**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO.1803**

**DATE OF PUBLICATION: FRIDAY, 20 AUGUST 2021**

**INTERNAL QUESTION PAPER 27 – 2021**

**1803. Ms N N Chirwa (EFF) to ask the Minister of Home Affairs:**

(a) On what date will his department resolve the issue pertaining to Naledi (details furnished), who had applied for a gender marker, and subsequently a new identity document on 23 October 2020 at the Centurion Home Affairs office and still waiting for his documentation to date and (b) how long does it ordinarily take for (i) new applications to be processed and (ii) documentation to be delivered to persons having done gender marker changes?

**REPLY:**

(a) The application for gender marker was lodged on 07/10/2019 and was finalized on 27/11/2019. Subsequent to finalization of gender marker changes, the client applied for new identity document in October 2020. The system reflect that the client’s application was pending awaiting outstanding supporting documents, which were submitted on 25/05/2021 and the identity document was collected by the client on 07/07/2021.

b(i) Application for a Smart ID Card takes 13 days to be processed, unless there are outstanding documents.

(ii) The Department does not deliver documentations to its clients, clients are expected to visit front offices to collect the confirmation letter for finalised gender marker changes.

**END**