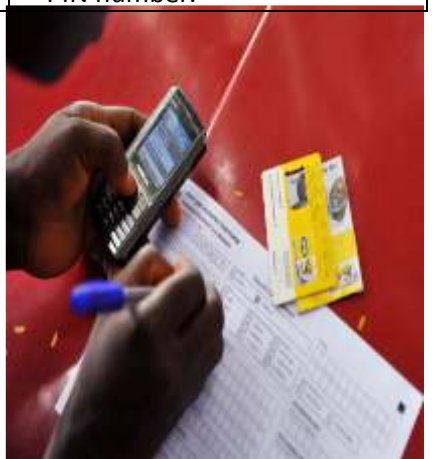


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|--|---|--|---|---|
| <p><b>Step 1:</b><br/><b>Completing the SCG Registration Forms</b></p> <ul style="list-style-type: none"> <li>The Village Chairperson distributes <i>SCG Registration Forms</i> at a Village Council meeting to all Ugandan citizens permanently resident in the community aged 65 years and above (60 in Karamoja).</li> <li>Applicants complete the form and Village chairperson counter-signs.</li> </ul> | <p><b>Step 2:</b><br/><b>Community Orientation &amp; Eligibility Verification</b></p> <ul style="list-style-type: none"> <li>A Village Council meeting is convened.</li> <li>Applications are publicly verified by the Parish Chief.</li> <li>If a potential beneficiary lacks identification, the Village Council verifies eligibility.</li> <li>The Parish Chief compiles a final village beneficiary list for submission to the sub-county CDO.</li> <li>Letters confirming identity issued by the Village Chairperson to those without ID to allow them to enrol.</li> <li><i>Alternative Recipient Authorisation Forms</i> are distributed.</li> <li>This process is repeated annually to ensure that <u>all</u> newly eligible older people are able to enrol.</li> </ul> | <p><b>Step 3:</b><br/><b>Issuing Resident's ID cards to beneficiaries/ recipients who do not have a photo ID.</b></p> <ul style="list-style-type: none"> <li>All SAGE SCG beneficiaries (or their Authorised Alternate Recipient) must show a photographic ID for enrolment.</li> <li>Any beneficiary /recipient that lack a photo ID must apply for a Resident's ID card from the Sub-County Chief prior to enrolment.</li> <li>Sub-County Chiefs require a signed letter from a Village Chairpersons confirming the identity of such individuals.</li> </ul> | <p><b>Step 4:</b><br/><b>Training by the PSP</b></p> <ul style="list-style-type: none"> <li>All beneficiaries (or their Authorised Alternate Recipient) must go to a nearby trading centre or sub-county headquarters to receive training on the payment system.</li> <li>Beneficiaries learn how to use the MTN MobileMoney SIM card with the EasyTalk phones, how to change their PIN numbers and how to report problems to MTN.</li> </ul> | <p><b>Step 5:</b><br/><b>Enrolment of Beneficiaries with the PSP</b></p> <ul style="list-style-type: none"> <li>Sub-County Chiefs / CDOs verify eligibility and authorize enrolment.</li> <li>All SAGE SCG beneficiaries (or their Alternate Recipient) must enroll as MTN MobileMoney customers.</li> <li>At this time, they will collect their SIM card and choose a PIN number.</li> </ul> |
|--|---|--|---|---|



|  |   |   |   |
|--|---|---|---|
| <p><b>Step 9:</b><br/><b>Quarterly Village Council Meetings</b></p> <ul style="list-style-type: none"> <li>Every three months Parish Chiefs attend Village Council meetings in all villages in the Parish. In addition to providing an opportunity for the community to discuss local issues, the Village Councils will provide feedback to the Parish Chief on SAGE implementation.</li> <li>Parish Chiefs will receive complaints and communicate any decisions or other information about SAGE to the Council.</li> </ul> | <p><b>Step 8:</b><br/><b>Monthly Sub-County Coordination Meetings</b></p> <ul style="list-style-type: none"> <li>After each monthly SAGE payment, the Sub-County CDO and all Parish Chiefs in the sub-county meet to review programme progress, discuss any problems or emerging issues and pass on any completed SAGE management forms.</li> <li>The <i>Sub-County Grievance Tracking Sheet</i> will help ensure that all complaints are systematically recorded.</li> <li>At these meetings, Parish Chiefs will receive advance allowances and must submit accountabilities for previous payments.</li> </ul> | <p><b>Step 7:</b><br/><b>Monthly meetings between Parish Chiefs, Village Chairpersons and PDC members</b></p> <ul style="list-style-type: none"> <li>To review programme progress, identify challenges and communicate decisions, monthly meetings will be held between the Parish Chief and each of the Village Chairpersons and PDC representatives.</li> <li>Management forms must be filled before these meetings.</li> <li>Any beneficiary having problems with SAGE should accompany their Village Chairperson to the meeting if they have not already submitted a direct complaint to the Parish Chief.</li> </ul> | <p><b>Step 6:</b><br/><b>Monthly Payment Delivery</b></p> <ul style="list-style-type: none"> <li>Every month, UGX 23,700 will be credited to the account of each registered beneficiary after which one free withdrawal per month may be made.</li> <li>Or, a beneficiary may choose to save all or part of their monthly entitlement and withdraw it at a later stage – perhaps to pay for a larger expense such as school fees.</li> <li>To collect payment, recipients go to the nearest paypoint with their ID and MTN SIM card.</li> <li>Beneficiaries sign the MTN agent's Transaction Book to acknowledge receipt of payment.</li> </ul> |
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## ***Step 1:***

# ***Completing the SCG Registration Forms***

The Village Chairperson distributes *SCG Registration Forms* to all Ugandans aged 65 years and above or who will turn 65 in the current calendar year. Applicants must also be permanently resident in the community for at least 1 year. Applicants should complete the form and get it counter-signed by the Village Chairperson.

**Distribution and counter-signing of the form must be provided free of charge by the Village Chairperson.**





## Step 1:



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# Completing the SCG Registration Forms

### Role of the Village Chairpersons

- Convene a Village Council meeting to distribute *SCG Registration Forms* to all eligible individuals.
  - Each person must have lived in the community for at least one year
  - Each person must be 65 years or older, or be turning 65 during the current calendar year
- Publicly announce the date of the Village Council meeting that will review all applications and finalize the village SCG Beneficiary List (also known as DT7).
- Inform all Potential Beneficiaries of the need to provide proof of eligibility at the Village Council meeting if they have it (e.g. voters card, birth certificate, baptism certificate etc).

## ***Step 2:***

# ***Community Orientation & Eligibility Verification***

- A Village Council meeting is convened and the age of applicants is verified using available documentation (e.g. voter cards).
- If a potential beneficiary lacks identification, the Village Council verifies eligibility. The village council also verifies that applicants are Ugandan have been permanent residents of the village for at least 1 year.
- A final village beneficiary list is compiled for submission to the sub-county CDO.
- Residents ID Request Forms* are issued by the Village Chairperson to those without ID to allow them to apply for a Sub-County Resident's ID Card.
- Alternative Recipient Authorisation Forms* are distributed as required
- This process is repeated annually.





## Step 2:

# Community Orientation & Verification of Beneficiary List

| Role of the Village Chairpersons   | Role of the Parish Chief   |
|--|--|
| <ul style="list-style-type: none"> <li>• Convenes the village council meeting on a date agreed with the Parish Chief and requests all SCG applicants to attend with their ID.</li> <li>• Distributes <i>SCG Registration Forms</i> <b>free of charge</b> to applicants and counter-signs completed forms.</li> <li>• Takes minutes of the Village Council meeting and submits to the Parish Chief.</li> <li>• Issues and counter-signs a <i>Resident's ID Card Request Form</i> <b>free of charge</b> to all beneficiaries or authorised recipients confirming their identity to allow them to apply for a Resident's ID card.</li> <li>• Accompanies Parish Chief on any homestead visits to verify eligibility.</li> <li>• Completes the <i>Annex to the Village Council Meeting Minutes</i> which list all verified applicants.</li> <li>• Posts a copy of the final beneficiary list in a public place after the meeting.</li> </ul> | <ul style="list-style-type: none"> <li>• Ensures quorum and participation of women and older people in particular.</li> <li>• Explains the SAGE SCG and reads out a letter from the Minister.</li> <li>• Verifies the eligibility of all applicants by referring to official documentation (e.g. voters' cards) and adds the serial number of the ID provided to column (f) of the <i>Village SCG Beneficiary identification Form</i>.</li> <li>• Notes the reasons for the decisions of the Village Council relating to the eligibility or ineligibility of each applicant on the back of each <i>SCG Registration Form</i>.</li> <li>• Oversees eligibility verification procedures conducted by the Village Council for applicants with no ID.</li> <li>• Counter-signs the <i>Annex to the Village Council Meeting Minutes</i> which lists all verified applicants.</li> <li>• Completes Side 2 of the SCG Registration Form based on the deliberations of the Village Council.</li> <li>• Visits the homestead of any older person deemed eligible by the Village Council who was unable to attend the Council meeting in person to confirm their eligibility.</li> <li>• Explains the roles and responsibilities of Alternative Recipients.</li> <li>• Communicates enrolment dates, location and procedures (need to bring ID) to beneficiaries.</li> <li>• Submits the Village Council Meeting minutes and the <i>Annex to the Village Council Meeting Minutes</i> to the Sub-County CDO.</li> </ul> |
| <b>Role of Potential Beneficiaries</b>   |  |
| <ul style="list-style-type: none"> <li>• Completes SCG Registration Forms and seeks counter-signature by the Village Chairperson.</li> <li>• Attends the Village Council Meeting with any identification available.</li> </ul>   |  |
| <b>Role of Village Council</b>   |  |
| <ul style="list-style-type: none"> <li>• Verify applications of people who lack official documentation with reference to the official calendar of national historical events (Annex X) or other locally relevant events.</li> </ul>  |  |



## ***Step 3:***



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# ***Issuing Resident's ID cards to beneficiaries/recipients who do not have a Voter's card***

- All SAGE SCG beneficiaries (or their Authorised Alternate Recipient) must show a photographic ID for enrolment.
- Any beneficiary /recipient that lack a photo ID must apply for a Resident's ID card from the Sub-County Chief prior to enrolment.
- Sub-County Chiefs require a signed letter from a Village Chairpersons confirming the identity of such individuals.





# **Step 3:**

## ***Issuing Resident's ID cards to beneficiaries/recipients who do not have a Voter's card***

| Role of Beneficiaries or Authorised Alternate Recipients   | Role of the Parish Chief  |
|--|---|
| <ul style="list-style-type: none"> <li>• Requests Village Chairpersons to issue <i>Resident's ID Request Form</i>.</li> <li>• Purchase a photograph of themselves from a local 'cameraman'.</li> <li>• Travel to the Sub-County Chief's office to collect a Resident's ID card.</li> </ul> | <ul style="list-style-type: none"> <li>• Verifies that all <i>Residents ID Request Forms</i> are correctly completed.</li> </ul>              |
| Role of the Village Chairpersons   | Role of the Sub-County Chief  |
| <ul style="list-style-type: none"> <li>• Completes Residents ID Request Forms (Annex XIV) for beneficiaries or Authorised Alternate Recipients who lack a voter's card.</li> </ul>   | <ul style="list-style-type: none"> <li>• Verifies and files Resident's ID Card Request Forms</li> <li>• Issues Resident's ID Cards</li> </ul> |



## ***Step 4:***

### ***Training by the PSP***

--All beneficiaries (or their Authorised Alternate Recipient) must go to a nearby trading centre or sub-county headquarters to receive training on the payment system.

--Beneficiaries learn how to use the MTN MobileMoney SIM card with the EasyTalk phones, how to change their PIN numbers and how to report problems to MTN.





# Step 4:

## Training by the PSP

| Role of Beneficiaries or Authorised Alternate Recipients  | Role of the Sub-County Chief  |
|---|---|
| <ul style="list-style-type: none"> <li>• Travel to the training point on the agreed date and time.</li> </ul>   | <ul style="list-style-type: none"> <li>• Oversee the training events and check participants off beneficiary list.</li> <li>• Communicate with Parish Chiefs to ensure that any missing beneficiaries are contacted and instructed to attend training.</li> </ul>  |
| Role of the Village Chairpersons  | Role of the Sub-County (A)CDO   |
| <ul style="list-style-type: none"> <li>• Mobilise beneficiaries on the agreed date.</li> </ul>  | <ul style="list-style-type: none"> <li>• Oversee the training events ensuring training is adequate and appropriate.</li> <li>• Check participants off beneficiary list.</li> <li>• Communicate with Parish Chiefs to ensure that any missing beneficiaries are contacted and instructed to attend training.</li> <li>• Submit written progress report to District SAGE Unit on completion of training providing details of any beneficiaries who missed training as well as any other emerging issues.</li> </ul> |
| Role of the Parish Chief  | Role of MTN staff   |
| <ul style="list-style-type: none"> <li>• Attend the training day and support the organization of the event.</li> <li>• Communicate with Village Chairpersons to ensure that any missing beneficiaries are contacted and instructed to attend training.</li> </ul> | <ul style="list-style-type: none"> <li>• Train beneficiaries.</li> <li>• Check trainees off the enrolment list and report back to the District SAGE Unit.</li> </ul>  |



## ***Step 5:***

# ***Enrolment of Beneficiaries with the PSP***

- All SAGE SCG beneficiaries (or their Authorised Alternate Recipient) must officially enroll and register as MTN MobileMoney customers.
- At this time, they will collect their SIM card and choose a PIN number.
- Before they do this the Sub-County Chief or CDO **MUST** verify eligibility and sign/stamp their SCG Registration Form.





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## Step 5:

# Enrolment of Beneficiaries with the PSP

| Role of Beneficiaries or Authorised Alternate Recipients   | Role of the Sub-County Chief   |
|--|--|
| <ul style="list-style-type: none"> <li>• Travel to the training point on the agreed date and time, <i>or</i></li> <li>• Complete an <i>Alternative Recipient Authorisation Form</i> and get it countersigned by the Village Chairperson and Parish Chief.</li> </ul> | <ul style="list-style-type: none"> <li>• Oversee the enrolment event.</li> <li>• Verify eligibility and authorize enrolment.</li> <li>• Communicate with Parish Chiefs to ensure that any missing beneficiaries are contacted and instructed to attend training.</li> </ul>  |
| Role of Authorised Alternate Recipients  | Role of the Sub-County (A)CDO  |
| <ul style="list-style-type: none"> <li>• Travel to the enrolment point on the agreed time and date.</li> <li>• Present the ID of the beneficiary + their own ID + a completed <i>Alternative Recipient Authorisation Form</i> at the enrolment point.</li> </ul>     | <ul style="list-style-type: none"> <li>• Oversee the enrolment event.</li> <li>• Verify eligibility and authorize enrolment.</li> <li>• Communicate with Parish Chiefs to ensure that any missing beneficiaries are contacted and instructed to attend training.</li> <li>• Submit written progress report to District SAGE Unit on completion of enrolment providing details of any emerging issues.</li> </ul> |
| Role of the Village Chairpersons   | Role of MTN staff  |
| <ul style="list-style-type: none"> <li>• Mobilise beneficiaries on the agreed date.</li> </ul>   | <ul style="list-style-type: none"> <li>• Check beneficiaries/recipients off the enrolment list.</li> <li>• Issue a SIM card to each beneficiary and record the number on the beneficiary list.</li> <li>• Support beneficiaries/recipients to complete the MobileMoney registration form.</li> </ul>   |
| Role of the Parish Chief   |  |
| <ul style="list-style-type: none"> <li>• Support the organization of the event.</li> <li>• Communicate with Village Chairpersons to ensure that any missing beneficiaries are contacted and instructed to attend enrolment.</li> </ul>                               |  |



## ***Step 6:***

### ***Monthly Payment Delivery***

- Every month, UGX 23,700 (UGX 700 for withdrawal fees) will be credited to the account of each registered beneficiary after which one free withdrawal per month may be made.
- Or, a beneficiary may choose to save all or part of their monthly entitlement and withdraw it at a later stage – perhaps to pay for a larger expense such as school fees.
- To collect payment, recipients go to the nearest paypoint with their ID and MTN SIM card.
- Beneficiaries sign the MTN agent's Transaction Book to acknowledge receipt of payment.





## Step 6:



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# Monthly Payment Delivery

| Role of Beneficiaries or Authorised Alternate Recipients  | Role of Sub-County (A)CDO  |
|---|--|
| <ul style="list-style-type: none"> <li>• Travel to the paypoint at the correct date and time.</li> <li>• Bring SIM (and PIN) to the paypoint.</li> <li>• Take their ID (voter's card or Resident's ID card) to the paypoint.</li> <li>• Sign the Transaction Book to acknowledge payment.</li> <li>• Report any problems to MTN using the toll-free complaints number.</li> </ul> | <ul style="list-style-type: none"> <li>• Visit their Sub-County's paypoints at least once every month to observe payments services.</li> <li>• Conduct spot checks of Transaction Books and interview beneficiaries on their experiences.</li> <li>• Submit written progress report to District SAGE Unit covering any emerging issues.</li> </ul>   |
| Role of the Village Chairpersons  | Role of MTN Agents   |
| <ul style="list-style-type: none"> <li>• Report any problems which have been unresolved by MTN to the Parish Chief.</li> <li>• Ensure community members understand their rights.</li> </ul>   | <ul style="list-style-type: none"> <li>• Ensure they have adequate float – in correct denominations - to make payments.</li> <li>• Ensure paypoint is open for business for at least 40 hours in the 5-day payment window.</li> <li>• Verify ID of recipient prior to payment.</li> <li>• Complete the Transaction Book for each payment</li> <li>• Report any equipment failures to MTN immediately.</li> <li>• Support any recipient to submit complaints or account management requests to MTN as necessary.</li> </ul> |
| Role of the Parish Chief  |  |
| <ul style="list-style-type: none"> <li>• Ensure they are available at appropriate times to receive complaints from any beneficiaries who experience problems at the paypoint.</li> <li>• Complete official complaints forms on behalf of beneficiaries as appropriate and pass them on to the Sub-County (A)CDO in a timely manner.</li> </ul>                                    |  |



## ***Step 7:***

# ***Monthly meetings between Parish Chiefs, Village Chairpersons and PDC members***

- To review programme progress, identify challenges and communicate decisions, monthly meetings will be held between the Parish Chief and each of the Village Chairpersons and PDC representatives.
- Management forms must be filled before these meetings.
- Any beneficiary having problems with SAGE should accompany their Village Chairperson to the meeting if they have not already submitted a direct complaint to the Parish Chief.





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## Step 7:

# Monthly meetings between Parish Chiefs, Village Chairpersons and PDC members

| Role of the Village Chairpersons   | Role of the Parish Chief  |
|--|---|
| <ul style="list-style-type: none"> <li>• Ensure they attend the meeting at the agreed time and place.</li> <li>• Ensure that any SAGE beneficiaries experiencing problems with SAGE service delivery who have not already submitted a complaint to the Parish Chief to submit formal complaints if necessary.</li> <li>• Complete any <i>Death Notification Forms</i> and submit to the Parish Chief.</li> <li>• Complete any <i>SCG Beneficiary Departure Forms</i> and submit to Parish Chief.</li> <li>• Communicate any information or decisions to SAGE beneficiaries after the meeting.</li> </ul> | <ul style="list-style-type: none"> <li>• Agree a regular timer and place for the meeting to take place with the Village Chairpersons.</li> <li>• Ensure they are present on the allocated time and date for the meeting.</li> <li>• Check correct completion and countersign all forms submitted by the Village Chairpersons.</li> <li>• Ensure that they have an accurate understanding of any emerging issues ready for discussion at the Sub-County Coordination Meeting.</li> <li>• Complete official complaints forms on behalf of any beneficiaries.</li> <li>• Communicate any decisions or information received from the Sub-County.</li> </ul> |
| Role of PDC representatives  | <ul style="list-style-type: none"> <li>• Payment of allowances to Village Chairpersons and PDC members (assuming satisfactory performance).</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Ensure that the Village Chairperson is aware of all deaths or departures of SAGE SCG beneficiaries.</li> <li>• Support the Village Chairperson to complete any SAGE management forms as necessary.</li> <li>• Ensure that all complaints and other emerging issues are adequately understood by the Village Chairperson and communicated to the Parish Chief.</li> <li>• Communicate any information or decisions to SAGE beneficiaries after the meeting.</li> </ul>   |   |



## ***Step 8:***

# ***Monthly Sub-County Coordination Meetings***

- After each monthly SAGE payment, the Sub-County CDO and all Parish Chiefs in the sub-county meet to review programme progress, discuss any problems or emerging issues and pass on any completed SAGE management forms.
- The Sub-County Grievance Tracking Sheet will help ensure that all complaints are systematically recorded.
- At these meetings, Parish Chiefs will receive advance allowances and must submit accountabilities for previous payments.





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## Step 8:

# Monthly Sub-County Coordination Meetings

| Role of the Parish Chiefs   | Role of the Sub-County (A)CDO  |
|---|--|
| <ul style="list-style-type: none"> <li>• Communicate any information or decisions to SAGE beneficiaries, Village Chairpersons or PDC members after the meeting.</li> <li>• Ensure they attend on the allocated time and date for the meeting.</li> <li>• Submit any correctly completed <i>Death Notification</i> and <i>Departure Notification</i> Forms to the Sub-County CDO.</li> </ul> | <ul style="list-style-type: none"> <li>• Check correct completion and countersign forms submitted by the Parish Chiefs.</li> <li>• Ensure that they have an accurate understanding of any emerging issues ready for discussion at the District SAGE Management Meeting.</li> <li>• Review the SAGE Sub-County Grievance Tracking Sheet (Annex X) and add any newly submitted complaints in columns A-E.</li> <li>• Decides whether complaints can be resolved locally or requires referral to the District SAGE Unit.</li> <li>• Communicate any decisions or information received from the District SAGE Unit to Parish Chiefs for onward communication to beneficiaries.</li> <li>• Repeatedly reviews all 'open' complaints until they are finally resolved.</li> <li>• Pay allowances to Parish Chiefs including those for onward payment to Village Chairpersons and PDC representatives (assuming satisfactory performance) and collect accountabilities.</li> </ul> |
| Role of Sub-County Chief  |  |
| <ul style="list-style-type: none"> <li>• Chair the meeting.</li> <li>• Agree a mutually convenient, regular time and place for the meeting to take place with the Village Chairpersons.</li> </ul>  |  |



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## ***Step 9:***

# ***Quarterly Village Council Meetings***

--Every three months Parish Chiefs attend Village Council meetings in all villages in the Parish. In addition to providing an opportunity for the community to discuss local issues, the Village Councils will provide feedback to the Parish Chief on SAGE implementation.

--Parish Chiefs will receive complaints and communicate any decisions or other information about SAGE to the Council.





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## Step 9:

# Quarterly Village Council Meetings

| Role of Village Chairpersons  | Role of the Parish Chiefs  |
|---|--|
| <ul style="list-style-type: none"> <li>● Agree a convenient time for the meeting with the Parish Chief and ensure that all community members are provided with adequate advance warning of the meeting.</li> <li>● Chair the meeting.</li> <li>● Ensure that minutes of the meeting are taken.</li> </ul> | <ul style="list-style-type: none"> <li>● Ensure they attend the Village Council meeting on the allocated time and date.</li> <li>● Complete any <i>Death Notification</i> and <i>Departure Notification</i> or <i>Complaints</i> Forms as necessary.</li> <li>● In the case of the first quarterly Village Council meeting after annual targeting, hear any appeals and complete any necessary <i>Appeals Adjudication</i> and <i>Enrolment Request</i> Forms as necessary.</li> <li>● Discuss any key emerging issues with the community and provide feedback on programme performance and learning.</li> <li>● Communicate any information or decisions to SAGE beneficiaries, Village Chairpersons or PDC members.</li> <li>● Submit a written report to the Sub-County CDO immediately after completion of all Village Council meetings outlining any impacts, challenges or emerging issues.</li> </ul> |