**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO. 373**

**DATE OF PUBLICATION: FRIDAY, 18 FEBRUARY 2022**

**INTERNAL QUESTION PAPER 2 – 2022**

**373. Mr A C Roos (DA) to ask the Minister of Home Affairs:**

For each Home Affairs Office, what (a) was the system downtime as a percentage during the 2020-21 financial year, (b) was the system downtime been between 1 April 2021 and 9 February 2022 and (c) total number of days has the office been closed between 1 April 2021 and 9 February 2022? NW387E

**REPLY:**

1. The down time percentage for 2020 - 21 financial year is 1,26% and the reason for down time at affected offices in **Annexure A** was related to cable theft.
2. The down time percentage for April 2021 and February 2022 is 4.39% and the reason for down time at affected offices (**Annexure B**) was related to load shedding at some offices without generators.

(c) The Department never closed its offices due to system downtimes and continued to render services that are not system-dependent such as births, marriages and deaths certificates.

**ANNEXURE A**

1. In FY 2020-2021

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  | **Percentage of Branch Servers Outages (2020 - 2021)** |
|  |  |  |  |  |
|  |  | **Total Downtime** |  |
|  |  | **Downtime** | **Uptime** |  |
|  |  | **1.26** | **98.74** |  |
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 **ANNEXURE B**

1. 1 April 2021 – 9 February 2022

|  |  |
| --- | --- |
|  | **Percentage of Branch Outages (April 2021 – 9 February 2022)** |
|  |  |  |  |  |
|  |  | **Total Downtime (%)** |  |
|  |  | **Downtime** | **Uptime** |  |
|  |  | **4.39** | **95.61** |  |
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