



MINISTER
SOCIAL DEVELOPMENT
REPUBLIC OF SOUTH AFRICA

Private Bag X885, Pretoria, 0001, Tel: +27 12 312 7479, Fax: +27 12 325 7071
Private Bag X9153, Cape Town, 8000, Tel: +27 21 465 4011, Fax: +27 21 465 4469
www.dsd.gov.za

NATIONAL ASSEMBLY

QUESTION FOR WRITTEN REPLY

QUESTION NUMBER: 252

DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 17 FEBRUARY 2023

INTERNAL QUESTION PAPER NUMBER: 2 - 2023

252. Ms B S Masango (DA) to ask the Minister of Social Development:

What total number of (a) SA Social Security Agency offices in each province experienced problems with the (i) system being down and (ii) their telephones not working in the period 1 January 2022 up to the latest specified date for which information is available and (b)(i) days in each month did each office experience (aa) system and (bb) telephone problems and (ii) what were the reasons in each case?
NW256E

REPLY:

(a) (i)

Province	Number of offices
Free State	26
Limpopo	46
Western Cape	28
Northern Cape	49
KwaZulu Natal	86
Gauteng	49
Eastern Cape	67
Mpumalanga	43
North West	41

(a) (ii)

Province	Number of offices
Free State	26
Limpopo	18



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Western Cape	0
Northern Cape	19
KwaZulu Natal	38
Gauteng	18
Eastern Cape	17
Mpumalanga	20
North West	19

(b) (i) + (ii)

Free State:

Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	0	N/A	0	N/A
February 2022	0	N/A	0	N/A
March 2022	26 offices down for 1 day	BAS & Socpen system challenges	0	N/A
April 2022	26 offices down for 1 day	Biometric system challenges	26 offices down for 1 day 1 office down for 9 days	MS Teams malfunction; Migration to Microsoft Skype
May 2022	26 offices down for 6 days	Biometric system challenges	1 office down for 6 days	N/A
June 2022	0	N/A	0	N/A
July 2022	26 offices down for 2 days	Socpen & Biometric system challenges	26 offices down for 5 days	MS Teams malfunction
August 2022	0	N/A	26 offices down for 1 day	MS Teams malfunction
September 2022	0	N/A	0	N/A
October 2022	26 offices down for 1 day	BAS & Socpen system challenges	0	N/A
November 2022	26 offices down for 1 day	Biometric system challenges	0	N/A
December 2022	0	N/A	0	N/A
January 2023	0	N/A	0	N/A

Western Cape:



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	1 office down for 2 days 1 office down for 1 day 28 offices down for 3 day	Network challenges; SocPen system challenges	00	N/A
February 2022	1 office down for 1 day	Electricity outage	00	N/A
March 2022	28 offices down for 1 day	SocPen system challenges	00	N/A
April 2022	00	N/A	00	N/A
May 2022	2 offices down for 1 day	Network challenges; electricity outage	00	N/A
June 2022	00	N/A	00	N/A
July 2022	28 offices down for 3 days	SocPen system challenges	00	N/A
August 2022	00	N/A	00	N/A
September 2022	1 office down for 1 day	Network challenges; electricity outage	00	N/A
October 2022	1 office down for 1 day	Network challenges; electricity outage	00	N/A
November 2022	3 offices for 1 day	Network challenges; electricity outage;	00	N/A
December 2022	4 offices for 1 day	Network challenges; Electrical outage	00	N/A
January 2023	1 office down for 2 days 2 offices down for 1 day	Network challenges; electricity outage;	00	N/A

Limpopo:



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	5 offices down for 4 days 5 offices down for 2 days 11 offices down for 01 day 1 office down for 20 days 1 office down for 03 days 1 office down for 13 days 1 office down for 17 days 1 office down for 6 days	Network challenges, Electricity outage	5 offices down for 4 days 5 offices down for 2 days 11 offices down for 01 day 1 office down for 20 days 1 office down for 03 days 1 office down for 13 days 1 office down for 17 days 1 office down for 6 days	Network challenges, Electricity outage
February 2022	7 offices down for 3 days 4 offices down for 7 days 12 offices down for 1 day 8 offices down for 2 days 1 office down for 5 days 2 offices down for 9 days 2 offices down for 4 days	Network challenges, Electricity outage	7 offices down for 3 days 4 offices down for 7 days 12 offices down for 1 day 8 offices down for 2 days 1 office down for 5 days 2 offices down for 9 days 2 offices down for 4 days	Network challenges, Electricity outage
March 2022	6 offices down for 3 days 10 offices down for 2 days 5 offices down for 5 days 18 offices down for 1 day 3 offices down for 6 days	Network challenges, Electricity outage; SocPen system challenges	6 offices down for 3 days 10 offices down for 2 days 5 offices down for 5 days 18 offices down for 1 day 3 offices down for 6 days	Network challenges, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	1 office down for 4 days 57 offices down for 1 day		1 office down for 4 days	
April 2022	15 offices down for 2 days 3 offices down for 5 days 13 offices down for 1 day 6 offices down for 3 days 6 offices down for 4 days 1 office down for 7 days	Network challenges, Electricity outage	15 offices down for 2 days 3 offices down for 5 days 13 offices down for 1 day 6 offices down for 3 days 6 offices down for 4 days 1 office down for 7 days	Network challenges, Electricity outage
May 2022	8 offices down for 2 days 17 offices down for 1 day 5 offices down for 3 days 1 office down for 5 days 4 offices down for 7 days 6 offices down for 1 day 4 offices down for 1 day	Network challenges, Electricity outage	8 offices down for 2 days 17 offices down for 1 day 5 offices down for 3 days 1 office down for 5 days 4 offices down for 7 days 6 offices down for 1 day 4 offices down for 1 day	Network challenges, Electricity outage
June 2022	2 offices down for 9 days 18 offices down for 1 day 8 offices down for 2 days 1 office down for 20 days 6 offices down for 3 days	Network challenges, Electricity outage	2 offices down for 9 days 18 offices down for 1 day 8 offices down for 2 days 1 office down for 20 days 6 offices down for 3 days	Network challenges, Electricity outage



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	Number of days	Reason	Number of days	Reason
	4 offices down for 5 days 3 offices down for 6 days 1 office down for 13 days 1 office down for 7 days		4 offices down for 5 days 3 offices down for 6 days 1 office down for 13 days 1 office down for 7 days	
July 2022	6 offices down for 5 days 8 offices down for 4 days 16 offices down for 2 days 1 office down for 08 days 1 office down for 19 days 1 office down for 10 days 1 office down for 13 days 1 office down for 20 days 1 offices down for 1 day 9 offices down for 3 days 1 office down for 6 days 57 offices down for 1 day	Network challenges, Electricity outage, SocPen system challenges	6 offices down for 5 days 8 offices down for 4 days 16 offices down for 2 days 1 office down for 08 days 1 office down for 19 days 1 office down for 10 days 1 office down for 13 days 1 office down for 20 days 1 offices down for 1 day 9 offices down for 3 days 1 office down for 6 days	Network challenges, Electricity outage
August 2022	2 offices down for 2 days 9 offices down for 1 day 5 offices down for 3 days 4 offices down for 4 days	Network challenges, Electricity outage	2 offices down for 2 days 9 offices down for 1 day 5 offices down for 3 days 4 offices down for 4 days	Network challenges, Electricity outage



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	Number of days	Reason	Number of days	Reason
	2 offices down for 11 days 1 office down for 20 days 1 office down for 13 days		2 offices down for 11 days 1 office down for 20 days 1 office down for 13 days	
September 2022	2 offices down for 11 days 12 offices down for 4 days 6 offices down for 6 days 7 offices down for 7 days 5 offices down for 3 days 9 offices down for 5 days 1 office down for 18 days 2 offices down for 9 days 1 office down for 8 days	Network challenges, Electricity outage	2 offices down for 11 days 12 offices down for 4 days 6 offices down for 6 days 7 offices down for 7 days 5 offices down for 3 days 9 offices down for 5 days 1 office down for 18 days 2 offices down for 9 days 1 office down for 8 days	Network challenges, Electricity outage
October 2022	1 office down for 19 days 1 office down for 11 days 1 office down for 12 days 1 office down for 7 days 8 offices down for 4 days 9 offices down for 3 days 8 offices down for 2 days 1 office down for 1 day	Network challenges, Electricity outage, SocPen system challenges	1 office down for 19 days 1 office down for 11 days 1 office down for 12 days 1 office down for 7 days 8 offices down for 4 days 9 offices down for 3 days 8 offices down for 2 days 1 office down for 1 day	Network challenges, Electricity outage



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	Number of days	Reason	Number of days	Reason
	1 office down for 8 days 1 office down for 9 days 7 offices down for 5 days 4 offices down for 6 days 57 offices down for 1 day		1 office down for 8 days 1 office down for 9 days 7 offices down for 5 days 4 offices down for 6 days	
November 2022	6 offices down for 7 days 7 offices down for 5 days 1 office down for 20 days 12 offices down for 3 days 10 offices down for 2 days 4 offices down for 6 days 4 offices down for 4 days 1 office down for 9 days 1 office down for 1 day	Network challenges, Electricity outage	6 offices down for 7 days 7 offices down for 5 days 1 office down for 20 days 12 offices down for 3 days 10 offices down for 2 days 4 offices down for 6 days 4 offices down for 4 days 1 office down for 9 days 1 office down for 1 day	Network challenges, Electricity outage
December 2022	5 offices down for 8 days 2 offices down for 20 days 1 office down for 18 days 3 offices down for 16 days 1 office down for 13 days 1 office down for 11 days 1 office down for 10 days	Network challenges, Electricity outage	5 offices down for 8 days 2 offices down for 20 days 1 office down for 18 days 3 offices down for 16 days 1 office down for 13 days 1 office down for 11 days 1 office down for 10 days	Network challenges, Electricity outage



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	Number of days	Reason	Number of days	Reason
	1 office down for 12 days 7 offices down for 7 days 13 offices down for 5 days 4 offices down for 4 days 3 offices down for 2 days 4 offices down for 6 days		1 office down for 12 days 7 offices down for 7 days 13 offices down for 5 days 4 offices down for 4 days 3 offices down for 2 days 4 offices down for 6 days	
January 2023	8 offices down for 6 days 16 offices down for 5 days 5 offices down for 7 days 5 offices down for 10 days 2 offices down for 15 days 1 office down for 12 days 1 office down for 13 days 4 offices down for 4 days 1 office down for 3 days 3 offices down for 1 day 1 office down for 8 days	Network challenges, Electricity outage	8 offices down for 6 days 16 offices down for 5 days 5 offices down for 7 days 5 offices down for 10 days 2 offices down for 15 days 1 office down for 12 days 1 office down for 13 days 4 offices down for 4 days 1 office down for 3 days 3 offices down for 1 day 1 office down for 8 days	Network challenges, Electricity outage

Northern Cape:



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	11 offices down for 2 days 1 office down for 4 days 19 offices down for 1 day 4 offices down for 3 days 1 office down for 5 days	Electricity outage, network challenges	11 offices down for 2 days 1 office down for 4 days 19 offices down for 1 day 4 offices down for 3 days 1 office down for 5 days	Electricity outage, network challenges
February 2022	4 offices down for 3 days 11 offices down for 1 day 5 offices down for 2 days 1 office down for 5 days 1 office down for 4 days	Electricity outage, network challenges	4 offices down for 3 days 11 offices down for 1 day 5 offices down for 2 days 1 office down for 5 days 1 office down for 4 days	Electricity outage, network challenges
March 2022	6 offices down for 4 days 14 offices down for 3 days 12 offices down for 2 days 4 offices down for 6 days 9 offices down for 1 day 1 office down for 5 days 49 offices down for 1 day	Electricity outage, network challenges, SocPen system challenges	6 offices down for 4 days 14 offices down for 3 days 12 offices down for 2 days 4 offices down for 6 days 9 offices down for 1 day 1 office down for 5 days	Electricity outage, network challenges
April 2022	13 offices down for 2 days 13 offices down for 3 days 5 offices down for 4 days	Electricity outage, network challenges	13 offices down for 2 days 13 offices down for 3 days 5 offices down for 4 days	Electricity outage, network challenges



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	Number of days	Reason	Number of days	Reason
	2 offices down for 5 days 9 offices down for 1 day		2 offices down for 5 days 9 offices down for 1 day	
May 2022	3 offices down for 4 days 5 offices down for 2 days 12 offices down for 1 day	Electricity outage, network challenges	3 offices down for 4 days 5 offices down for 2 days 12 offices down for 1 day	Electricity outage, network challenges
June 2022	14 offices down for 2 days 9 offices down for 4 days 13 offices down for 3 days 5 offices down for 1 day 3 offices down for 6 days 1 office down for 5 days	Electricity outage, network challenges	14 offices down for 2 days 9 offices down for 4 days 13 offices down for 3 days 5 offices down for 1 day 3 offices down for 6 days 1 office down for 5 days	Electricity outage, network challenges
July 2022	6 offices down for 7 days 2 offices down for 13 days 4 offices down for 10 days 14 offices down for 8 days 9 offices down for 9 days 1 office down for 4 days 2 offices down for 3 days 6 offices down for 6 days 7 offices down for 2 days	Electricity outage, network challenges, SocPen system challenges	6 offices down for 7 days 2 offices down for 13 days 4 offices down for 10 days 14 offices down for 8 days 9 offices down for 9 days 1 office down for 4 days 2 offices down for 3 days 6 offices down for 6 days 7 offices down for 2 days	Electricity outage, network challenges



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	3 offices down for 4 days 1 office down for 1 day 49 offices down for 1 day		3 offices down for 4 days 1 office down for 1 day	
August 2022	8 offices down for 3 days 5 offices down for 4 days 13 offices down for 2 days 18 offices down for 1 day 1 office down for 20 days 1 office down for 6 days	Electricity outage	8 offices down for 3 days 5 offices down for 4 days 13 offices down for 2 days 18 offices down for 1 day 1 office down for 20 days 1 office down for 6 days	Electricity outage
September 2022	12 offices down for 12 days 7 offices down for 11 days 9 offices down for 9 days 3 offices down for 7 days 2 offices down for 14 days 3 offices down for 15 days 2 offices down for 2 days 2 offices down for 3 days 1 office down for 6 days 1 office down for 1 day 3 offices down for 13 days	Network challenges, Electricity outage	12 offices down for 12 days 7 offices down for 11 days 9 offices down for 9 days 3 offices down for 7 days 2 offices down for 14 days 3 offices down for 15 days 2 offices down for 2 days 2 offices down for 3 days 1 office down for 6 days 1 office down for 1 day 3 offices down for 13 days	Cable theft, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	3 offices down for 10 days 2 offices down for 8 days 1 office down for 7 days		3 offices down for 10 days 2 offices down for 8 days 1 office down for 7 days	
October 2022	8 offices down for 10 days 8 offices down for 14 days 5 offices down for 13 days 9 offices down for 11 days 5 offices down for 12 days 3 offices down for 1 day 9 offices down for 2 days 2 offices down for 6 days 2 offices down for 3 days 2 offices down for 9 days 1 office down for 16 days 1 office down for 7 days 49 offices down for 1 day	MTN challenges, Electricity outage, SocPen system challenges	8 offices down for 10 days 8 offices down for 14 days 5 offices down for 13 days 9 offices down for 11 days 5 offices down for 12 days 3 offices down for 1 day 9 offices down for 2 days 2 offices down for 6 days 2 offices down for 3 days 2 offices down for 9 days 1 office down for 16 days 1 office down for 7 days	MTN challenges, Electricity outage
November 2022	4 offices down for 14 days 8 offices down for 11 days 7 offices down for 13 days 5 offices down for 12 days	MTN challenges, Electricity outage, network challenges	4 offices down for 14 days 8 offices down for 11 days 7 offices down for 13 days 5 offices down for 12 days	MTN challenges, Electricity outage, network challenges



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	3 offices down for 15 days 5 offices down for 10 days 2 offices down for 19 days 1 office down for 25 days 1 office down for 20 days 3 offices down for 9 days 2 offices down for 4 days 4 offices down for 1 day 4 offices down for 2 days 1 office down for 3 days		3 offices down for 15 days 5 offices down for 10 days 2 offices down for 19 days 1 office down for 25 days 1 office down for 20 days 3 offices down for 9 days 2 offices down for 4 days 4 offices down for 1 day 4 offices down for 2 days 1 office down for 3 days	
December 2022	3 offices down for 11 days 5 offices down for 10 days 1 office down for 8 days 14 offices down for 9 days 4 offices down for 6 days 7 offices down for 7 days 1 office down for 12 days 1 office down for 14 days 3 offices down for 5 days 2 offices down for 4 days	Electricity outage, MTN challenges	3 offices down for 11 days 5 offices down for 10 days 1 office down for 8 days 14 offices down for 9 days 4 offices down for 6 days 7 offices down for 7 days 1 office down for 12 days 1 office down for 14 days 3 offices down for 5 days 2 offices down for 4 days	Electricity outage, MTN challenges



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	4 offices down for 3 days 4 offices down for 1 day		4 offices down for 3 days 4 offices down for 1 day	
January 2023	3 offices down for 11 days 7 offices down for 10 days 4 offices down for 13 days 2 offices down for 14 days 4 offices down for 12 days 1 office down for 20 days 2 offices down for 4 days 3 offices down for 5 days 7 offices down for 09 days 7 offices down for 8 days 2 offices down for 2 days 7 offices down for 1 day 2 offices down for 7 days 3 offices down for 3 days 3 offices down for 6 days	Electricity outage, network challenges	3 offices down for 11 days 7 offices down for 10 days 4 offices down for 13 days 2 offices down for 14 days 4 offices down for 12 days 1 office down for 20 days 2 offices down for 4 days 3 offices down for 5 days 7 offices down for 09 days 7 offices down for 8 days 2 offices down for 2 days 7 offices down for 1 day 2 offices down for 7 days 3 offices down for 3 days 3 offices down for 6 days	Electricity outage, network challenges

KwaZulu Natal:



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	4 offices down for 8 days 6 offices down for 21 days 6 offices down for 1 day 2 offices down for 12 days 2 offices down for 10 days 2 offices down for 11 days 1 office down for 13 days 1 office down for 19 days 2 offices down for 9 days 23 offices down for 5 days 6 offices down for 2 days 7 offices down for 7 days 11 offices down for 6 days 3 offices down for 4 days 3 offices down for 3 days	MTN challenges, Electricity outage	4 offices down for 8 days 6 offices down for 21 days 6 offices down for 1 day 2 offices down for 12 days 2 offices down for 10 days 2 offices down for 11 days 1 office down for 13 days 1 office down for 19 days 2 offices down for 9 days 23 offices down for 5 days 6 offices down for 2 days 7 offices down for 7 days 11 offices down for 6 days 3 offices down for 4 days 3 offices down for 3 days	MTN challenges, Electricity outage
February 2022	13 offices down for 2 days 28 offices down for 1 day 7 offices down for 3 days 2 offices down for 4 days 1 office down for 5 days	MTN challenges, Electricity outage	13 offices down for 2 days 28 offices down for 1 day 7 offices down for 3 days 2 offices down for 4 days 1 office down for 5 days	MTN challenges, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
March 2022	12 offices down for 2 days 26 offices down for 1 day 3 offices down for 4 days 2 offices down for 5 days 10 offices down for 3 days 1 office down for 12 days 1 office down for 10 days 1 office down for 11 days 1 office down for 9 days 2 offices down for 8 days 1 office down for 6 days 86 offices down for 1 day	MTN challenges, Electricity outage, SocPen system challenges	12 offices down for 2 days 26 offices down for 1 day 3 offices down for 4 days 2 offices down for 5 days 10 offices down for 3 days 1 office down for 12 days 1 office down for 10 days 1 office down for 11 days 1 office down for 9 days 2 offices down for 8 days 1 office down for 6 days	MTN challenges, Electricity outage
April 2022	19 offices down for 1 day 7 offices down for 4 days 2 offices down for 7 days 18 offices down for 2 days 8 offices down for 3 days 1 office down for 10 days 2 offices down for 12 days 1 office down for 14 days	MTN challenges, Electricity outage	19 offices down for 1 day 7 offices down for 4 days 2 offices down for 7 days 18 offices down for 2 days 8 offices down for 3 days 1 office down for 10 days 2 offices down for 12 days 1 office down for 14 days	MTN challenges, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	1 office down for 16 days 1 office down for 6 days 1 office down for 5 days 1 office down for r8 days 1 office down for 9 days		1 office down for 16 days 1 office down for 6 days 1 office down for 5 days 1 office down for r8 days 1 office down for 9 days	
May 2022	18 offices down for 1 day 4 offices down for 2 days 1 office down for 13 days 1 office down for 12 days 1 office down for 20 days 1 office down for 14 days 2 offices down for 15 days 1 office down for 16 days 1 office down for 21 days 1 office down for 9 days 10 offices down for 3 days 6 offices down for 4 days 1 office down for 5 days 1 office down for 7 days	MTN challenges, Electricity outage	18 offices down for 1 day 4 offices down for 2 days 1 office down for 13 days 1 office down for 12 days 1 office down for 20 days 1 office down for 14 days 2 offices down for 15 days 1 office down for 16 days 1 office down for 21 days 1 office down for 9 days 10 offices down for 3 days 6 offices down for 4 days 1 office down for 5 days 1 office down for 7 days	MTN challenges, Electricity outage
June 2022	1 office down for 5 days	MTN challenges, Electricity outage	1 office down for 5 days	MTN challenges, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	5 offices down for 20 days 38 offices down for 1 day 1 office down for 7 days 2 offices down for 11 days 1 office down for 14 days 16 offices down for 2 days 3 offices down for 4 days 2 offices down for 6 days 1 office down for 9 days 4 offices down for 3 days 1 office down for 8 days		5 offices down for 20 days 38 offices down for 1 day 1 office down for 7 days 2 offices down for 11 days 1 office down for 14 days 16 offices down for 2 days 3 offices down for 4 days 2 offices down for 6 days 1 office down for 9 days 4 offices down for 3 days 1 office down for 8 days	
July 2022	7 offices down for 1 day 7 offices down for 3 days 1 office down for 9 days 4 offices down for 4 days 14 offices down for 2 days 3 offices down for 6 days 1 office down for 13 days 2 offices down for 20 days 3 offices down for 5 day	MTN challenges, Electricity outage, SocPen system challenges	7 offices down for 1 day 7 offices down for 3 days 1 office down for 9 days 4 offices down for 4 days 14 offices down for 2 days 3 offices down for 6 days 1 office down for 13 days 2 offices down for 20 days 3 offices down for 5 day	MTN challenges, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	86 offices down for 1 day			
August 2022	4 offices down for 3 days 2 offices down for 20 days 12 offices down for 1 day 4 offices down for 2 days 1 office down for 11 days 1 office down for 13 days 1 office down for 15 days 1 office down for 9 days	MTN challenges, Electricity outage	4 offices down for 3 days 2 offices down for 20 days 12 offices down for 1 day 4 offices down for 2 days 1 office down for 11 days 1 office down for 13 days 1 office down for 15 days 1 office down for 9 days	MTN challenges, Electricity outage
September 2022	13 offices down for 1 day 2 offices down for 20 days 3 offices down for 10 days 1 office down for 13 days 1 office down for 18 days 3 offices down for 7 days 14 offices down for 5 days 6 offices down for 2 days 24 offices down for 4 days 7 offices down for 6 days 5 offices down for 3 days	MTN challenges, Electricity outage	13 offices down for 1 day 2 offices down for 20 days 3 offices down for 10 days 1 office down for 13 days 1 office down for 18 days 3 offices down for 7 days 14 offices down for 5 days 6 offices down for 2 days 24 offices down for 4 days 7 offices down for 6 days 5 offices down for 3 days	MTN challenges, Electricity outage



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REPUBLIC OF SOUTH AFRICA

Private Bag X885, Pretoria, 0001, Tel: +27 12 312 7479, Fax: +27 12 325 7071
Private Bag X9153, Cape Town, 8000, Tel: +27 21 465 4011, Fax: +27 21 465 4469
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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	2 offices down for 8 days 1 office down for 9 days		2 offices down for 8 days 1 office down for 9 days	
October 2022	15 offices down for 3 days 7 offices down for 4 days 6 offices down for 2 days 1 office down for 8 days 1 office down for 7 days 1 office down for 9 days 6 offices down for 5 days 4 offices down for 1 day 86 offices down for 1 day	MTN challenges, Electricity outage, SocPen system challenges	15 offices down for 3 days 7 offices down for 4 days 6 offices down for 2 days 1 office down for 8 days 1 office down for 7 days 1 office down for 9 days 6 offices down for 5 days 4 offices down for 1 day	MTN challenges, Electricity outage
November 2022	7 offices down for 1 day 23 offices down for 2 days 1 office down for 10 days 4 offices down for 4 days 9 offices down for 3 days 2 offices down for 7 days 6 offices down for 5 days 1 office down for 6 days	MTN challenges, Electricity outage	7 offices down for 1 day 23 offices down for 2 days 1 office down for 10 days 4 offices down for 4 days 9 offices down for 3 days 2 offices down for 7 days 6 offices down for 5 days 1 office down for 6 days	MTN challenges, Electricity outage
December 2022	7 offices down for 4 days	MTN challenges, Electricity outage	7 offices down for 4 days	MTN challenges, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	3 offices down for 1 day 9 offices down for 5 days 10 offices down for 6 days 1 office down for 8 days 2 offices down for 12 days 1 office down for 10 days 1 office down for 11 days 2 offices down for 7 days 4 offices down for 3 days 2 offices down for 2 days 1 office down for 9 days		3 offices down for 1 day 9 offices down for 5 days 10 offices down for 6 days 1 office down for 8 days 2 offices down for 12 days 1 office down for 10 days 1 office down for 11 days 2 offices down for 7 days 4 offices down for 3 days 2 offices down for 2 days 1 office down for 9 days	
January 2023	2 offices down for 1 day 2 offices down for 11 days 1 office down for 20 days 4 offices down for 9 days 6 offices down for 7 days 13 offices down for 5 days 5 offices down for 4 days 2 offices down for 3 days 4 offices down for 6 days	MTN challenges, Electricity outage	2 offices down for 1 day 2 offices down for 11 days 1 office down for 20 days 4 offices down for 9 days 6 offices down for 7 days 13 offices down for 5 days 5 offices down for 4 days 2 offices down for 3 days 4 offices down for 6 days	MTN challenges, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	3 offices down for 2 days		3 offices down for 2 days	

Gauteng:

Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	1 office down for 4 days 14 offices down for 1 day 1 office down for 10 days 4 offices down for 3 days 8 offices down for 2 days 3 offices down for 5 days	MTN challenges, Electricity outage	1 office down for 4 days 14 offices down for 1 day 1 office down for 10 days 4 offices down for 3 days 8 offices down for 2 days 3 offices down for 5 days	MTN challenges, Electricity outage
February 2022	1 offices down for 10 days 11 offices down for 2 days 4 offices down for 3 days 18 offices down for 1 day 2 offices down for 6 days 2 offices down for 4 days 1 office down for 5 days	MTN challenges, Electricity outage	1 offices down for 10 days 11 offices down for 2 days 4 offices down for 3 days 18 offices down for 1 day 2 offices down for 6 days 2 offices down for 4 days 1 office down for 5 days	MTN challenges, Electricity outage
March 2022	13 offices down for 2 days 9 offices down for 4 days 7 offices down for 3 days	MTN challenges, Electricity outage, SocPen system challenges	13 offices down for 2 days 9 offices down for 4 days 7 offices down for 3 days	MTN challenges, Electricity outage



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Private Bag X9153, Cape Town, 8000, Tel: +27 21 465 4011, Fax: +27 21 465 4469
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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	13 offices down for 1 day 4 offices down for 5 days 1 office down for 6 days 1 office down for 18 days 49 offices down for 1 day		13 offices down for 1 day 4 offices down for 5 days 1 office down for 6 days 1 office down for 18 days	
April 2022	5 offices down for 5 days 7 offices down for 3 days 8 offices down for 2 days 5 offices down for 7 days 8 offices down for 1 day 4 offices down for 4 days 1 office down for 13 days 1 office down for 9 days 1 office down for 10 days 1 office down for 18 days 2 offices down for 6 days	MTN challenges, Electricity outage	5 offices down for 5 days 7 offices down for 3 days 8 offices down for 2 days 5 offices down for 7 days 8 offices down for 1 day 4 offices down for 4 days 1 office down for 13 days 1 office down for 9 days 1 office down for 10 days 1 office down for 18 days 2 offices down for 6 days	MTN challenges, Electricity outage
May 2022	14 offices down for 2 days 7 offices down for 3 days 1 office down for 5 days 4 offices down for 4 days	MTN challenges, Electricity outage	14 offices down for 2 days 7 offices down for 3 days 1 office down for 5 days 4 offices down for 4 days	MTN challenges, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	6 offices down for 1 day 1 office down for 11 days 1 office down for 19 days 1 office down for 9 days		6 offices down for 1 day 1 office down for 11 days 1 office down for 19 days 1 office down for 9 days	
June 2022	2 offices down for 11 days 2 office down for 8 days 3 offices down for 5 days 12 offices down for 1 day 10 offices down for 2 days 4 offices down for 3 days 5 offices down for 4 days 1 office down for 6 days 1 office down for 13 days 1 office down for 9 days 1 office down for 15 days 1 office down for 12 days	MTN challenges, Electricity outage	2 offices down for 11 days 2 office down for 8 days 3 offices down for 5 days 12 offices down for 1 day 10 offices down for 2 days 4 offices down for 3 days 5 offices down for 4 days 1 office down for 6 days 1 office down for 13 days 1 office down for 9 days 1 office down for 15 days 1 office down for 12 days	MTN challenges, Electricity outage
July 2022	1 office down for 14 days 3 offices down for 5 days 2 offices down for 9 days 10 offices down for 2 days 10 offices down for 3 days	MTN challenges, Electricity outage, SocPen system challenges	1 office down for 14 days 3 offices down for 5 days 2 offices down for 9 days 10 offices down for 2 days 10 offices down for 3 days	MTN challenges, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	7 offices down for 4 days 1 office down for 21 days 11 offices down for 1 day 2 offices down for 11 days 2 offices down for 12 days 1 office down for 10 days 49 offices down for 1 day		7 offices down for 4 days 1 office down for 21 days 11 offices down for 1 day 2 offices down for 11 days 2 offices down for 12 days 1 office down for 10 days	
August 2022	1 office down for 9 days 5 offices down for 2 days 15 offices down for 1 day 2 offices down for 5 days 1 office down for 6 days 7 offices down for 3 days 1 office down for 4 days 1 office down for 23 days	MTN challenges, Electricity outage	1 office down for 9 days 5 offices down for 2 days 15 offices down for 1 day 2 offices down for 5 days 1 office down for 6 days 7 offices down for 3 days 1 office down for 4 days 1 office down for 23 days	MTN challenges, Electricity outage
September 2022	4 offices down for 9 days 5 offices down for 2 days 3 offices down for 8 days 8 offices down for 4 days 3 offices down for 3 days	MTN challenges, Electricity outage	4 offices down for 9 days 5 offices down for 2 days 3 offices down for 8 days 8 offices down for 4 days 3 offices down for 3 days	MTN challenges, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	1 office down for 12 days 12 offices down for 5 days 2 offices down for 7 days 1 office down for 10 days 6 offices down for 1 day 6 offices down for 6 days		1 office down for 12 days 12 offices down for 5 days 2 offices down for 7 days 1 office down for 10 days 6 offices down for 1 day 6 offices down for 6 days	
October 2022	2 offices down for 7 days 1 office down for 17 days 2 offices down for 5 days 17 offices down for 4 days 12 offices down for 2 days 12 offices down for 1 day 1 office down for 6 days 3 offices down for 2 days 3 offices down for 21 days 49 offices down for 1 day	MTN challenges, Electricity outage, SocPen system challenges	2 offices down for 7 days 1 office down for 17 days 2 offices down for 5 days 17 offices down for 4 days 12 offices down for 2 days 12 offices down for 1 day 1 office down for 6 days 3 offices down for 2 days 3 offices down for 21 days	MTN challenges, Electricity outage
November 2022	3 offices down for 5 days 5 offices down for 4 days 8 offices down for 2 days 1 office down for 15 days	MTN challenges, Electricity outage	3 offices down for 5 days 5 offices down for 4 days 8 offices down for 2 days 1 office down for 15 days	MTN challenges, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	2 offices down for 13 days 1 office down for 09 days 2 offices down for 7 days 13 offices down for 3 days 3 offices down for 1 day 1 office down for 12 days 2 offices down for 22 days 1 office down for 10 days 3 offices down for 6 days 2 offices down for 8 days		2 offices down for 13 days 1 office down for 09 days 2 offices down for 7 days 13 offices down for 3 days 3 offices down for 1 day 1 office down for 12 days 2 offices down for 22 days 1 office down for 10 days 3 offices down for 6 days 2 offices down for 8 days	
December 2022	2 offices down for 11 days 1 office down for 14 days 3 offices down for 4 days 5 offices down for 7 days 5 offices down for 2 days 5 offices down for 1 day 10 offices down for 5 days 3 offices down for 9 days 1 office down for 20 days 2 offices down for 21 days	MTN challenges, Electricity outage	2 offices down for 11 days 1 office down for 14 days 3 offices down for 4 days 5 offices down for 7 days 5 offices down for 2 days 5 offices down for 1 day 10 offices down for 5 days 3 offices down for 9 days 1 office down for 20 days 2 offices down for 21 days	MTN challenges, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	1 office down for 18 days 2 offices down for 6 days 5 offices down for 3 days 1 office down for 13 days 3 offices down for 8 days		1 office down for 18 days 2 offices down for 6 days 5 offices down for 3 days 1 office down for 13 days 3 offices down for 8 days	
January 2023	1 office down for 10 days 1 office down for 11 days 1 office down for 17 days 1 office down for 19 days 1 office down for 13 days 9 offices down for 6 days 2 offices down for 9 days 9 offices down for 5 days 4 offices down for 4 days 3 offices down for 8 days 7 offices down for 2 days 1 office down for 16 days 2 offices down for 21 days 1 office down for 14 days 1 office down for 3 days	MTN challenges, Electricity outage	1 office down for 10 days 1 office down for 11 days 1 office down for 17 days 1 office down for 19 days 1 office down for 13 days 9 offices down for 6 days 2 offices down for 9 days 9 offices down for 5 days 4 offices down for 4 days 3 offices down for 8 days 7 offices down for 2 days 1 office down for 16 days 2 offices down for 21 days 1 office down for 14 days 1 office down for 3 days	MTN challenges, Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	2 offices down for 7 days 2 offices down for 1 day		2 offices down for 7 days 2 offices down for 1 day	

Eastern Cape:

Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	8 offices down for 2 days 2 offices down for 1 day	Electricity outage, network challenges	8 offices down for 2 days 2 offices down for 1 day	Electricity outage, network challenges
February 2022	7 offices down for 1 day 2 offices down for 3 days 1 office down for 2 days 1 office down for 8 days	Electricity outage, network challenges	7 offices down for 1 day 2 offices down for 3 days 1 office down for 2 days 1 office down for 8 days	Electricity outage, network challenges
March 2022	2 offices down for 3 days 5 offices down for 1 day 1 office down for 5 days 1 office down for 2 days 3 offices down for 9 days 67 offices down for 1 day	Electricity outage, network challenges, SocPen system challenges	2 offices down for 3 days 5 offices down for 1 day 1 office down for 5 days 1 office down for 2 days 3 offices down for 9 days	Electricity outage, network challenges



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
April 2022	1 office down for 3 days 4 offices down for 1 day 4 offices down for 8 days 1 office down for 2 days	Electricity outage, network challenges	1 office down for 3 days 4 offices down for 1 day 4 offices down for 8 days 1 office down for 2 days	Electricity outage, network challenges
May 2022	2 offices down for 2 days 1 office down for 3 days 2 offices down for 6 days 2 offices down for 9 days 5 offices down for 1 day 2 offices down for 4 days	Electricity outage, network challenges	2 offices down for 2 days 1 office down for 3 days 2 offices down for 6 days 2 offices down for 9 days 5 offices down for 1 day 2 offices down for 4 days	Electricity outage, network challenges
June 2022	8 offices down for 1 day 5 offices down for 2 days 3 offices down for 3 days 2 offices down for 9 days 2 offices down for 4 days 1 office down for 8 days	Electricity outage, network challenges	8 offices down for 1 day 5 offices down for 2 days 3 offices down for 3 days 2 offices down for 9 days 2 offices down for 4 days 1 office down for 8 days	Electricity outage, network challenges
July 2022	9 offices down for 1 day 7 offices down for 2 days 1 office down for 6 days 1 office down for 8 days	Electricity outage, network challenges, SocPen system challenges	9 offices down for 1 day 7 offices down for 2 days 1 office down for 6 days 1 office down for 8 days	Electricity outage, network challenges



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	67 offices down for 1 day			
August 2022	3 offices down for 1 day 1 office down for 2 days 2 offices down for 7 days 1 office down for 3 days 2 offices down for 9 days 1 office down for 5 days 1 office down for 4 days 1 office down for 6 days	Electricity outage, network challenges	3 offices down for 1 day 1 office down for 2 days 2 offices down for 7 days 1 office down for 3 days 2 offices down for 9 days 1 office down for 5 days 1 office down for 4 days 1 office down for 6 days	Electricity outage, network challenges
September 2022	4 offices down for 2 days 13 offices down for 1 day 1 office down for 8 days 3 offices down for 4 days 1 office down for 9 days	Electricity outage, network challenges	4 offices down for 2 days 13 offices down for 1 day 1 office down for 8 days 3 offices down for 4 days 1 office down for 9 days	Electricity outage, network challenges
October 2022	3 offices down for 3 days 6 offices down for 2 days 9 offices down for 1 day 2 offices down for 8 days 1 office down for 4 days 1 office down for 7 days	Electricity outage, network challenges, SocPen system challenges	3 offices down for 3 days 6 offices down for 2 days 9 offices down for 1 day 2 offices down for 8 days 1 office down for 4 days 1 office down for 7 days	Electricity outage, network challenges



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	67 offices down for 1 day			
November 2022	10 offices down for 1 day 1 office down for 5 days 3 offices down for 2 days 1 office down for 9 days	Electricity outage, network challenges	10 offices down for 1 day 1 office down for 5 days 3 offices down for 2 days 1 office down for 9 days	Electricity outage, network challenges
December 2022	17 offices down for 1 day 5 offices down for 2 days 2 offices down for 6 days 2 offices down for 3 days	Electricity outage, network challenges	17 offices down for 1 day 5 offices down for 2 days 2 offices down for 6 days 2 offices down for 3 days	Electricity outage, network challenges
January 2023	2 offices down for 3 days 13 offices down for 1 day 6 offices down for 2 days 1 office down for 4 days 1 office down for 9 days 1 office down for 6 days 1 office down for 8 days	Electricity outage, network challenges	2 offices down for 3 days 13 offices down for 1 day 6 offices down for 2 days 1 office down for 4 days 1 office down for 9 days 1 office down for 6 days 1 office down for 8 days	Electricity outage, network challenges

Mpumalanga:



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	8 offices 1 day 3 offices for 2 days 2 offices for 3 days	Electricity outage, network challenges	8 offices 1 day 3 offices for 2 days 2 offices for 3 days	Electricity outage, network challenges
February 2022	12 offices down for 1 day 2 offices down for 2 days 3 offices down for 3 days 2 offices down for 4 days 2 offices down for 5 days	Electricity outage, network challenges	12 offices down for 1 day 2 offices down for 2 days 3 offices down for 3 days 2 offices down for 4 days 2 offices down for 5 days	Electricity outage, network challenges
March 2022	12 offices down for 1 day 2 offices down for 2 days 3 offices down for 3 days 2 offices down for 4 days 2 offices down for 5 days 43 offices down for 1 day	Electricity outage, network challenges, SocPen system challenges	12 offices down for 1 day 2 offices down for 2 days 3 offices down for 3 days 2 offices down for 4 days 2 offices down for 5 days	Electricity outage, network challenges
April 2022	12 offices down for 1 day 2 offices down for 2 days 3 offices down for 3 days 2 offices down for 4 days 1 office down for 5 days	Electricity outage, network challenges	12 offices down for 1 day 2 offices down for 2 days 3 offices down for 3 days 2 offices down for 4 days 1 office down for 5 days	Electricity outage, network challenges
May 2022	2 offices down for 1 day 3 offices down for 2 days	Electricity outage, network challenges Network challenges	2 offices down for 1 day 3 offices down for 2 days	Electricity outage, network challenges Network challenges



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
June 2022	5 offices down for 1 day 11 offices down for 2 days 1 office down for 4 days 1 office down for 5 days	Electricity outage, network challenges	5 offices down for 1 day 11 offices down for 2 days 1 office down for 4 days 1 office down for 5 days	Electricity outage, network challenges
July 2022	2 offices down for 1 day 11 offices down for 2 days 6 offices down for 3 days 1 office down for 4 days 5 offices down for 5 days 2 offices down for 6 days 43 offices down for 1 day	Electricity outage, network challenges, SocPen system challenges	2 offices down for 1 day 11 offices down for 2 days 6 offices down for 3 days 1 office down for 4 days 5 offices down for 5 days 2 offices down for 6 days	Electricity outage, network challenges
August 2022	4 offices down for 2 days 1 office down for 3 days 1 office down for 8 days	Electricity outage, network challenges	4 offices down for 2 days 1 office down for 3 days 1 office down for 8 days	Electricity outage, network challenges
September 2022	7 offices down for 1 day 11 offices down for 2 days 12 offices down for 3 days 2 offices down for 4 days 1 office down for 6 days	Electricity outage	7 offices down for 1 day 11 offices down for 2 days 12 offices down for 3 days 2 offices down for 4 days 1 office down for 6 days	Electricity outage
October 2022	16 offices down for 1 day	Electricity outage, SocPen system challenges	16 offices down for 1 day	Electricity outage



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	9 offices down for 2 days 5 offices down for 3 days 1 office down for 7 days 43 offices down for 1 day		9 offices down for 2 days 5 offices down for 3 days 1 office down for 7 days	
November 2022	20 offices down for 1 day 7 offices down for 2 days 3 offices down for 3 days	Electricity outage, network challenges	20 offices down for 1 day 7 offices down for 2 days 3 offices down for 3 days	Electricity outage, network challenges
December 2022	8 offices down for 1 day 3 offices down for 2 days 4 offices down for 3 days 2 offices down for 4 days 1 office down for 5 days 1 office down for 7 days	Electricity outage, network challenges	8 offices down for 1 day 3 offices down for 2 days 4 offices down for 3 days 2 offices down for 4 days 1 office down for 5 days 1 office down for 7 days	Electricity outage, network challenges
January 2023	2 offices down for 1 day 9 offices down for 2 days 3 offices down for 3 days 13 offices down for 4 days 5 offices down for 5 days 1 office down for 6 days 1 office down for 8 days	Electricity outage, network challenges	2 offices down for 1 day 9 offices down for 2 days 3 offices down for 3 days 13 offices down for 4 days 5 offices down for 5 days 1 office down for 6 days 1 office down for 8 days	Electricity outage, network challenges



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	1 office down for 19 days		1 office down for 19 days	

North West:

Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	2 offices down for 2 days 1 office down for 8 days 1 office down for 3 days 41 offices down for 1 day	Network challenges, Biometric and Socpen systems challenges	16 offices down for 3 days	Network challenges
February 2022	3 offices down for 1 day 1 office down for 2 days	Network challenges, BAS, ERP, and Biometric systems challenges.	12 offices down for 5 days	Network challenges
March 2022	3 offices down for 2 days 3 offices down for 1 day 41 offices down for 1 day	Network challenges, BAS, ERP, SocPen and Biometric systems challenges	19 offices down for 5 days	Network challenges
April 2022	1 office down for 4 days 1 office down for 6 days 2 offices down for 2 days 1 office down for 3 days	Network challenges, BAS systems challenges.	10 offices down for 2 days	Network challenges
May 2022	3 offices down for 1 day 1 office down for 3 days	Network challenges, BAS and Biometric systems challenges	03 offices down for 1 day	Network challenges



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	1 office down for 2 days			
June 2022	6 offices down for 1 day 3 offices down for 2 days	Network challenges, BAS, BRM, Customer Care and Kofax system challenges	02 offices down for 1 day	Network challenges
July 2022	1 office down for 5 days 1 office down for 3 days 2 offices down for 1 day 2 offices down for 2 days 41 offices down for 1 day	Network challenges, BAS, Socpen and Biometric system challenges.	03 offices down for 5 days	Network challenges
August 2022	3 offices down for 2 days 5 offices down for 1 day 2 offices down for 4 days	Network challenges, Email Challenges	00	N/A
September 2022	2 offices down for 2 days 2 offices down for 4 days 3 offices down for 1 day 1 office down for 6 days 1 office down for 3 days	Network challenges, Biometric systems challenges	00	N/A
October 2022	5 offices down for 1 day 4 offices down for 2 days 1 office down for 9 days	Network challenges, electricity outage,	00	N/A



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Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	1 office down for 7 days			
November 2022	4 offices down for 1 day 3 offices down for 2 days 3 offices down for 3 days	Network challenges, electricity outage, Biometric system challenges	00	N/A
December 2022	1 office down for 5 days 6 offices down for 1 day 3 offices down for 2 days 1 office down for 8 days	Network challenges and Biometric system challenges	00	N/A
January 2023	12 offices down for 1 day 1 office down for 7 days 2 offices down for 3 days 3 offices down for 2 days 1 office down for 4 days	Network challenges, Biometrics, Kofax system challenges	13 offices down for 2 days	Network challenges