



DIRECTORATE: FACILITIES, SECURITY & KNOWLEDGE MANAGEMENT SERVICES

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INTERNAL MEMORANDUM

TO : ALL DEPARTMENT OFFICIALS

FROM : A/DIRECTOR-FACILITIES, SECURITY & KNOWLEDGE MANAGEMENT SERVICES

DATE : 31 JULY 2025

SUBJECT : UNAVAILABILITY OF ELECTRICITY AT THE EAST LONDON CENTRAL RECORDS MANAGEMENT CENTRE (CRMC)

1. The purpose of this memo is to inform all the Department of Education (DoE) officials of the current status of East London Central Records Management Centre (CRMC).
2. The CRMC is experiencing a huge challenge of unavailability of electricity at the site as the electricity was disrupted by the Landlord on the 19 June 2025 due to the non-payment of rental. This has negatively impacted the operations at the CRMC as the electronic systems that are used are totally inaccessible.
3. The CRMC office has not been able to perform any of its daily operations. This also affect the accessibility of OPTIMIS as the main server is located at CRMC. This therefore means that the districts cannot process the employee benefits which include the processing of benefits of employees who are exiting the system.
4. The matter is currently attended to by the Top Management of the Department of Education (DoE) and the Department of Public Works and Infrastructure (DPWI) who have the responsibility of ensuring that the government Departments have proper office structures. There have been continuous engagements between the two (2) Departments on finding ways to speedily resolve this matter.
5. The Department officials will be informed when electricity has been restored at CRMC.


MS S. NIEUWENHUYS
A/DIRECTOR: FS & KMS

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