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**NATIONAL ASSEMBLY**

**QUESTION NUMBER: 1607**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 12 MAY 2023**

**INTERNAL QUESTION PAPER NUMBER: 16 – 2022**

**1607. Ms L L van der Merwe (IFP) to ask the Minister of Social Development:**

(1) What has she found are the reasons that the queuing system and/or queuing marshals are not available at the SA Social Security Agency (SASSA) office in Maponya Mall to help ease unnecessary waiting, especially for the elderly and mothers with small children;

(2) in view of the load shedding leading to the office losing operating hours each day, what number of persons are served on average in each (a) day, (b) week and (d) month at the specified SASSA office;

(3) whether the office has a back-up generator; if not, why not; if so, what are the relevant details;

(4) whether any security is provided to ensure that the persons waiting in the queues are safe; if not, why not; if so, what (a) type of security and (b) time slots are the security guards on patrol?

NW1747E

**REPLY**

1. The said office had experienced capacity challenges as a result of high volumes of clients visiting due to carry overs from previous days. SASSA has since strengthened capacity and prioritised the Maponya Mall office to effectively address these issues.
2. (a) over 300 per day (b) 1500 weekly; and (c) 6 000 monthly
3. Yes. The Maponya Mall office uses a generator provided by the Centre Management. Though the generator is fully functional, load shedding has a negative impact on network connectivity which in turn results in losses in production time. SASSA Gauteng Region is currently looking at alternative load shedding back up power supply.
4. Yes. The office has (a) 3security officers monitoring the safety of beneficiaries in the queues and CCTV cameras that have 24 hours recording capacity

(b) 30 minutes intervals