**NATIONAL ASSEMBLY**

**WRITTEN QUESTION FOR WRITTEN REPLY QUESTION NUMBER: 1434**

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**1434. Mrs M O Clarke (DA) to ask the Minister in The Presidency:**

1. What total number of complaints have been received via the Presidential hotline since the announcement of the lockdown to curb the spread of Covid-19;  
  
2.what is the status of the specified complaints;

3. What total number of the specified complaints (a) have been resolved and (b) remains unresolved? NW1805E

**REPLY:**

1. The Presidential Hotline call centre received a total of 2978 cases since the lockdown on the 27th March 2020 to the 8th July 2020. Call Centre agents were classified an essential service during the complete Lockdown 5 so operations continued.

2. Thirty-seven (37) of the cases have been assigned to the relevant government department and are awaiting their attention. Four (4) cases have been acknowledged by the department and in the process of investigation towards resolution.

3. 2937 Cases were resolved and 41 remain unresolved. With the easing of the regulations the cases are increasingly becoming not Covid-19 specific, requiring intervention from the relevant department.

**DRAFTER OF THE REPLY**

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Recommended /

Mr Robert Nkuna   
Director General (DPME)  
Date: 12/07/2020

Approved /

Hon Jackson Mthembu, MP  
Minister in the Presidency|  
Date: ../…/2020