

South Africa's Home Affairs Upgrades AI Biometric Identity Verification, Cutting Error Rates Below 1%

AI in the Public Sector · Good practice · South Africa

Quality score: 67/100

Evidence strength: Observational / pre–post

Summary

South Africa's Home Affairs upgraded its facial-recognition ID verification system used by SASSA, Treasury and banks, cutting failure rates from up to 50% to under 1% and response times from 24 hours to near real time — per official statements and biometrics trade press.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-30

[Department of Home Affairs \(South Africa\)](#) — accessed 2026-07-30

[gov.za: Home Affairs upgrades critical digital verification system](#) — accessed 2026-07-30

[Biometric Update: South Africa upgrades biometric verification system](#) — accessed 2026-07-30

[Tech Africa News: South Africa's identity verification system gets major upgrade](#) — accessed 2026-07-30

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