**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**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:**

1. **(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 |
| 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:**

| 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:**

| 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  1 office down for 4 days  57 offices down for 1 day | 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  1 office down for 4 days | Network challenges, Electricity outage |
| 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  4 offices down for 5 days  3 offices down for 6 days  1 office down for 13 days  1 office down for 7 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  4 offices down for 5 days  3 offices down for 6 days  1 office down for 13 days  1 office down for 7 days | Network challenges, Electricity outage |
| 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  2 offices down for 11 days  1 office down for 20 days  1 office down for 13 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  2 offices down for 11 days  1 office down for 20 days  1 office down for 13 days | Network challenges, Electricity outage |
| 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  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 | 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  1 office down for 8 days  1 office down for 9 days  7 offices down for 5 days  4 offices down for 6 days | Network challenges, Electricity outage |
| November 2022 | 6 offices down for 7 days  7 offices down for 5 days1 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 days1 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  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 | 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  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 | Network challenges, Electricity outage |
| 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:**

| 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  2 offices down for 5 days  9 offices down for 1 day | Electricity outage, network challenges | 13 offices down for 2 days  13 offices down for 3 days  5 offices down for 4 days  2 offices down for 5 days  9 offices down for 1 day | Electricity outage, network challenges |
| 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  3 offices down for 4 days  1 office down for 1 day  49 offices down for 1 day | 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  3 offices down for 4 days  1 office down for 1 day | Electricity outage, network challenges |
| 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  3 offices down for 10 days  2 offices down for 8 days  1 office down for 7 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  3 offices down for 10 days  2 offices down for 8 days  1 office down for 7 days | Cable theft, Electricity outage |
| 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  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 | 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  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 | MTN challenges, Electricity outage, network challenges |
| 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  4 offices down for 3 days  4 offices down for 1 day | 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  4 offices down for 3 days  4 offices down for 1 day | Electricity outage, MTN challenges |
| 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:**

| 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 |
| 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 for1 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  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 | MTN challenges, Electricity outage | 19 offices down for1 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  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 | MTN challenges, Electricity outage |
| 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  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 | MTN challenges, Electricity outage | 1 office down for 5 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 | MTN challenges, Electricity outage |
| 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  86 offices down for 1 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 |
| 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  2 offices down for 8 days  1 office down for 9 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  2 offices down for 8 days  1 office down for 9 days | MTN challenges, Electricity outage |
| 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  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 | MTN challenges, Electricity outage | 7 offices down for 4 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 | MTN challenges, Electricity outage |
| 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  3 offices down for 2 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  3 offices down for 2 days | MTN challenges, Electricity outage |

**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  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 | 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  13 offices down for 1 day  4 offices down for 5 days  1 office down for 6 days  1 office down for 18 days | MTN challenges, Electricity outage |
| 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  6 offices down for 1 day  1 office down for 11 days  1 office down for 19 days  1 office down for 9 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  6 offices down for 1 day  1 office down for 11 days  1 office down for 19 days  1 office down for 9 days | MTN challenges, Electricity outage |
| 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  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 | 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  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 | MTN challenges, Electricity outage |
| 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  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 | 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  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 | MTN challenges, Electricity outage |
| 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  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 | 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  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 | MTN challenges, Electricity outage |
| 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  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 | 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  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 | MTN challenges, Electricity outage |
| 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  2 offices down for 7 days  2 offices down for 1 day | 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  2 offices down for 7 days  2 offices down for 1 day | MTN challenges, Electricity outage |

**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 |
| 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  67 offices down for 1 day | 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 |
| 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  67 offices down for 1 day | 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 |
| 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:**

| 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 |
| 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  9 offices down for 2 days  5 offices down for 3 days  1 office down for 7 days  43 offices down for 1 day | Electricity outage, SocPen system challenges | 16 offices down for 1 day  9 offices down for 2 days  5 offices down for 3 days  1 office down for 7 days | Electricity outage |
| 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  1 office down for 19 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  1 office down for 19 days | Electricity outage, network challenges |

**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  1 office down for 2 days | Network challenges, BAS and Biometric systems challenges | 03 offices down for 1 day | Network challenges |
| 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  1 office down for 7 days | Network challenges, electricity outage, | 00 | N/A |
| 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 |