

NATIONAL ASSEMBLY

**QUESTION FOR WRITTEN REPLY**

# QUESTION NO. 3502

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## INTERNAL QUESTION PAPER 41 OF 2017

**3502. Mr D R Ryder (DA) to ask the Minister of Home Affairs:**

1. Why is it not possible to gain access to her department’s offices in Vereeniging in Gauteng after 15:30 when the advertised office hours are 08:00 to 16:00 on weekdays;

(2) Whether access is denied after 15:30 to ensure that staff do not remain in the offices after 16:00; if so, is this in line with departmental policy? NW3929E

**REPLY:**

1. Access to the department’s offices in Vereeniging is possible after 15:30 on weekdays until 16:00.

1. Access is not denied. However access may be controlled after 15:30 in the event where queues are long, to ensure that officials can assist the remaining clients that are inside the office until 16:00 and furthermore, to enable officials to knock off at 16:00 as per departmental policy. Employees work 8 hours per day, from 07:30 to 16:00, totalling 40 hours per week, excluding meal intervals. The needs of the Public are considered, and therefore queues are managed and clients that are in the office are served until 16:00.