

Title	Matjhabeng Local Municipality Indigents Digital System
Organisation	Matjhabeng Local Municipality, Free State Province
Innovation	The Matjhabeng Local Municipality's Indigents Digital System revolutionises social assistance access in the Free State province by introducing a seamless, paperless system. This online platform empowers citizens, especially those in under-served rural areas, to apply for indigent support anytime, anywhere, using any internet-enabled device. Unlike the outdated manual system, which requires in-person submissions, paper forms, and lengthy processing times, this digital solution eliminates delays, reduces errors, and cuts administrative costs. By replacing cumbersome paperwork with secure, user-friendly interface, the platform ensures faster approvals, real-time tracking, and greater transparency.
Impact	The system improves service delivery by speeding up application processing, reducing administrative bottlenecks, and ensuring equitable access to social support. The elimination of paper-based submissions reduced processing delays, enabling quicker approval and disbursement of benefits to eligible applicants. There is also greater accessibility for citizens in rural and under-served areas, who are able to apply remotely without having to travel in order to submit applications. The administrative burden is also reduced by applying automation, which eliminates manual data capture, associated errors and freeing staff to focus on verification and support. Digital tracking ensures real-time status updates for applicants while reducing opportunities for fraud or misplaced documents. It has improved data-driven decision-making by centralising digital records that enable better reporting, trends analysis, and targeted resource allocation for improved welfare programs.