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| **MINISTRY:COMMUNICATIONS****REPUBLIC OF SOUTH AFRICA**Private Bag X 745, Pretoria, 0001, Tel: +27 12 473 0164 Fax: +27 12 473 0585URL: [**http://www.gov.za**](http://www.gov.za/) |

**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER: 1643 OF 2015**

**DATE OF PUBLICATION: 8 May 2015**

**1643. Mr C MacKenzie (DA) to ask the Minister of Communications:**

(a) How many queries have been received by the Film and Publication Board (FPB) since it implemented the Call Centre System in July 2014, with a toll-free number for distributors and the broader community to access the FPB, (b) has the call-logging facility enabled sufficient tracking to ensure closure of queries and (c) how many queries have been resolved thus far? NW1860E

**REPLY: MINISTER OF COMMUNICATIONS**

1. 3767 is the total number of queries received in July 2014 to March 2015.
2. The process of tracking is manual, a service provider will be appointed to automate the process.
3. 2070 total queries were resolved in July 2014 to March 2015.

**NDIVHUHO MUNZHELELE**

**[ACTING] DIRECTOR GENERAL**

**DEPARTMENT OF COMMUNICATIONS**

**DATE:**

**MS AF MUTHAMBI, MP**

**MINISTER OF COMMUNICATIONS**

**DATE:**