**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO.1327**

**DATE OF PUBLICATION: Friday, 21 April 2023**

**INTERNAL QUESTION PAPER 13 – 2023**

**1327. Ms L L van der Merwe (IFP) to ask the Minister of Home Affairs:**

What number of (a) calls and/or queries to the Home Affairs Call Centre that is contactable on 0800601190 are successfully answered and resolved on average (i) in each (aa) day, (bb) week and (cc) month, (ii) in the past year and (iii) since 1 January 2023 and (b) officials are employed at the specified call centre? NW1527E

**REPLY:**

(a)(i) The number of calls to the Home Affairs Contact Centre toll-free number: 0800601190 received during 2022 are as follows:

aa) Daily average calls for the period under question is **2647** calls

bb) Weekly average calls answered for the period is **12828**

cc) Monthly calls answered, cases created and resolved are as below

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Month** | **Calls Answered** | **Cases Created** | **Cases Resolved** | **Percentage Resolved** |
| Jan-22 | 41474 | 17850 | 16065 | 90% |
| Feb-22 | 41953 | 16151 | 14374 | 89% |
| Mar-22 | 76536 | 19889 | 18098 | 91% |
| Apr-22 | 58116 | 13247 | 11922 | 90% |
| May-22 | 65736 | 19827 | 17844 | 90% |
| Jun-22 | 57940 | 12267 | 11040 | 90% |
| Jul-22 | 58796 | 17034 | 15160 | 89% |
| Aug-22 | 65180 | 18406 | 16197 | 88% |
| Sep-22 | 61436 | 13389 | 11648 | 87% |
| Oct-22 | 50871 | 12935 | 10994 | 85% |
| Nov-22 | 52417 | 13523 | 10953 | 81% |
| Dec-22 | 36649 | 6488 | 5190 | 80% |
| **Total calls** | **667104** | **181006** | **159953** | **88%** |

(a)(ii) Total calls answered by the Contact Centre through the 0800601190 number for 2022 calendar year is **667104**

(a)(iii) Calls answered by the Contact Centre through the 0800601190 number from 01 January to 31 March 2023 is **120721** is tabulated below**:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Month** | **Calls Answered** | **Cases created** | **Cases resolved** | **Percentage resolved** |
| Jan-23 | 41994 | 18437 | 16040 | 87% |
| Feb-23 | 45300 | 19012 | 16920 | 89% |
| Mar-23 | 33427 | 4609 | 3779 | 82% |
| **Total calls** | **120721** | **42058** | **36739** | **86%** |

1. Total number of Contact Centre Agents is **88** and the number of Contact Centre Agents handling calls from the toll-free line is **68**

**END.**