**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO. 1642**

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**INTERNAL QUESTION PAPER 15 – 2022**

**1642. Ms T A Khanyile (DA) to ask the Minister of Home Affairs:**

Whether, in light of the fact that in August 2021 his department announced that they will introduce the Branch Appointment Booking System that was to be piloted in five high volume offices from November 2021 to March 2022, the system has yielded any desirable results to fight long queues; if not, what is the immediate plan in place to fight long queues; if so, on what date is it envisaged that the system will be rolled out to other Home Affairs branches? NW1969E

**REPLY:**

The Branch Appointment Booking System (BABS) has yielded positive results as the clients are serviced within the timeslot booked and confirmed, and the offices are able to plan for those who have booked the day prior to the scheduled appointments.

 **END**