**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO. 1942**

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**INTERNAL QUESTION PAPER 19 – 2021**

**1942. Ms B Mathulelwa (EFF) to ask the Minister of Home Affairs:**

What steps has he taken with regard to poor services rendered at the office in Matatiele, especially in relation to the renewal of temporary identity documents? NW2174E

**Reply**

The Department of Home Affairs in partnership with the Matatiele Local Municipality has identified space to temporarily accommodate Home Affairs. This will ease congestion at the current location which is within the Department of Justice. The current space does not suit the needs for clients and resultantly leads to complaints and poor services in the area.

The envisaged temporary relocation to the ESKOM Building makes way for the erection of the office structure on the offered land to the Department by the Matatiele Local Municipality Council, which is next to the Matatiele Police Station.

The Department took a decision to render certain services during adjusted lockdown level 3. This amongst others, includes the issuance of identity documents to first time issuance and temporary identity certificates for those who may have lost their IDs.

**END**