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**TO:** Caesar Vundule  
Deputy Information Officer, South African Social Security Agency  
By email: [CaesarV@sassa.gov.za](mailto:CaesarV@sassa.gov.za)

**COPIED TO:** Philisiwe Maphiri  
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26 May 2022

Dear Madams / Sirs

## REQUEST FOR ACCESS TO INFORMATION IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

1. We act on behalf of the Black Sash Trust (“*our client*”). We refer to our client’s request in terms of the Promotion of Access to Information Act 2 of 2000 (“*PAIA*”) dated 7 December 2021, and to the response from your offices received on 28 March 2022 (“*your response*”).
2. In relation to your response, we note the following:
  - 2.1. Our client requested access to the Infrastructure Plan developed pursuant to clause 8.13 of the Master Services Agreement signed between the SASSA and the SAPO. You advised (paragraph 2) that this plan does not exist, and that the Master Services Agreement “is in a process of review” towards the development thereof.
    - 2.1.1. **Kindly advise as to the progress of the MSA review process to date;**
    - 2.1.2. **If the MSA review process is ongoing, kindly provide us with a timeline for the finalization of that review process and the submission of the review report; and**
    - 2.1.3. **Kindly confirm whether the ‘Reporting Framework with guidelines regarding various types of reports and templates’ which you advised**



**“will be prepared and communicated between SASSA and SAPO” (paragraph 5) has been finalized. If so, kindly provide us with those documents.**

- 2.2. Your offices did not provide us with Change Order 02 which is referred to in paragraph 3 of your response. **Kindly provide us with that document.**
- 2.3. Your offices did not provide us with the Change Order/s which contains any review and amendment of the Service Fee from 1 April 2022 to date. **Kindly provide us with that document.**
- 2.4. Our client requested access to the annual review reports pursuant to clause 5.3 of the Service Level Agreement. You advised (paragraph 6) that such reports “are not available” and provided Change Orders instead.
  - 2.4.1. **Kindly provide the minutes of the meetings of the Steering Committee at which the SLA was reviewed annually between the years of 2018 and 2021.**
- 2.5. Our client requested access to any written reports on the progress of the Implementation Protocol. You advised (paragraph 7) that “[t]he Implementation protocol report is not available”. **Kindly confirm whether the Implementation Protocol Report does not exist, or alternatively whether your offices are refusing to grant our client access to any such Report.**
3. We are instructed to request that your offices provide us with a response to the queries detailed in paragraphs 2.1 to 2.5 above by close of business on 30 June 2022.
4. Should your offices fail to meet this final deadline, we are instructed to prosecute an internal appeal pursuant to s 27 of PAIA.
5. We trust that this is in order and look forward to hearing from you.

Yours faithfully,

Ariella Scher  
**Attorney: Centre for Applied Legal Studies**  
*[Unsigned due to electronic submission]*

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