book a demo](#)