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**NATIONAL ASSEMBLY QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER: 1033**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 07 MAY 2021**

**INTERNAL QUESTION PAPER NUMBER: 12 - 2021**

**1033. Ms L H Arries (EFF) to ask the Minister of Social Development:**

In view of the Western Cape that has implemented an online booking system for disability grant medical assessments, what provisions have been made by her department for persons who do not have access to devices to make online bookings? NW1216E

**REPLY:**

The online booking system for disability grant medical assessments is being piloted in the Western Cape, but will be rolled out to all provinces for use by all applicants for disability-related grants.

However, this does not replace the face-to-face service which is offered to SASSA clients at local offices. For those persons who do not have access to devices to make online bookings, the option remains for them to report to the SASSA local office. There the staff will use the same system to book their medical assessments. This should speed up the service provided, as bookings can be made for people while they are still in the queue, thus reducing the need for everyone to only be served inside the office.

SASSA still retains a total number of 389 local offices throughout the country. All are staffed with staff who can attend to the citizens.