

NATIONAL ASSEMBLY

**QUESTION FOR WRITTEN REPLY**

# QUESTION NO. 1524

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## INTERNAL QUESTION PAPER 20 OF 2017

**1524. Mr A M Figlan (DA) to ask the Minister of Home Affairs:**

Whether she has found that a certain company (details furnished) can be held contractually liable for not ensuring that all visa applications it processed are fully available for adjudication on her department’s visa systems; if not, why not; if so, what are the relevant details? NW1725E

**REPLY:**

No. It has not been necessary for the Department to exercise its rights on such a contractual condition as the service provider is under obligation to ensure applications are managed within the agreed timeframes. The Service Level Agreement allows for action to be taken against the service provider where there is a breach of contractual obligation.This is monitored and verified by the department through established business processes that reconcile application data with records uploaded to the department’s Visa Adjudication System (VAS). Any discrepancies are identified and are subject to further investigation and monitoring processes which are managed through a project governance standard.