



HEALTH
KwaZulu-Natal

CORPORATE COMMUNICATIONS

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PRESS STATEMENT

TO: ALL MEDIA

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EMBARGO: IMMEDIATE RELEASE

DELAYS IN THE PAYMENT OF SUPPLIERS

The KwaZulu-Natal Department of Health wishes to convey its sincere regret with the delay in the payment to suppliers providing services to the Department. We are currently experiencing technical problems with our Basic Accounting System (BAS) which processes the payments.

This problem has persisted for the past two months and we are aware of the difficulties that this puts our partners, the service providers. The problem is with the information technology resulting in the computer programme being very slow.

As a department, we have set-up a dedicated centre to deal with the back-log and to catch-up with the processing of payments. At this centre institutions process their payments and we have now started a night duty team to deal with this back-log.

The Chief Financial Officer is addressing the matter at the highest level and has engaged his counter-part at National level.

We request the public to bear with us as we are doing everything in our power to address this problem. All those with problems should contact our Help Desk at 033-395 2453 with the following information in hand;

- **THE ORDER NUMBER**
- **THE DATE OF INVOICE and**
- **THE INSTITUTION WHERE THE WORK WAS DONE.**

We hope that this problem will be addressed in the immediate future. We are thankful for your understanding and patience.

ISSUED BY:

MR CHRIS MAXON
ACTING DEPARTMENTAL SPOKESPERSON
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