

MEDIA RELEASE PSA calls for efficiency in dispensing of old-age grants in Limpopo

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The Public Servants Association (PSA) is shocked to hear about the challenges faced by senior citizens in Limpopo to obtain the old-age grant.

“Limpopo is a highly-rural area, leaving elderly people depending on Post Offices to get their money on time. The PSA has learnt that at some Post Offices, money runs out while beneficiaries are waiting in queues. This results in them having to make several trips before they receive payment. The South African Social Security Agency (SASSA) and the South African Post Office are aware that some elderly citizens have to rely on rented cars or public transport at great expense to get to Post Offices. It is unacceptable for elderly citizens to incur unnecessary costs on multiple trips because of the inefficiencies of these institutions,” said PSA Provincial Manager for Limpopo, John Teffo.

“The PSA is also aware of elderly people who are complaining about not receiving their money because their cards were used at some banks to withdraw money or their cards are not activated. In some instances, the dates of transactions are prior to the issuing of the card to the beneficiary. The PSA calls for the thorough investigation of such reported cases. The sad part is that such beneficiaries are made to sign fraud-related forms and are told that their matter is with the forensic unit while they are suffering. They sent up and down between SASSA and the Post Office, with no concrete answers or commitment to resolve their problems,” said Mr Teffo.

“SA Post Office CEO, Mr Mark Barnes, gave social grant beneficiaries the undertaking that all logistical glitches with the distribution process involving SASSA grants would be fixed by 1 October 2018. Elderly people are, however, still experiencing problems. The PSA calls on SASSA and SAPO to ensure that *Batho Pele* principles are applied in rendering a quality service to the most vulnerable people of our society,” said Mr Teffo.

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