



COUNCIL OF MILITARY VETERANS' ORGANISATIONS OF SOUTH AFRICA

RAAD VAN MILITÊRE VETERANEORGANISASIES VAN SUID-AFRIKA

POLICY & PROCEDURE

Registration on DMV database

Purpose of the policy

To assist individual veterans who want to register on the DMV database. Ideally the individual veteran should be registered with a recognised Veteran Organisation (in accordance with the Military Veterans Act 18 of 2011). There are many veteran organisations that are not registered and who are not affiliated with the Council of Military Veterans' Organisations of South Africa (CMVO). These organisations will not be able to register you.

Who is affected by this policy?

CMVO

Member organisations and associations nationally

Military Veterans according to definition; Mil Vets Act 18 of 2011 or when deceased, his dependants. Dependants defined as; legally or factually dependant on that military veteran for support and maintenance

Policy statements

1. Registration Forms

The first step is to obtain a registration form (Military Veterans Database Information Form) from the veteran organisation you are registered with. This document will be partially completed with your detail as recorded on the veteran organisations database.

If you are not registered with a veteran organisation, you will have to complete the blank form that is available from the DMV website at

(http://www.dmv.gov.za/documents/dmv_database_forms.htm). It is important that you complete this form fully and as accurate as possible.



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2. Individuals must submit individual requests to be registered

Step 1: Collect documents: Collect all supporting documents required for registration and attach it to the application for registration. This is a very important step as there are many pitfalls with the quality and accuracy of these documents that will hamper successful registration. If you make copies of documents, they need to be Certified as True Copies. You need to attach the original copy. This implies that you cannot make a copy of an already copied document.

The document with the original stamp from the authority that certified it with the original signature in ink must be submitted. Get these documents certified just before submitting them as they expire in three months' time from the date of certification. The registration process might take longer, in which case these documents will become invalid and you will have to resubmit.

Make sure that all the documents required as listed at the top of page 4 of the Registration Form are included. See Appendix A for the list attached.

An important document to submit which takes time to collect is the Certificate of Service (paragraph 6d on the Form). It is recommended that this is the first document to require. This form can be obtained from the SANDF Command and Management Information Systems Division. Send an e-mail to sandfdoc@mweb.co.za. You need to provide details of where and when you served. The more information with enough background will assist to provide you with your complete and correct Service Record.

The following additional documents are required for successful registration: See Appx A;

- a. A number of documents from the Persol System. These differ depending on the force you served in (Permanent, National Service, Command, Reserves, etc). There are a number of documents as print-out from Persol. You need to show your ID document to obtain these print-outs from SANDF large Military Units Nationally. (Note; satellite institutions will not assist). It might be difficult or impossible for some individuals to obtain these print-outs in which case the veteran organisation will be able to assist.
- b. An Affidavit to explain the change in your ID number (as the ID numbers of most South Africans have been changed some years ago), which also needs to be certified by the SAPS. An example of this Affidavit has been attached see Appx B.

Step 2; Prepare to Submit: When all the original documents and original copies are available. Write a cover letter (See example Appx A) explaining the submission of documents for registration on the database and list all the documents that are attached. Be as accurate as possible with the description of these documents.

Make electronic copies (scan as pdf) of all the documents, starting with the cover letter followed by all the others, in the same sequence as listed on the cover letter. When done with copying, staple all the original documents together in sequence to prevent some of the documents to get lost in the process.

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The complete application needs to be send or taken to the Department of Military Veterans in Pretoria. There are two options to deliver as follows:

1. By the SA Postal Services; address and register the envelope to:

Veteran Database Registration
Department of Military Veterans
Private Bag x 943,
Hatfield, Pretoria,
0001

Note: Obtain the receipt of registration with a registration number from the Post Office.

2. Deliver the application documents yourself by hand to the following address:

Veteran Database Registration
Department of Military Veterans
386 Festival Road,
Hatfield, Pretoria,
0001

Note: Make a copy of the cover letter and get someone to sign your copy of the cover letter as proof of delivery. Make an electronic copy (scan) of the postal notice or your signed copy of the cover letter as well.

Send an e-mail to the Department of Military Veterans, providing them with your number, rank and name, as well as ID number in the content of the e-mail and attach the proof of registration from the post office or proof of receipt if submitted by hand as well as the electronic copy of all the documents (as created in **step 2** above). Make the subject of the mail: REGISTRATION ON DMV DATABASE. Address the mail to the following addresses:

database@dmv.gov.za or **Fax to 0865189718**

allettie.vaneeden@dmv.gov.za. or follow-up tele Number:0800201063

robert.makena@dmv.gov.za.

Step 3; Follow-up process: In case the postal service was used your envelope can be tracked. The tracking system will show you all the detail of when the envelope has been received. When the document has been collected from the post office, it will provide you with the name of the person who collected the envelope from the post office. Tracking of your documents is done on the internet at the following web address:
(www.postoffice.co.za/ContactUs/trackandtracedomestic.html).

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You can follow up with DMV on their progress. Do it every second week. It is ideal that you use the same e-mail as the original in order to have a single record of all the interaction with the office.

DMV will send you an e-mail to confirm that you are registered with a document attach as proof as soon as they have completed the registration process.

3. Individuals can request his personal information to be updated

Individuals who want to update his/her information on the official Military Veterans' database must submit an individual request in writing for a form to update personal information in the same way shown in par 2 above.

4. Tasks that DMV should do

Note that only qualifying persons whose names appear on the registered data base of DMV will be considered for benefits.

All registration requests must be approved by the DMV and successful applicants loaded onto the database. Unsuccessful applicants must also be notified with reasons for decline.

6. Applicant with legal record

Applicant that was dismissed by a military or civilian court must submit a sworn affidavit explaining the circumstances and details of judgment. These cases will be individually assessed by the Director General for decision.

7. Qualification for benefits

Individual military veterans who are registered on the official Military Veterans database may qualify for benefits provided by the DMV. Eligibility is verified per benefit, based on a Means Test, when an individual applies for the benefit.

How this policy will be applied

The process to assist individual veterans to get registered must be communicated by all member organisations and associations at all levels.

Record keeping ensuring the finalisation of enquiries received is essential.

Consequences for non-compliance of policy

The CMVO, member organisations and associations may suffer negative trust if individual veterans are not assisted in registering their details on the official Military Veterans database

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Failure to implement the process will require the applicable organisation or association Chairperson to investigate the reasons and submit action steps to rectify implementation to prevent re-occurrences.

Legal support for this policy

- Military Veterans Act, No. 18 of 2011?

Definitions

Term	Definition
Individual Veteran	Unregistered military veteran who is not a subscribed member of an organisation or association.
Official Military Veteran Data Base	The List of Veterans and their details registered in the system of the Department of Military Veteran Affairs

Associated Forms

Form Name	Explanation
Application	Appendix A; Cover letter for Registration on the National Database
Affidavit for ID	Appendix B: Example of affidavit to correct ID document

Owner of the policy

Mil Vet Structure	CMVO
Position	Manco
Position incumbent	Secretary General

Version Control

Date	Version	Description of update	Author / Reviewer
2013/10/24	1.0	First draft	
2016/09/24	1.0	Updated First draft	Chairman

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Appx A to CMVO Cover letter for Registration on the National Database

(Your postal address)
(Your street address)
(Your contact number)
(Date)

The Department of Military Veterans
Private Bag X943,
386 Festival Road,
Hatfield, Pretoria, 0001.

Re: Registration on the DMV National Database

I(Full name and Surname.....) with (ID), Force number (.....) hereby apply to be registered on the National Military Veterans Database. I served in the (Name the arm of service, Army, Air, Navy, Health) force for (??) years. I have full proof of my military history on Persol. I submit my full application and herewith attach proof of the following documents to ensure prompt registration:

1. Complete Military Veterans Database Information form – 4 pages.
2. Certified True Copy of my ID document (If last digits of ID differs from current ID document an explanatory affidavit is needed.- See Appx C.
3. Certified True Copy of my Marriage Certificate (As per regulations; Marriage act 120/1998)
4. Certified True Copy of my wife's ID document
5. Certified True Copy of my Service Record as supplied by SANDF
6. Printout form Persol: Member Profile Information
7. Printout form Persol: Discharge Information
8. Printout form Persol: Personnel List and Veteran System
9. Printout form Persol: SANDF/DOD Groups
10. Printout form Persol::History Enquiries
11. Certified True Copy of my (Qualifications)
12. Certified True Copy of my Drivers Licence
13. Original Bank Statement to confirm my address (Alternative Municipal invoice)
14. Original CoR 30.1 TO CONFIRM MY Busines Registration renewal for this year (2 pages)
15. Original Tax Clearance for my business valid till (year next)
16. Original Affidavit to confirm the change in my Identity Number (If applicable)

I believe this complies in full with the requirements for me to be registerd on the said database.

I would appreciate confirmation of the application. My contact detail appears at the top of this letter.

Yours sincerely,

Name in block letters; Signature:.....

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Appendix C Example of Affidavit to correct ID document. CMVO Policy to Register

AFFIDAVIT

Full name;.....
 Surname;
 ID Number..... Tel no:.....
 Race;Gender;
 Residential address;.....
 Postal address;
 State under oath:

The government has changed my identity number from:
 (Old number)
 To
 (New number)

I confirm that both numbers are mine, although the last number is the most recent and therefor the applicable number I use.

I know and understand the contents of this declaration.

I have no objection to taking the prescribe oath.

I consider the prescribed oath to be binding on my conscience

Place;
 Date,
 Time,

I certify that the above statement was taken by me and that the deponent has acknowledge that he knows and understand the contents of the statement. This statement was affirmed/sworn to before me and the deponent's signature was placed thereon in my presence.

Signatuer Force number,.....Rank,.....

Full names,.....