



Our Ref: PAIA-Black Sash

Enq: Ms PP Maphiri

Date: 26 October 2022

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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 10 October 2022 with respect to access to Review of the Master Service Agreement concluded between SASSA and the South African Post Office SOC Limited (signed by the parties on 28 September 2018("the MSA review process").The details of the request are summarised on the table below:

RESPONSE TO CENTRE FOR APPLIED LEGAL STUDIES ON BEHALF OF BLACK SASH			
	Details of the Item	Comment	Documents attached
1.1	If the MSA review process is ongoing: A detailed timeline for the finalization of the MSA review process;	The MSA was reviewed is not yet finalized. It is anticipated to be finalised by the end of December 2022	No document attached
1.2	If the MSA review process is finalized: The review report concluded pursuant to the MSA Review process and all relevant	The MSA review process is still in progress. The SLA will be reviewed after conclusion of MSA	No document attached




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	documents, which documents will govern the relationship between SASSA and SAPO going forward. These include but not limited to any revised MSA document; any revised SLA document; the revised service fee pricing structure; the Reporting Framework with guidelines regarding types of reports and templates between SASSA and SAPO; and any Infrastructure Plan developed	review.	
1.3	If the MSA review process is finalized: Any review and amendment of the Service fee from 01 April 2022.	The MSA review is not finalized yet, the service fees currently used are the 2021/22 approved fees. Service fee review is part of the MSA review	No attachments, documents will be shared when the MSA is reviewed and approved
2	The National Steering Committee established pursuant to the Service Level Agreement between SASSA and the South African Post Office SCO Limited (effective as at 1 October 2018) was suspended in November 2019 and effectively replaced with a high level strategic structure (led by the Ministers of Social Development and Communications and Digital technologies), and a high level technical committee(led by the Directors General of Social Development and Post and Telecommunications), per an internal SASSA memorandum dated 25 November 2019.	The Joint committee did not sit due to instability of social grants payment. As per the letter provided last time , it clearly indicated that this particular committee will sit once the payment of social grants is stable	No document attached



	2.1 A detailed timeline of all of the meetings of both the high level strategic structure and the high level technical committee between the years of 2019 and 2022; and	The detailed timeline of meeting will be provided upon stability of the social grants payment, currently meetings related to SLA or MSA discussions are not held by the high level structures	No document attached
	2.2 The minutes of all the meetings detailed in response to 2.1 above	Minutes will be provided once the committee start with their meetings	No document attached
3	The documents recording the process and outcomes of the review of the Service Level Agreement between SASSA and the South Africa Post Office SOC Limited (effective as at 1 October 2018) which was undertaken in 2020.	See attached the document requested	 Clauses reviewed on SLA number 3.pdf

Yours Sincerely



Mr Caesar Vundule

Deputy Information Officer

Date: 26/10/2022



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