



REPUBLIC OF NAMIBIA
Ministry of Finance

Media Statement

Friday, 24 April 2020

**Update on the Validation Process and Modalities for the Unpaid
Emergency Income Grant (EIG) Applications**

1. The Ministry of Finance, in collaboration with the Regional Councils, wishes to communicate the following arrangements for the verification of applicants of the Emergency Income Grant who have not yet received their payments.
2. The verification is mainly for people who have applied but are temporarily put on hold because they:-
 - (i) applied more than once, or their Identity Document Numbers are used more than once,
 - (ii) Indicated to have their grant paid by means of a cell phone number which is shared by more than one applicants.
3. To verify the identity of the applicants so affected, the applicants will be notified via SMS on when to visit their nearest Regional Councils/Constituency Offices. **Only applicants who have received SMS notifying them to report at Regional Councils/Constituency Offices for physical verifications must do.**



4. As a result:-

- (i) The verification period will run from the date of notification (via SMS) until the **8 May 2020**,
 - (ii) Applicants who received an SMS of rejection by reason of being active taxpayer or ID mismatch are not required to report for verification. The Ministry is working to solve this matter and we appeal for patience,
 - (iii) The Ministry will make available the **Electronic List** of applicants who need to be verified. To the extent possible, Constituency Offices and Designated Centres must verify the identity of the applicants against the electronic list provided.
 - (iv) Applicants whose names do not appear on the electronic list but received SMS notification to report for verification should complete the **Validation Form** available at the verification centres.
 - (v) Applicants (who received notification to go for verification) must take along their National Identity Document (ID) cards as proof of identity and should provide the cell phone number through which the payment is to be made.
 - (vi) Persons who have not yet applied are encouraged to apply through the USSD/SMS service by **30 April 2020**.
5. The Ministry wishes to strongly emphasize that each qualifying person must apply once and they must only use their own identity number to apply.
6. Individuals who assist applicants to apply should ensure accuracy of the ID Numbers of the applicants and their preferred phone numbers where payment will be made.
7. Those applicants who have filed their application and did not receive any feedback are encouraged to be patient as their applications are



being processed and will be notified on the status of their applications in due course.

8. Once again, applicants are advised **not to** visit their Regional Councils' regarding EIG, until such a time they have receive an SMS notification to do so.
9. For further clarity on the above, the public is advised to contact the EIG Call Centre at Tel 0612092467 or 0612092462 or Email: eig@mof.gov.na

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