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**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:**

1. 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 |
| 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, Durban, PRASA Building |
| Osizweni | 4181 Ob31 St, Osizweni A, |
| Limpopo | Seshego | 7946 Stand St, Seshego A,Seshego,0751Coordinates:S23.854040, E29.39481 |
| Giyani | 387 Giy A 3 St,Giyani Unit A,Giyani,0826Coordinates: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 BuildingCnr NY3 and Steve Biko StreetsGugulethuGPS: -33.987025, 18.567991  |
| Athlone | Melofin Center94 Old Klipfontein RoadAthloneGPS: -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 |
| 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 |
| Emalahleni |
| 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 |
| **Total** |  | **R 2 180 879.41**  |