**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO. 1450**

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**INTERNAL QUESTION PAPER 14 – 2022**

**1450. Ms B M van Minnen (DA)to ask the Minister of Home Affairs:**

In light of the fact that every single week brings more written complaints about the Home Affairs Branch located in Main Road of Somerset West, wherein persons have to queue for hours multiple times to get access to services and have to return several times to no avail, and in view of the fact that one of the problems is that the computer system takes an inordinately long time to process every single transaction and is regularly offline, what (a) steps has he taken to improve the computer and software package system in order to deliver services and (b) are the time periods with this? NW1768E

**REPLY:**

(a&b) According to the SITA e-Health report the network reachability and availability was 100% for this office. See the attached bandwidth utilisation report. All the functional workstations within the Somerset West Office are equipped with computers with the required software to run the Modernisation system. This office is part of dataline upgrades for the Live Capture project for 2022/23 which is already in process with SITA SCM.

**END**