



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 NUMBER: 599**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 03 MARCH 2023**

**INTERNAL QUESTION PAPER NUMBER: 6 - 2022**

---

**599. Ms A L A Abrahams (DA) to ask the Minister of Social Development:**

With reference to her reply to question 1863 on 30 May 2022 and the implementation of the new ticket queue management system at SA Social Security Agency offices, (a) what is the current status of the pilot project, (b) what are the names and addresses of the two local offices in each province where it has been piloted, (c) who received the contract for the new system and (d) what is the detailed expenditure for the setup of the pilot project in each office? NW670E

**REPLY:**

(a) The current status of the project per province is as follows:

Province	Local Office	Current Status
Eastern Cape	East London	100% Complete - System Live
	Queenstown	90% Complete - QMS equipment delivered, installed and configured
Free State	Bloemfontein	70% Complete - Supplier of QMS equipment appointed
	Qwaqwa	70% Complete - Supplier of QMS equipment appointed
Gauteng	Roodepoort	100% Complete System Live
	Johannesburg	100% Complete System Live
Kwazulu-Natal	Durban	70% Complete - Supplier of QMS equipment appointed
	Osizweni	70% Complete - Supplier of QMS equipment appointed



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

Province	Local Office	Current Status
Limpopo	Seshego	70% Complete - Supplier of QMS equipment appointed
	Giyani	70% Complete - Supplier of QMS equipment appointed
Mpumalanga	Mbombela	80% Complete- Awaiting delivery of QMS equipment
	Emalahleni	80% Complete Awaiting delivery of QMS equipment
Northern Cape	Tlhokomelo	100% Complete System Live
	Upington	100% Complete System Live
North-West	Mahikeng	90% Complete - Equipment delivered and Installed
	Rustenburg	90% Complete - Equipment delivered and Installed
Western Cape	Gugulethu	60% Complete- Finalization of Procurement
	Athlone	60% Complete - Finalization of Procurement

(b) The names and addresses of the two local offices in each province where the system was piloted are as follows:

Province	Local Office	Physical Address
Eastern Cape	East London	34 Argyle Street, East London CBD
	Queenstown	Sanlam Building, 10 Hexagon Street, Komani
Free State	Bloemfontein	Cnr. Aliwal and Saint Andrews Street, Bloemfontein
	Qwaqwa	Old Post Office Building, De Beeld Road, QwaQwa
Gauteng	Roodepoort	40 Hoofde Street, Roodepoort, JHB
	Johannesburg	1 De Villiers Street, JHB CBD
Kwazulu-Natal	Durban	65 Masabalala Yengwa Avenue,



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

Province	Local Office	Physical Address
		Durban, PRASA Building
	Osizweni	4181 Ob31 St, Osizweni A,
Limpopo	Seshego	7946 Stand St, Seshego A, Seshego, 0751 Coordinates: S23.854040, E29.39481
	Giyani	387 Giy A 3 St, Giyani Unit A, Giyani, 0826 Coordinates: S23.31658 E30.72114
Mpumalanga	Mbombela	10 Paul Kruger, Nelspruit
	Emalahleni	Gerry Mann Building, Athlone street, Emalahleni CBD
Northern Cape	Tlhokomelo	776 Corner Letsholo & Matanzima Street. Mankuruwane. Kimberly
	Upington	38 Schroder Street. Upington.
North-West	Mahikeng	7 First Street, Industrial Site, Mafikeng
	Rustenburg	18 Heystek Street, Rustenburg
Western Cape	Gugulethu	Social Development Building Cnr NY3 and Steve Biko Streets Gugulethu GPS: -33.987025, 18.567991
	Athlone	Melofin Center 94 Old Klipfontein Road Athlone GPS: -33,960645, 18,502246

(c) No service provider was appointed to develop the new QMS system. The system was developed in-house by SASSA.

(d) The expenditure for the set-up of the pilot project in each office is as follows:

Province	Local Office	Detailed Expenditure
Eastern Cape	East London	R 171 918.91
	Queenstown	R 80 580.50
Free State	Bloemfontein	R 52 250.00
	Qwaqwa	R 62 200.00
Gauteng	Roodepoort	R 147 257.50
	Johannesburg	R 210 266.00



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

Kwazulu-Natal	Durban	R 229 792.39
	Osizweni	R 202 726.24
Limpopo	Seshego	R 184 587.39
	Giyani	R 184 587.39
Mpumalanga	Mbombela	R 276 008.89 for both offices
	Emalaheni	
Northern Cape	Tlhokomelo	R 98 802.45
	Upington	R 95 589.00
North-West	Mahikeng	R 243 900.00 - for both offices
	Rustenburg	
Western Cape	Gugulethu	To be confirmed once the procurement process is finalised
	Athlone	To be confirmed once the procurement process is finalised
<b>Total</b>		<b>R 2 180 879.41</b>