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| **PARLIAMENT OF THE REPUBLIC OF SOUTH AFRICA**  **NATIONAL ASSEMBLY** |

**QUESTION FOR WRITTEN REPLY**

**PARLIAMEMENTARY QUESTION NO: 1776**

**DATE OF QUESTION: 20 AUGUST 2021**

**DATE OF SUBMISSION: 03 SEPTEMBER 2021**

**Mr M.G.E Hendricks (Al Jamah-ah) to ask the Minister of Justice and Correctional Service:**

1. What are the reasons for his department’s perceived lack of efficiency in responding to written enquiries;

(2) Whether his department has a responsibility to respond to all enquiries; if not, what is the position in this regard; if so,

(3) Whether he will investigate his department’s failure to respond to certain enquiries (details furnished); if not, what is the position in this regard; if so, what further information will he furnish on the specified matter? **NW1985E**

**REPLY:**

1. There is no lack of efficiency in the Department in responding to written enquiries.
2. Yes, the Department has a responsibility to respond to enquiries and responds to enquiries on a daily basis. The Department aims at assisting members of the public who lodge enquires and DCS ensures that responses are provided within a reasonable period. Functionaries at Correctional Centres, Management Area, Regional and Head Office level, who are responsible to manage and respond to enquiries registered by members of the public were appointed. The Department also launched a call centre contact number (086 0000 327) to further make it easier for members of the public to register enquiries telephonically and receive responses.
3. The enquiry on whether the profile report of offender Gregory Cloete (Registration No: 203788971) had Social Worker and Psychologist reports when it served before the Minister was received on 24 August 2021. The enquiry was on the same day forwarded to Western Cape Region with a return date of 31 August 2021. A letter of response addressed to Mr M.G.E Hendricks will be drafted upon receipt of the feedback. Accordingly, there is no failure to respond to the said enquiry.

It is requested that all enquiries regarding offenders should be routed through prescribed channels for Members of Parliament to be assisted as efficiently and effectively as feasible.

**END**