

**MINISTRY FOR COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS**

**REPUBLIC OF SOUTH AFRICA**

**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER 1311 / 2019**

**1311. Mrs G Opperman (DA) to ask the Minister of Cooperative Governance and Traditional Affairs:**

 (a) How good has she found the GovChat WhatsApp facility to be in dealing with the escalation process for unattended queries in municipalities and (b) do ordinary citizens get access to it; if not, why not; if so, how? NW2523E

**REPLY:**

The information requested by the Honourable Member is not readily available in the Department. The information will be submitted to the Honourable Member as soon as it is available

**Thank you**