



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

Our Ref: PAIA-BlackSash

Enq: Ms PP Maphiri

Date: 17 March 2022

Tel: (012) 400 2278

Email: [PhilisiweMap@sassa.gov.za](mailto:PhilisiweMap@sassa.gov.za)

**ATT: Ms Ariella Scher**

Black Sash

1 Jan Smuts Avenue

Braamfontein

Johannesburg

2000

083 390 4480

Email: [Arriella.scher@wits.ac.za](mailto:Arriella.scher@wits.ac.za)

**Re: REQUEST FOR ACCESS TO INFORMATION IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT (PAIA), NO 02 OF 2000**

We refer to the subject matter above.

We acknowledge receipt of your letter on 04 February 2022 with respect to access to the standard operating procedure developed for each service element pursuant to clause 17.1 of the Service Level Agreement between SASSA and the South African Post Office SOC Limited (effective as at 1 October 2018). The details of the request are summarised hereunder:

1. The standard operating procedure developed for each service element pursuant to clause 17.1 of the Service Level Agreement between SASSA and the South African Post Office SOC Limited (effective as at 1 October 2018).

**Clause 17.1 was removed from the SLA when the SLA was reviewed in 2020 and was replaced by the cause that read thus: "SAPO and SASSA Risk & Compliance Managers to manage the risk & compliance exposure and mitigation controls, maintaining risk & compliance registers and reports accordingly. (Reviewed SLA attached)**



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at the right time and place. NJALO!*

South African Social Security Agency  
Head Office

SASSA House • 501 Prodinsa Building Cnr Beatrix & Pretorius Street  
Pretoria • Private Bag X55662 Arcadia • Pretoria 0083  
Tel: +27 12 400 2000 • Fax: +27 12 400 2257  
[www.sassa.gov.za](http://www.sassa.gov.za)

2. The infrastructure plan developed by the South African Post Office SOC Limited, and updated annually, pursuant to clause 8.13 of the Master Services Agreement between SASSA and the South African Post Office SOC Limited (signed by the parties on 28 September 2018).

**No infrastructure plan from SAPO, the MSA that is in a process of review and has included how the infrastructure plan should be provided to SASSA.**

3. Any Change Orders signed by both SASSA and the South African Post Office SOC Limited which amend (1) the Master Services Agreement between SASSA and the South African Post Office SOC Limited (signed by the parties on 28 September 2018) and/or (2) the Service Level Agreement between SASSA and the South African Post Office SOC Limited (effective as at 1 October 2018).

**11 Change orders were signed since the beginning of the contract in 2018:**

- **Change order 01**
- **Change order 02**
- **Change order 03**
- **Change order 3A**
- **Change order 3B**
- **Change order 3C**
- **Change order 3D**
- **Change Order 04**
- **Change order 05**
- **Change order 06**
- **Change order 07**

**(Change orders attached)**

4. Any review and amendment of the Service Fee to be charged by the South African Post Office SOC Limited to SASSA pursuant to clause 17.2 of the Master Services Agreement between SASSA and the South African Post Office SOC Limited (signed



by the parties on 28 September 2018).

**Change orders were signed to change the service fees for a period of three years;**

- **Change order 04**
- **Change order 05**
- **Change order 06**

**(Change orders attached)**

5. The three year review report/s submitted pursuant to clause 5.2 of the Master Services Agreement between SASSA and the South African Post Office SOC Limited (signed by the parties on 28 September 2018), and submitted to the Steering Committee established in terms of clause 18.1 thereof.

**The Master Service Agreement (MSA) is currently being reviewed – review sessions between SASSA and SAPO have commenced and this shall form part of the elements that are re-looked. As part of the MSA review, a Reporting Framework with guidelines regarding various types of reports and templates will be prepared and communicated between SASSA and SAPO.**

**In an instance where compliance to the above guidelines is identified , SASSA will consider the implementation of non-compliance of penalties in relation with the clauses 17.3 and A6.1 of the SLA ( or whatever new applicable clauses to the new SLA )National Steering Committee - According to the revised SLA this structure is replaced by the National Payment Oversight Committee.**

6. The annual review reports submitted pursuant to clause 5.3 of the Service Level Agreement between SASSA and the South African Post Office SOC Limited (effective as at 1 October 2018) and submitted to the Steering Committee.

**Annual review reports are not available instead change orders were signed, implemented during the period and are still valid until the MSA review process is concluded and approved. (Change orders attached)**



7. Any written reports on the progress of the Implementation Protocol entered into pursuant to section 35 of the Intergovernmental Relations Framework Act 13 of 2005, and signed by the SASSA and the South African Post Office SOC Limited on 17 November 2017, and which have been submitted to the Inter-Ministerial Committee on Comprehensive Social Security for the payment of social grants

**The Implementation protocol report is not available but the SLA was developed approved in November 2018 and reviewed in 2019 and 2020. The SLA is used to manage the relationship between SASSA and SAPO. (Reviewed SLA attached)**

Yours Sincerely



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Mr Caesar Vundule

Deputy Information Officer

Date: 17/03/2022



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