**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO. 1352**

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**INTERNAL QUESTION PAPER 14 – 2022**

**1352. Mr M Tshwaku (EFF) to ask the Minister of Home Affairs:**

Noting how the War on Queues campaign at Home Affairs offices was launched, by what date(s) does he envisage the queues at Home Affairs offices will be reduced, especially in (a) Jane Furse and (b) Marble Hall? NW1640E

**REPLY:**

1. The queues are already reduced in both offices as a few management principles/ processes have been implemented such as floor walkers have been appointed
2. Clients are assisted with query management while on queues; those whose queries are resolved remain on the queue for collection of products and those with unresolved queries are released to reduce the waiting time on the queue and also Branch Appointment Booking System in both offices assist in managing the queues, improving delivery of services and reducing the waiting period. Whilst High volume of clients have also been addressed through extension of operating hours during school holidays and peak periods.

**END**