

REPORT TO OUTLINE THE INCIDENCES WHERE VOLUNTEERS APPEAR TO BE UNPAID BY THE KHA RI GUDE CAMPAIGN

Complaints of non-payments by volunteers

We are aware that a number of volunteers have complained that they are not being paid to the Provincial Education Departments, their MECs, or even to the Minister of Basic Education. It must be pointed out that *Kha Ri Gude* does not pay a “salary” to its volunteers. Volunteers are paid a stipend which is contingent on volunteers meeting a number of pre-defined criteria. This “outcomes-based payment” is necessary for reasons of accountability and also to ensure that the learners are not compromised. It is also essential for ensuring the integrity of the payment system (which has been checked at our own request by the Auditor General). The insistence on educators adhering to quality delivery criteria is critical for the integrity of the Campaign as a whole. Moreover, the payment system forms part of the ongoing monitoring and evaluation system, the payment of volunteers at all levels (coordinators, supervisors and educators) relies on their fulfilling certain quality performance criteria.

With more than 38 424 sites, it is necessary that we apply all due processes in dealing with payment and people are not simply paid as they are on the persal system.

Bearing in mind that we deal with up to 40 000 volunteers in a year, the incidences of non-payment are minimal yet they cause a lot of additional work, and result in high numbers of complaints to the authorities. Notwithstanding these regulations, 99% of the payments are up to date.

The payments for the 2010/2011 year are as follows:

2010/11 Stipend Payments as at 25 October 2010						
Description	Payment Attempt	Actual Paid	Bank Confirmed	Tax Difference	Bank Rejected	Bank Pending
Payments to Super Coordinators	54,816.00	60,600.00	54,816.00	5,784.00	-	-
Payments to Monitors	751,836.00	669,439.55	661,170.00	8,269.55	5,037.00	85,629.00
Payments to Coordinators	5,652,284.00	5,386,379.63	5,319,842.00	66,537.63	-	332,442.00
Payments to Supervisors	27,615,717.00	24,241,877.00	24,241,877.00	-	55,200.00	3,318,640.00
Payments to Volunteer Educators	144,586,610.00	125,693,089.00	125,693,089.00	-	456,625.00	18,436,896.00
Payments to Helpers	98,100.00	93,600.00	93,600.00	-	4,500.00	-
Subtotal	178,759,363.00	156,144,985.18	156,064,394.00	80,591.18	521,362.00	22,173,607.00

However, since the Kha Ri Gude system does not work like the PERSAL system. Payments are only made on proof of number of classes given, the number of learners in attendance and on lessons taught. I will provide a booklet outlining the rules for compliance for payment. These are necessary because if only a small percentage default, the result could be enormous given the amount of money paid out as stipends.

To be paid, the volunteer must supply a register approved by the supervisor, checked by the coordinator and of which a sample of 10% are checked by a monitor.

All volunteer and learner details (ID, Gender and Age) are checked by Home Affairs to eliminate possible ghosts and any “irregularities” are immediately removed from the system. At times, payments may be delayed if KRG suspects that there may be an irregularity. These are withheld until the investigation has been completed.

All bank details must be confirmed and in the event that a volunteer uses someone else’s account (because he/she can’t afford to open an account), both parties must inform the KRG office.

2009 Reason - Non Payment	Instances
Replacement Attendance	11
Awaiting Bank Response	
Bank pending	266
Payment Failed/rejected	68

2010 Reason - Non Payment	Incidences
Not Qualified	14
Not Authorised	212
Replacement of volunteer in process	62
Attendance register was not submitted	1131
Payment Failed/rejected	371

Reason for Not Qualifying
Number/Percentage of supervisor did not qualify This means that the supervisor did not ensure that a sufficient number of his volunteers complied with the criteria for attendance and number of classes.
Number/Percentage of VE did not qualify A supervisor is not paid if his educators had classes that fell

below the norm or did not teach sufficient number of classes. Each of these forms of non compliance are dealt with on a case by case basis and extenuating circumstances are considered.

Number of class were not sufficient
Volunteers are aware of the minimum number of classes to be taught each month. Again these incidences are dealt with on a case by case basis.

Explanation of descriptions	
Bank confirmed	Amount paid into volunteers' bank account. In 99% of the cases, we have no problems with bank payments being made to volunteers. In 2009 R290m was paid out in the form of stipends and this suggests that the system works well.
Bank rejected	There are two main reasons for bank rejects. The first is because the volunteer supplies incorrect banking details to the Campaign. As can be expected with first time bank users the volunteer is not able to differentiate between a bank account and bank code number. Often they supply the number on the bank card as the account number. Although we have introduced a system which requires them to provide “stamped” approval of bank details by the banks, with 38 000 volunteers it is inevitable that banks do not check these details and stamp without checking. The problem of wrong banking details submitted by the volunteers has improved over the years as people retain their bank accounts and as they become more bank literate. It is really necessary that banks provide banking literacy training to its new and first time account holders. The second reason for bank rejects is that banks have little regard for poor clients. They simply close an account of a person who does not have the minimum amount required in the account. They do not inform the client and so the client is unable to inform the KRG office since he/she is unaware that the account is closed. It takes a long time for banks to return the money to KRG and it takes a long time to contact the affected volunteer to obtain the correct banking details. All of this must happen in writing with bank approvals of the new account number and also the person’s signature – for very obvious reasons. In the past week the minister was approached by a person who had not been paid 3 stipends for 2009. This person had changed her account 3 times over a period of 6 months and at no stage did she inform the KRG office.

	While the numbers of rejects are small, the burden of extra administration is enormous as we need to have an audit trail.
Bank pending	It takes 5 working days to receive confirmation from all the commercial banks that deposits have been made into the indicated bank accounts. In many instances banks take far more than the 5 working days to clear the payments to volunteers. Because they are “poor” clients, banks do not treat them as they do their more affluent clients. This must place a tremendous burden on clients especially if they live far from the mainstream banks. Moreover it places a tremendous burden on our staff who have to constantly check to see that payments are not pending for too long.

Unpaid volunteers and bank rejections

Four months into the programme, there are still a number of Volunteers who have not handed in the required documentation for payment. These are followed up by the provincial *Kha Ri Gude* offices. It is not possible for the Kha Ri Gude office to make payments if all the documents are not compliant. Happily these cases are rapidly reducing as volunteers themselves become “bank literate”. These are being followed up with the respective coordinators so as to acquire the correct bank details of these individuals to enable the payments to be made. Kha Ri Gude also uses an SMS solution to communicate directly with affected volunteers.

The *Kha Ri Gude* Office is still confronting problems with payments since banks continue to close accounts with a zero balance which they consider to be “dormant”. Many of the volunteers are unable to receive payments which banks leave pending in suspense accounts for long periods before notifying the Campaign. The payment of blind volunteers has been particularly problematic and *Kha Ri Gude* has had to make special arrangements to assist blind volunteers with their administration to be in a position to authorise their payments.

The pro rata payment system

In addition to this, KRG applies a pro rata payment system. This means that classes are checked and educators are only paid for the numbers of learners in attendance – worked out proportionately over the month.

Although people are made aware of this, they believe they are departmental employees and that they should be paid each month whether they worked or not. This is not the case. All payments are made in strict accordance with criteria of which volunteers are aware, as the Campaign makes proportional payments for educators according to class attendance.

Reason for pro rata payment	Proportionate payment made
If an educator has a 90% learner attendance.	100% payment.
If a learner has an average of 75% attendance.	Receives 75% of the payment.
If he has 50% attendance.	He receives half of the agreed payment.
If he has 25 % attendance.	He receives a quarter of the payment.

Campaign monitoring

In addition to the external (international) monitoring of the Campaign, the *Kha Ri Gude* Unit undertakes its own internal monitoring processes which include (a) monthly class visits by supervisors who visit each volunteer educator's class each month and monitors each educator according to predefined criteria, and (b) spot checks are carried out by a team of external monitors and the "line" coordinators. The monitoring is also formative and enables supervisors to raise critical issues during their monthly meetings. The reporting sheets which are received by the *Kha Ri Gude* Unit are useful for guiding and improving practice.

Additional audits for the Campaign

Find herewith appended spreadsheets with the names of coordinators and monitors who may be contacted for site visits.

Note that the Campaign is presently undergoing a value for money audit by national treasury SAQA is conducting its own quality assurance mechanism.