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**NATIONAL ASSEMBLY QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER: 1454**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 22 APRIL 2022**

**INTERNAL QUESTION PAPER NUMBER: 14 - 2022**

**1454. Ms A L A Abrahams (DA) to ask the Minister of Social Development:**

(1) Whether, based on the Statistics South Africa mid-year population estimates that provinces such as Gauteng and Western Cape have the highest provincial in-migration numbers, while provinces such as Eastern Cape, Limpopo and KwaZulu-Natal have the highest provincial out-migration numbers (details furnished), the SA Social Security Agency (SASSA) intends to (a) establish more SASSA offices and (b) increase staff capacity within the Western Cape in order to keep up with increased demand; if not, why not; if so, what the relevant details;

(2) whether SASSA intends to reinstate the regular usage of community halls and civic centres within the Western Cape to service its clients; if not, why not; if so, what other interventions have SASSA actioned to address challenges brought about by increased provincial migration with regard to the improved service delivery for existing clients as well as access for new clients? NW1772E

**REPLY:**

1(a) In the Western Cape, SASSA is busy with a process to establish 4 additional offices. Procurement Instructions have been issued to the National Department of Public Works and Infrastructure (DPWI) for the establishment of these offices, which are two (2) in Khayelitsha and two (2) in Gugulethu. These areas have been prioritised as a result of the high number of applicants in these areas. To date NDPW has signed one (1) lease for an office in Khayelitsha. The lessor will be constructing a new building for SASSA. The other 3 sites received non-responsive bids and NDPW will have to go out on tender for these areas specifically once again.

(b) The staff establishment will be reconsidered, once the outcome of the Business Process Re-Engineering exercise (BPR), which is underway is concluded. The exercise was to consider the current organisational structure and review staff capacity in order to ensure that SASSA can deliver on its mandate. However, it should be borne in mind that government is on a drive to contain the structure and not to grow it. This has been one of the considerations in the decision to automate many of the processes for grant applications and reviews. The automation should reduce the need for people to report in person at SASSA offices, but to ensure that the face to face channel is available for those who do not have access to the internet for online processes, or otherwise require the interaction with a staff member.

2. The Region is in the process of securing funding for opening of 102 sites linked to community halls and civic centres. The procurement process will be initiated once the funding has been sourced.