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Author: Rapula Moatshe

TECHNICAL GLITCHES

New digitised expanded public works programme recruitment system crashes

RAPULA MOATSHE
rapula.moatshe@inl.co.za

THE City of Tshwane's new digitised registration system for recruiting expanded public works programme (EPWP) workers was beset by technical glitches a day after its launch on Monday.

At its launch, the system was described by the MMC for community social development services Peggy de Bruin, as being user-friendly and accessible.

The would-be job seekers between the ages of 18 and 60 were asked to dial *120*5757# on a mobile phone to register for the EPWP.

However, hours after the system went live, the municipality reported that it suddenly crashed owing to a high volume of registrations.

De Bruin said the registration system encountered technical glitches as it struggled to handle an unexpected high volume of registrations.

She said: "The system was designed



CHAIRPERSON of the Section 79 committee Cindy Billson, MMC for Community and Social Development Services Peggy de Bruin and Thabo Mokebe, divisional head in the department, during the launch of the new platform for EPWP registration. | JACQUES NAUDE Independent Newspapers

to facilitate the registration process for EPWP beneficiaries and experienced a temporary crash, causing inconvenience for users. The technical team is

working diligently to resolve the problem, and the City of Tshwane would like to assure the public that efforts are under way to restore the system to

full functionality as soon as possible."

She advised the EPWP beneficiaries and potential registrants to remain patient while the necessary repairs were being carried out.

The *Pretoria News* understands that the system eventually went back live after it experienced technical problems.

De Bruin said: "I would like to express regret for the inconvenience caused and want to emphasise the importance of the programme in uplifting communities and providing employment opportunities."

She assured the public that steps would be taken to prevent similar incidents in the future.

"We are exploring options to enhance the system's capacity to handle a higher volume of registrations and ensure a smoother user experience," she said.

The system replaced an electronic lottery system used by the municipality for hiring EPWP job seekers.

Then mayor Randall Williams

hailed the lottery system for eliminating patronage in the recruitment process at its launch a year ago.

But this week De Bruin found faults with the EPWP registration through the lottery system, saying it had been "a challenge, often causing delays and hindering the efficient implementation of the programme".

According to her, the EPWP job recruitment USSD platform would eliminate the need for lengthy paperwork, making the registration process more efficient and convenient for all.

"We believe that this USSD platform will not only streamline the registration process, but also enhance transparency and accountability."

She said the City wanted to ensure that all information was captured accurately and securely, reducing the risk of errors or fraudulent activities.

"We firmly believe that every challenge presents an opportunity for innovation and change. The development of the USSD platform presents that opportunity," she said.