



health

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

Private Bag X828, PRETORIA, 0001.DR AB Xuma Building, 1112 Voortrekker Road, Pretoria Townlands  
Directorate: Affordable Medicines Tel: (012) 395 8130

351-JR, PRETORIA 0187

Circular no. 13/2025/CMU

## NOTICE: STOCK SHORTAGE ESCALATION PROTOCOL

To improve efficiency and streamline communication regarding stock-related issues, a centralized emailing system was implemented and is dedicated to handling all stock challenges.

Stakeholder(s) can direct all queries, concerns or reports related to stock discrepancies, shortages or other stock-related issues to [stockalert@health.gov.za](mailto:stockalert@health.gov.za) email:

This system has been designed to:

- Ensure **consistent tracking** and resolution of stock issues.
- Provide an **automatic acknowledgment** confirming receipt of your email.
- Facilitate **faster response times** and better coordination across departments.

### Please Note:

- The automatic response will include relevant provincial contact person(s) that can be contacted for the query.
- Emails sent to personal or departmental inboxes regarding stock challenges will be redirected to the centralized [stockalert@health.gov.za](mailto:stockalert@health.gov.za) email.

When submitting an enquiry, stakeholder(s) are requested to adhere to the following requirements:

1. Subject Line: Clearly indicate the item in question and the affected supplier.
2. Attachments: Include a copy of the communication sent to your relevant depot in accordance with the escalation procedure, together with the relevant order number(s) (where applicable).
3. Narrative: Provide a concise and factual description of the issue encountered.
4. Keep the relevant provincial depot contact person(s) in copy of your query.

Queries **must be accompanied by the relevant communication with the depot**. The National Department of Health (NDoH) will be unable to process queries that do not include this communication.

For ease of reference, contact details for the respective depots are provided below:

Participant	Contact Person	E-mail
Eastern Cape (PE Depot)	Mr D Martin	<a href="mailto:deon.martin@ehealth.gov.za">deon.martin@ehealth.gov.za</a>
Eastern Cape (Umtata Depot)	Mr N Mantanga	<a href="mailto:Nontutuzelo.Mantanga@ehealth.gov.za">Nontutuzelo.Mantanga@ehealth.gov.za</a>

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Participant	Contact Person	E-mail
Free State	Mr TW Khetsekile	<a href="mailto:khetsekitw@fshealth.gov.za">khetsekitw@fshealth.gov.za</a>
Gauteng	Ms F. Sibanda	<a href="mailto:Funeka.Sibanda@gauteng.gov.za">Funeka.Sibanda@gauteng.gov.za</a>
KwaZulu-Natal	Ms T Njapha	<a href="mailto:thandeka.njapha@kznhealth.gov.za">thandeka.njapha@kznhealth.gov.za</a> <a href="mailto:pharmacy.HO@kznhealth.gov.za">pharmacy.HO@kznhealth.gov.za</a>
Limpopo	Mr M Moila	<a href="mailto:makutu.moila@dhsd.limpopo.gov.za">makutu.moila@dhsd.limpopo.gov.za</a>
Mpumalanga	Ms M Moloto	<a href="mailto:margarettm@mpuhealth.gov.za">margarettm@mpuhealth.gov.za</a>
North West	Ms Z Maqutu	<a href="mailto:zmaqutu@nwpg.gov.za">zmaqutu@nwpg.gov.za</a>
Northern Cape	Mr B. Paatjies	<a href="mailto:BPaatjies@ncpg.gov.za">BPaatjies@ncpg.gov.za</a>
	Ms E Delpont	<a href="mailto:edelpont@ncpg.gov.za">edelpont@ncpg.gov.za</a>
Western Cape	Mr N Mia	<a href="mailto:nisaar.mia@westerncape.gov.za">nisaar.mia@westerncape.gov.za</a>
	Ms H. Moeng	<a href="mailto:Heilmamy.moeng@westerncape.gov.za">Heilmamy.moeng@westerncape.gov.za</a>
South African Military Health Services	Lt Col I Oberholster	<a href="mailto:samhsproc.pharma@gmail.com">samhsproc.pharma@gmail.com</a>
Correctional Services	Ms T Matsitse	<a href="mailto:tammy.links@dcs.gov.za">tammy.links@dcs.gov.za</a>

Comments may be submitted via e-mail:

Ms. Babalwa Melitafa

E-mail: [Babalwa.Melitafa@health.gov.za](mailto:Babalwa.Melitafa@health.gov.za)

Kind regards,



**MS K JAMALOODIEN**

**CHIEF DIRECTOR: SECTOR WIDE PROCUREMENT**

**DATE: 06-11-2025**