QUESTION 277

**DATE OF PUBLICATION: Friday, 19 February 2010**

INTERNAL QUESTION PAPER NO 2 of 2010

**Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

(a) How many arrests have been made by immigration officers at the (i) departure and   
(ii) arrival halls of the Cape Town International Airport in (aa) 2007, (bb) 2008 and   
(cc) 2009 and (b) what was the reason for each arrest?

NW293E

**REPLY**

(a) & (b) The information is specified in the table:click

QUESTION 278

**DATE OF PUBLICATION: Friday, 19 February 2010**

INTERNAL QUESTION PAPER NO 2 of 2010

**Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

(1) Whether the layout of the new Cape Town International Airport Building allows for immigration officers to do profiling of passengers; if not, why not; if so, what are the relevant details;

(2) which officials in her department were responsible for approving of and signing off the planning documents for those areas that her department would require;

(3) whether the problem that arose after the completion of the building was brought to her attention; if so, what are the relevant details;

(4) whether any action will be taken to rectify the situation; if not, why not; if so, what are the relevant details;

(5) whether any additional security measures will be implemented at Cape Town International Airport until the section has been changed; if not, why not; if so, what are the relevant details?

NW294E

**REPLY**

(1) No. The current layout is in a temporary structure.

(2) The Deputy Director-General: Immigration Services.

(3) No. The current layout is a temporary arrangement.

(4) Yes. The Airports Company of South Africa (ACSA) has new development programmes for the Cape Town International Airport within the next three years. The final layout of the International Departures, and Arrival Terminals will be discussed with ACSA, during this period. As an interim measure, the following shortcomings were discussed with ACSA, and it is attending to the following requests:

· A dedicated lane for staff, and assisted passengers to avoid overcrowding in the clearance area.

· Access control to the entrance of the clearance area.

· Dedicated security cameras to monitor officials, as well as, passengers in the clearance area.

· The installation of one way glass in the cubicles to give immigration officers the assurance that persons moving around in their perimeters have been cleared by Immigration.

· The installation of self closing gates between cubicles to allow only passengers who have been cleared access to the transit area.

(5) Yes. The following measures are currently being addressed:

· The access control door in the staff passage will be replaced with a card retention system. This will ensure that only designated card holders have access to the clearance area. The door will close automatically once the card holder has entered, and the card holder will only receive his or her access card back after the door has closed.

· The cameras fitted in the departure area will be channelled to the observation room to allow for supervisors to monitor the entire clearance area, as well as, cubicles for possible corrupt activities.

· The cubicles will also be fitted with monitors to allow immigrations officers to view passengers waiting in the queue, and to do profiling.

QUESTION 279

**DATE OF PUBLICATION: Friday, 19 February 2010**

INTERNAL QUESTION PAPER NO 2 of 2010

**Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

(1) Whether an inspectorate is currently based at Cape Town International Airport; if not, (a) why not, (b) when will the posts be advertised and (c) how many posts will be advertised; if so, what are the relevant details;

(2) whether the applicants will be undergoing any vetting process; if not, why not; if so, (a) what are the relevant details and (b) by when will the inspectorate be appointed and fully functional at the airport; if so, (i) how many staff members are employed in the inspectorate, (ii) how many posts still need to be filled and (iii) when will these posts be advertised;

(3) whether the current incumbents and/or new applicants will undergo any vetting procedures; if not, why not; if so, what are the relevant details?

NW295E

**REPLY**

(1)(a) No. There is, currently, no office space available for the officials. A standby team is available around the clock to attend to incidents at the Cape Town International Airport.

(1)(b) It is intended that Inspectorate officials, from our existing Unit at Barrack Street office in Cape Town, will be deployed to the Cape Town International Airport, during April 2010, as the necessary office space has been acquired, and the plans to set up this Unit have been set in place.

(1)(c) A total of 10 posts will be advertised. That is, 2 Chief Control Immigration Officers, and 8 Immigration Officers. The posts for 1 Chief Control Immigration Officer, and 3 Immigration Officers have been prioritised, and will take up their positions in May 2010.

(2)(a) Yes. All candidates who are recommended for appointment to Immigration positions are subjected to criminal record checks, and security clearance before appointment. Further, all new officials undergo the vetting process as it is a Departmental policy to vet all recommended employees.

(2)(b) The posts will be advertised in the 2010/11 financial year.

(2)(b)(i) The total of staff members employed in the Inspectorate, nationally, is 638.

(2)(b)(ii)(iii) The approved structure which is intended to be over the period of three (3)

to four (4) years requires, approximately, another 548 positions.

(3) Yes. All candidates appointed in Immigration Services are subjected to vetting procedures in terms of criminal record checks, and security clearance.

QUESTION 299

**DATE OF PUBLICATION: Friday, 19 February 2010**

INTERNAL QUESTION PAPER NO 2 of 2010

**Dr C P Mulder (FF Plus) to ask the Minister of Home Affairs:†**

(1) Whether her Department has paid any performance bonuses to the current Director-General during his contract period; if not, what is the position in this regard; if so, (a) what did the various amounts run into, (b) when they were paid out and   
(c) what criteria were applied in determining his performance;

(2) whether the Director-General has solved her Department's ongoing problems and improved the Department; if not, what is the position in this regard; if so,

(3) whether she will extend his contract for another period; if not, why not; if so, what are the relevant details?

NW316E

**REPLY**

(1)(a) No. The Director-General has completed two performance cycles since his appointment in May 2007. The outcome of his performance assessment for the 2007/08 cycle is, currently, under review, while his performance assessment for the 2008/09 performance cycle is, still, in process.

(1)(b) The performance incentives (if any) will be effected upon moderation by the Moderating Committee.

(1)(c) The granting of Performance Incentives (if any) will be determined by the Director-General's achievements of the deliverables as indicated in the Strategic Plan for each performance cycle.

(2) Work is ongoing to address the many challenges facing the Department of Home Affairs. The turnaround times for key products as specified in the Strategic Plan were, largely, achieved, and maintained. Reports from the Government Communication Information System (GCIS), based on their tracker research, indicate that this is noticed, and appreciated, particularly, by rural and poor communities. The majority of callers to talk shows, also, register their satisfaction with the services of the Department. Among the more important achievements, are the following:

§ On average, it, now, takes 43 days to issue an Identity Document, versus the target of 60 days.

§ Live capture for passports is implemented at 40 offices.

§ At the end of January 2010, it took 27 days from the capturing of a passport application to the issuance of the passport, versus the average of 56 days it took in April 2009.

§ The Department moved from a disclaimer in the 2007/08 financial year to a qualified audit in the 2008/09 financial year.

Corruption, most, unfortunately, continues to blemish the efforts of many who work tirelessly to provide a service that is efficient, accessible, and corruption free to the citizens, and other important customers. However, the Department has implemented a counter corruption strategy that is beginning to show positive results.

(3) No. The Director-General is leaving on retirement, and will, therefore, not ask for the renewal of his contract.

QUESTION 300

**DATE OF PUBLICATION: Friday, 19 February 2010**

INTERNAL QUESTION PAPER NO 2 of 2010

**Dr C P Mulder (FF Plus) to ask the Minister of Home Affairs:**

(1) Whether her department has made use of consultants in the (a) 2004-05, (b) 2005-06, (c) 2006-07, (d) 2007-08, (e) 2008-09 financial years and (f) during the period   
1 April 2009 up to the latest specified date for which information is available; if so, (i)(aa) how many and (bb) which consultants and consultancies were used in each of these financial years, (ii) what amounts were paid to each consultant or consultancy in each of these financial years and (iii) who are the directors of each of the consultancies that her department used in each of these financial years;

(2) whether any of the directors and shareholders of the consultancies have any links with the ruling party; if not, what is the position in this regard; if so, what are these links;

(3) whether any persons who are currently consultants or owners of consultancies were formerly in the employ of her department; if so, (a) who are they, (b) why did they leave the employ of her department, and (c) what is the total financial value that has been paid out to each one of these consultants?

NW317E

**REPLY**

(1)(2)(3) This Question's required response, will take a long time, because the research

that is required to be undertaken, has to cover a period of, just, over six (6)

years. For this reason, the Honourable Member is, kindly, advised to source out

the required information from the previous Department's Annual Reports of the

years under question.

QUESTION 1776

**DATE OF PUBLICATION: Friday, 28 May 2010**

INTERNAL QUESTION PAPER NO 15 of 2010

**Mr N J J van R Koornhof (Cope) to ask the Minister of Home Affairs:**

When will the visa requirements for South Africans visiting the United Kingdom be lifted?

NW2042E

**REPLY**

No. I have not asked for the Visa requirements to be lifted. There were objective, and subjective reasons that led to the Visa requirements. For this reason, it will serve no useful purpose to request for the lifting of the requirement, at this stage.

QUESTION 1798

**DATE OF PUBLICATION: Friday, 04 June 2010**

INTERNAL QUESTION PAPER NO 16 of 2010

**Mrs C Dudley (ACDP) to ask the Minister of Home Affairs:**

(a) What (i) was the outcome of the review and (ii) are the relevant details of the dispensation that allows undocumented Zimbabwean migrants to live and work in South Africa and (b) when will the special dispensation be implemented?

NW2070E

**REPLY**

(a)(i) The review of the Immigration Act, 2002 (Act No 13 of 2002), is, still, in progress. The Department of Home Affairs is, currently, in the consultation phase.

(ii) None.

(b) It was implemented, last year, 2009.

**QUESTION 1749**

**DATE OF PUBLICATION: Friday, 28 May 2010**

INTERNAL QUESTION PAPER NO 15 of 2010

**Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

What were the start and end dates of tenure in office of every (a) permanent and (b) acting (i) Director-General and (ii) Chief Financial Officer during the period 1 January 2000 to   
31 December 2009?

NW2015E

**REPLY**

The Honourable Member is, kindly, advised to source out the required information from the Department's Annual Reports of the years, under question.

**NATIONAL COUNCIL OF PROVINCES**

**FOR WRITTEN REPLY**

QUESTION 213

**DATE OF PUBLICATION: Friday, 28 May 2010**

INTERNAL QUESTION PAPER NO 14 of 2010

**Mr D A Worth (DA-FS) to ask the Minister of Home Affairs:**

(1) Whether her Department still intends to introduce a new identity card for all South Africans; if not, why not; if so, (a) when will this process take place, (b) what will be the cost implications of this process to the (i) Government and (ii) citizens, (c) what is the envisaged timeline of this process and (d) what are the further relevant details;

(2) whether this new identity card will incorporate the drivers licence details; if not, why not; if so, what are the relevant details?

CW286E

**REPLY**

(1)(a) Yes, the Department still intends to introduce a new identity card for all South Africans. The Department is, currently, preparing its front office, and back office processes to ensure the state of readiness of these offices. The outcome of these preparations will enable the Department to determine how best to introduce the identity card. Once the state of readiness is determined, the time frames for the introduction of the identity card will be announced.

(1)(b)(i) & (ii) The costs have not, yet, been determined, and are dependent on the outcome of preparations, as indicated in (1)(a) above.

(1)(c) It is envisaged that preparations of back offices, and front offices will be finalised by the end of this financial year (2010/11).

(1)(d) None, at this stage.

(2) Other relevant Departments will be consulted for purposes of additional smartcard capabilities, and utilisation.

UESTION 935

**DATE OF PUBLICATION: Tuesday, 23 March 2010**

INTERNAL QUESTION PAPER NO 8 of 2010

**Ms H N Makhuba (IFP) to ask the Minister of Home Affairs:**

(1) How much of the R104,4 million allocated to the smart ID card project in the Adjusted Appropriation Budget of October 2009 was spent in the last six months of the financial year;

(2) whether all such expenditure relates to the smart ID card project; if not, on what was the money spent;

(3) how has the expenditure from the above allocation moved the smart ID card project forward to date?

NW1080E

**REPLY**

(1) The total amount of R104,4 million was spent.

(2) No. The National Treasury has approved that this fund could be utilised for the shortfall on the printing costs of new passports, which was payable to the Government Printing Works.

(3) Not applicable, as the funds were not spent on the Smart ID Card Project.

QUESTION 330

**DATE OF PUBLICATION: Friday, 26 February 2010**

INTERNAL QUESTION PAPER NO 4 of 2010

**Mr J J Mc Gluwa (ID) to ask the Minister of Home Affairs:**

(1) (a) What is the cost to produce 524 618 identity documents (IDs), (b) how many working hours were involved in making those IDs, (c) how will such IDs be destroyed, (d) how much will it cost to destroy them and (e) how many IDs have been destroyed in the past five years;

(2) whether her department will send text messages to persons to notify them of the readiness of their (a) IDs for collection and (b) smart cards for collection once the systems are in place; if not, (i) why not in each case and (ii) what are the new methods her Department is looking at to resolve this matter; if so, what are the relevant details in each case?

NW385E

**REPLY**

(1) We have not calculated all these costs, nor, have we destroyed any ID's in the past five

(5) years. What is important, is that we, as the public representatives, must assist the

Department by making sure that the population understands:

(i) the value of the ID beyond the cost, in rands, and cents.

(ii) that they have to look after their ID's.

(iii) that they do not apply for a re-issue of the ID, unless they have ascertained

that their ID is lost.

(iv) that they fetch their ID, once they receive a sms informing them that their

ID has arrived.

(2)(a) Yes. With the implementation of the Track and Trace system, in 2007, short text messages (sms) are, automatically, sent to applicants informing them that their identity documents are ready for collection at the office of application. Two subsequent sms messages are, also, sent after 60 days, and 110 days, respectively, to inform applicants that their identity documents are ready for collection.

(2)(b) There are no Smart Cards, yet.

QUESTION 1716

**DATE OF PUBLICATION: Friday, 28 May 2010**

INTERNAL QUESTION PAPER NO 15 of 2010

**Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

Whether her (a) Department or (b) any of its entities has signed any contractual agreements with certain companies (names furnished) or any of their affiliates; if so,   
(i) what is the nature of each contract, (ii) what is the (aa) start and (bb) end date of each contract, (iii) what is the monetary value of each contract, (iv) what are the details of the process that was undertaken for the signing of each contract, (v) who else tendered for each contract that was awarded to these companies and (vi) what amount did each tenderer quote in each case?

NW1982E

**REPLY**

(a)(i) to (vi) **THE DEPARTMENT OF HOME AFFAIRS:**

No. The Department of Home Affairs has not signed any contractual agreements with the mentioned companies.

(b)(i) to (vi) **THE GOVERNMENT PRINTING WORKS:**

No. The Government Printing Works has not signed any contractual agreements with the mentioned companies.

(b)(i) to (vi) **INDEPENDENT ELECTORAL COMMISSION (IEC):**

No. The IEC has not signed any contractual agreements with the mentioned companies.

(b)(i) to (vi) **FILM AND PUBLICATION BOARD (FPB):**

No. The FPB has not signed any contractual agreements with the mentioned companies.

QUESTION 1402

**DATE OF PUBLICATION: Friday, 07 May 2010**

INTERNAL QUESTION PAPER NO 12 of 2010

**Mr S B Farrow (DA) to ask the Minister of Home Affairs:**

(1) Whether she and / or her Department has been informed of the problems experienced by the Glenmore community in the Eastern Cape to register the death of their relatives who died in the tornado and flood that devastated the area in 1979; if so, what are the relevant details; if not,

(2) whether she will investigate the matter and provide assistance to the community; if not, why not; if so, what are the relevant details?

NW1641E

**REPLY**

(1) No. Neither I, nor the Department of Home Affairs was informed.

(2) Yes. The Department of Home Affairs will investigate the matter after consultation with the relevant Provincial Government Entities to collect, as much as possible, information pertaining to the incident mentioned. A comprehensive report will, then, be compiled which will, then, indicate what action, or steps will be taken to assist the Glenmore community to address the registration process for the deaths. It would be appreciated, if the Honourable Member could, kindly, avail any additional information, or contact persons, in order to assist in addressing, and finalising the matter, as soon as possible.

QUESTION 1404

**DATE OF PUBLICATION: Friday, 07 May 2010**

INTERNAL QUESTION PAPER NO 12 of 2010

**Mr J J Mc Gluwa (ID) to ask the Minister of Home Affairs:**

Whether fingerprints taken by her Department are made available to the SA Police Service; if not, why not; if so, what are the relevant details?

NW1643E

**REPLY**

No. Fingerprints taken by the Department of Home Affairs are not made available to the SA Police Service. The Department does, however, receive requests from SA Police Service to assist it with the identification of certain individuals, by sending a full set of fingerprints to the Department.

**Question & Reply: Home Affairs**

**2010-10-19**

**THIS FILE CONTAINS 25 REPLIES.**

**FIND THE REPLY YOU ARE LOOKING FOR BY SELECTING CTRL + F ON YOUR KEYBOARD**

QUESTION 2403

**DATE OF PUBLICATION: Friday, 27 July 2010**

INTERNAL QUESTION PAPER NO 25 of 2010

**Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

Whether (a) her Department or (b) any of its entities has signed any contractual agreements with a certain company (name furnished) or any of its affiliates (i) in the   
(aa) 2006-07, (bb) 2007-08, (cc) 2008-09 and (dd) 2009-10 financial years and (ii) during the period 1 April 2010 up to the latest specified date for which information is available; if so, (aaa) what is the nature of each contract, (bbb) what is the monetary value of each contract, (ccc) what is the (aaaa) start and (bbbb) end date of each contract, (ddd) what are the details of the process that was followed for the signing of each contract, (eee) who else tendered for each contract that was awarded and (fff) what amount did each tenderer quote in each case?

NW2972E

**REPLY:**

(a) & (b) No. Neither the Department of Home Affairs, or any of its entities had signed any contractual agreements with the mentioned company, in any of the 2006/07, 2007/08, 2008/09, 2009/10 or 2010/11 financial years.

QUESTION 2361

**DATE OF PUBLICATION: Monday, 30 August 2010**

INTERNAL QUESTION PAPER NO 25 of 2010

**Mr M Swart (DA) to ask the Minister of Home Affairs:**

Whether her Department's Regional Office in George has a Mobile Unit; if not, why not; if so, what (a) are the areas in which the Unit operates and (b) is the total number of applications for identity documents which (i) the Unit has processed since its launch and (ii) this Unit has processed since its launch at no charge to the applicant?

NW2930E

**REPLY**

(a) Yes. The Department's Regional Office in George has one Mobile Truck which has been in operation, since September 2009, and visits the following areas, once, or twice a month:

· Stil Bay

· Waboomskraal

· Thembalethu

· Hornlee

· Mossel Bay

· Riversdale

· Sedgefield

· Knysna

· Heidelberg

· Rheenendal

· Plettenberg Bay

· Kranshoek

· Damesbos

· Asla Park

· Slang River

· Albertinia

(b)(i) The total number of identity documents processed is, as follows:

First identity document Issues : 1334

Re-issues of identity documents : 1 924

Identity documents distributed : 2 253

(b)(ii) The Mobile Unit was able to provide the following documents at no cost to the applicants during an outreach programme partnered with the Bitou Municipality who paid for the photos (First Issues), as well as, for the photos, and the application fee (Re-Issues):

First Identity document issues : 274

Re-issues of Identity Documents : 807

QUESTION 2350

**DATE OF PUBLICATION: Friday, 27 August 2010**

INTERNAL QUESTION PAPER NO 25 of 2010

**Mrs S V Kalyan (DA) to ask the Minister of Home Affairs:**

Whether she will consider amending official documentation completed by members of the public to reflect the category intersex in addition to the categories male and female; if not, why not; if so, what are the relevant details regarding the time frame for the proposed amendment of these documents?

NW2919E

**REPLY:**

The Department of Home Affairs does not make provision for an intersex category on official documentation, but has procedures in place, with regard to changing of sex. An Amendment application form is used for this purpose, and will indicate the sex that is preferred. Expert medical opinion must, then, be provided as stipulated in the Alteration of Sex Description, and Sex Status Act, 2003, before a determination can be made. These procedures have proved to be sufficient, in terms of the practical application of the Act.

QUESTION 2318

**DATE OF PUBLICATION: Monday, 30 August 2010**

INTERNAL QUESTION PAPER NO 25 of 2010

**Dr C P Mulder (FF Plus) to ask the Minister of Home Affairs:**

What is the breakdown for the officials at post levels 8 to 12 in her Department in terms of (a) sex, (b) race and (c) age?

NW2852E

**REPLY:**

The information is provided in the tables, attached:

QUESTION 2261

**DATE OF PUBLICATION: Friday, 20 August 2010**

INTERNAL QUESTION PAPER NO 23 of 2010

**Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

Whether her Department and / or any of its entities has purchased any 2010 FIFA World Cup Soccer tournament (a) clothing or (b) other specified paraphernalia; if not, what is the position in each case; if so, in each case,   
(i) what are (aa) the details and (bb) the total cost of the items purchased, (ii)(aa) how many items have been purchased and (bb) why, (iii)(aa) to whom has each of these items been allocated and (bb) why have these items been allocated to these persons and (iv)(aa) on what basis was the decision taken to purchase each of these items and (bb) on whose authority was the decision taken to make these purchases?

NW2769E

**REPLY:**

The information for the Department of Home Affairs (DHA), the Government Printing Works (GPW), the Film and Publication Board (FPB) and the Independent Electoral Commission (IEC) is specified in the table, attached:

QUESTION 2112

**DATE OF PUBLICATION: Friday, 13 August 2010**

INTERNAL QUESTION PAPER NO 21 of 2010

**Dr A Lotriet (DA) to ask the Minister of Home Affairs:**

Whether her Department has a language policy; if not, why not; if so, what are the relevant details?

NW2551E

**REPLY:**

Yes. The Department of Home Affairs has a language policy. It is in line with the provisions of the Constitution of the Republic of South Africa with specific reference to section 9(3).

QUESTION 2097 / NW2507E

**DATE OF PUBLICATION: Friday, 6 July 2010**

INTERNAL QUESTION PAPER NO 19 of 2010

**Ms A M Dreyer (DA) to ask the Minister of Home Affairs:**

Whether a certain official of her Department (name furnished) is investigating allegations regarding a certain person (name furnished); if not, why not; if so, (a) when is the investigation anticipated to be completed and (b) when will the details and outcomes of the investigation be available?

NW2507E

**REPLY:**

(a) & (b) Yes. The official concerned has finished the investigation regarding the allegations levelled against a certain person. The details and outcomes of the investigation are available.

QUESTION 1981

**DATE OF PUBLICATION: Friday, 30 July 2010**

INTERNAL QUESTION PAPER NO 18 of 2010

**The Leader of the Opposition (DA) to ask the Minister of Home Affairs:**

(1) What is the estimated number of Zimbabwean refugees currently living in South Africa;

(2) whether she has any strategies in place to encourage the repatriation of Zimbabwean refugees; if not, why not; if so, what are the relevant details?

NW2376E

**REPLY:**

(1) In the period 1 January 2000 to 31 May 2010, a total of 5 822 Zimbabwean nationals were granted refugee status (refugee permits), in terms of section 24 of the Refugee Act, 1998 (Act No 130 of 1998).

(2) All the efforts to get Zimbabwe back to normal by the South African government are relevant to the repatriation of Zimbabweans. As the economic, and the political situation improves in Zimbabwe, a lot of Zimbabweans will voluntarily go back home.

QUESTION 1918

**DATE OF PUBLICATION: Monday, 26 July 2010**

INTERNAL QUESTION PAPER NO 17 of 2010

**The Leader of the Opposition (DA) to ask the Minister of Home Affairs:**

(1) How many (a) Zimbabwean citizens have been granted asylum since 1 January 2002 and (b) applications for asylum by Zimbabwean citizens have yet to be processed;

(2) whether, with reference to the report by the United Nations Refugee Agency in June 2010 (details furnished), (a) there are any reasons for the backlog of asylum applications and (b) she has taken any steps to expedite the processing of these applications; if not, why not; if so, what are the relevant details?

NW2306E

**REPLY:**

(1) A total of 5 815 Zimbabwean citizens have been granted asylum in the period   
1 January 2002 up to, and including, 31 May 2010.

(2) The moratorium and the Special Dispensation is coming to an end. The ongoing operation of documenting all Zimbabweans, in the country, is towards resolving the problem. There is, also, an amendment Bill that, if passed into law, will assist in speeding up the refugee application process, generally.

QUESTION 78

**DATE OF PUBLICATION: Friday, 5 March 2010**

INTERNAL QUESTION PAPER NO 4 of 2010

**Mr M J R de Villiers (DA-WC) to ask the Minister of Home Affairs:**

(1) Whether any of the offices of her department is being rented; if so, (a) which offices in each (i) town and (ii) province and (b) what is the monthly rental for each of the buildings;

(2) whether there are any arrears of rent for any of the buildings; if so, (a) which buildings and (b) when will the arrears be addressed;

(3) (a) who are the owners of each of the buildings and (b) what is the term of the rental agreement for each of the buildings?

CW104E

**REPLY**

(1) to (3) It is suggested that the Honourable Member directs this Question to the Minister of Public Works. The Department of Home Affairs does not own immovable property. It leases its office accommodation through the Department of Public Works (DPW), who is responsible for the administration of the leased properties.

QUESTION 93

**DATE OF PUBLICATION: Friday, 12 March 2010**

INTERNAL QUESTION PAPER NO 5 of 2010

**Mr M J R de Villiers (DA-WC) to ask the Minister of Home Affairs:**

(1) (a) How many identity documents (IDs) are not collected at each of the Home Affairs offices and (b) what is the main reason for these documents not being collected;

(2) whether her Department has taken any steps to ensure that persons are properly informed to collect their IDs; if not, why not; if so, (a) what steps and (b) what are the further relevant details?

CW120E

**REPLY**

(1)(a) The information as at 28 February 2010 per Province – is specified in the tables, below:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Province** | **less than 3 months** | **3 - 6 months** | **6 - 9 months** | **9 - 12 months** | **More than 12 months** | **Total** |
| Kwa-Zulu Natal | 47,945 | 20,727 | 18,707 | 12,869 | 35,546 | **135,794** |
| Limpopo | 24,617 | 12,033 | 14,994 | 9,519 | 21,054 | **82,217** |
| Gauteng | 37,317 | 15,214 | 16,986 | 12,811 | 25,238 | **107,566** |
| Free State | 12,997 | 8,298 | 6,820 | 7,361 | 10,799 | **46,275** |
| Mpumalanga | 16,014 | 7,702 | 7,929 | 4,947 | 12,022 | **48,614** |
| North West | 12,464 | 6,045 | 5,251 | 2,545 | 4,879 | **31,184** |
| Northern Cape | 4,247 | 2,428 | 2,130 | 1,086 | 1,764 | **11,655** |
| Western Cape | 23,220 | 9,556 | 5,206 | 5,851 | 11,421 | **55,254** |
| Eastern Cape | 27,409 | 14,336 | 19,934 | 15,366 | 22,765 | **99,810** |
| **Total** | **206,230** | **96,339** | **97,957** | **72,355** | **145,488** | **618,369** |

Lists of uncollected identity documents, per Province, per office, for the period 1 April 2009 to 31 March 2010, are attached herewith, as Annexures A, B, C, D, E, F, G, H to **I**.

(1)(b) The main reasons for applicants not collecting their new identity documents are, as follows:

· Applicants are applying for identity documents when under the impression that they have lost their identity documents, only to find it at a later stage. Many applicants, therefore, never collect their newly issued identity documents. The identity document with the latest date of issue is the only valid identity document, which replaces all previous identity documents issued.

· Applicants also re-locate, and never collect their newly issued identity documents, at the office of application.

(2)(a) The following steps have been taken:

· Since the implementation of the ID Track and Trace system in 2007, short messages ("sms") are automatically triggered to the cell phones of applicants to inform them of the arrival of their identity documents, at the office of application. Two subsequent SMS's are sent to applicants (one after 60 days, and the other after 110 days), as reminders before returning the identity documents to Head Office, as uncollected.

· It should be noted that the turnaround time for the issuing of identity documents has been drastically reduced, and applicants, who are not in possession of cell phones may enquire at the department's Client Service Centre (toll free number 0800 60 11 90), after a month from the date of application. Clients can, also, use the enquiry SMS no (32551) to check, and get feedback on the status of their ID applications.

(2)(b) The Department, also, interacts with various community forums, and other stakeholders to encourage applicants to collect their identity documents. The department, also, engages with the Independent Electoral Commission (IEC), through the Provincial Liaison Committees to encourage Political Office Bearers to request communities to collect their identity documents.

**QUESTION 1135**

**DATE OF PUBLICATION: Monday, 19 April 2010**

INTERNAL QUESTION PAPER NO 10 of 2010

**1135. Mr M Mnqasela (DA) to ask the Minister of Home Affairs:**

(1) Whether any South African citizens have fallen victim to being falsely married to unknown people and are recorded as being married without their knowledge in the past ten years; if not, what is the position in this regard; if so, (a) how many and (b) how many cases (i) have been reported to her department and (ii) are being investigated by (aa) her department and (bb) the SA Police Service;

(2) whether there are any children currently sharing the same birth certificate with other children; if not, what is the position in this regard; if so, (a) how many and (b) how many cases (i) have been reported to her department and (ii) are being investigated by (aa) her department and (bb) the SA Police Service;

(3) whether any persons have (a) overstayed or (b) contravened their visas between 1 January 2004 and 31 March 2010; if so, (i) how many in each year and (ii) what action has been taken in each case;

(4) (a) how many foreigners are currently in South Africa on (i) work and (ii) study permits and (b) in which provinces are they? NW1292E

**REPLY**

(1) **Background**

The problem of fraudulent marriages was discovered in early 2000's, wherein South Africans found themselves married to strangers. As the situation in South Africa stabilises, and its economy grows, the country will continue to become the favourite destination for many people across the globe who seek greener pastures, and safe places of abode. Evidently, this migration to the South will bring attendant problems, such as violation of our citizenship acquisition processes. This problem is, further, compounded by our present situation of unemployment, and rampant poverty.

The common causes of fraudulent marriages are:

**Marriage of convenience**

The victim would agree to enter into holy matrimony with a foreigner, seeking South African citizenship, in exchange for monetary compensation. In cases, where the foreigner does not honour his/her part of the bargain the victim would, then, claim that the marriage took place without his/her knowledge. In cases, where the transaction is honoured the victim will approach the offices of Home Affairs, ostensibly to apply for a new Identity Document, claiming that his/her ID is lost. When records are retrieved, and show that the applicant is married, he/she will, then, claim that the marriage took place without his/her consent, and, then, seek annulment (marriage expunged). Often, when this scam happens, the foreigner has by, then, already, obtained citizenship and/or permanent residence in the country.

**Employment agencies**

Victims, often, claim that bogus employment agencies request that they submit copies of their Identity Documents, ostensibly to process job placements for them. The victim will, then, later discover by "accident" when he/she processes some transaction, either, in the public service, or the private sector, that he/she is married.

**Crime Syndicates**

These are well-organised syndicates that are assisted by corrupt officials; corrupt religious leaders, and unscrupulous Marriage Officers. They take full advantage of poor controls, and the lack of basic amenities, and office equipment to fraudulently process details of South Africans, and marry them to foreigners without their knowledge.

(a) **6 769** cases were reported, as from 2007 to April 2010.

|  |  |
| --- | --- |
| **Year** | **Cases reported** |
| 2007 | 2,114 |
| 2008 | 2,185 |
| 2009 | 1,916 |
| 2010 (April ) | 554 |
| **Grand total** | **6,769** |

(b)(i) **6 769** cases were reported. Of these cases, **5 205** cases were finalised.

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Expunged** | **Referred to court** | **Total finalized per year** |
| 2007 | 1,671 | 349 | 2,020 |
| 2008 | 960 | 257 | 1,218 |
| 2009 | 1,118 | 426 | 1,548 |
| 2010 (April ) | 234 | 185 | 419 |
| **Grand Total** | **3,983** | **1,217** | **5,205** |

(b)(ii) (aa) **1 564** cases are under investigation within the Department .

|  |  |
| --- | --- |
| **Year** | **Under Investigation** |
| 2007 | 94 |
| 2008 | 967 |
| 2009 | 368 |
| 2010 (April ) | 135 |
| **Grand total** | **1,564** |

(b)(ii) (bb) The Department does not refer cases to SAPS. However, the Department has its own Internal Counter Corruption Unit, which investigates these cases.

(2) No. None have been brought to the attention of the Department. All children are registered through the National Population Register system, and are allocated with an ID Number. The system (NPR) is designed in a way that does not allow the sharing of birth certificates. The Department has, also, embarked on the process of redesigning its processes, in order to close any loopholes in the birth registration process. These include the upgrading of the security features on the National Population Register system, and the certificate.

2 aa Not applicable

2 bb Not applicable

(3) Yes.

(3)(a) & (b) The information is provided in the table, below:

|  |  |  |
| --- | --- | --- |
| **Year** | **Overstayed / contravened** | **Action taken** |
| 2004 | 1 165 | 1 165 deported |
| 2005 | 1 112 | 1 112 deported |
| 2006 | 1 093 | 1 093 deported |
| 2007 | 2 180 | 1 310 deported, and 807 fined |
| 2008 | 2 115 | 1 175 deported, and 940 fined |
| 2009 | 4 007 | 3 076 deported, and 931 fined |
| 2010 up to & including  31 March 2010 | 1 202 | 915 deported, and 287 fined |
| **Total** | **12 874** |  |

(4) The Department's Movement Control System is unable to generate reports on the number of work permit and study permit holders who are currently in South Africa. The Department of Home Affairs is able to provide statistics on the number of work permits and study permits applied for and issued for a specific period.

QUESTION 841

**DATE OF PUBLICATION: Tuesday, 23 March 2010**

INTERNAL QUESTION PAPER NO 8 of 2010

**Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

(1) Whether she has been informed that her Department owes the Government Printing Works an estimated R126 million; if so, (a) why is this amount (i) owed and (ii) not yet paid, (b) what steps will be taken to pay this and (c) when will this amount be paid;

(2) whether she will (a) investigate the matter and (b) take corrective steps in this regard; if not, why not in each case, if so, what are the relevant details in each case;

(3) whether she will take steps to ensure that this and similar problems do not recur; if not, why not; if so, what steps?

NW977E

**REPLY**

(1)(2)(3) Yes. The amount was settled before the end of the last financial year.

QUESTION 842

**DATE OF PUBLICATION: Tuesday, 23 March 2010**

INTERNAL QUESTION PAPER NO 8 of 2010

**842. Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

(1) Whether the signage and directions at the Swaziland-South Africa border post and within the facility comply with her department's guidelines; if not, why not; if so, what are the relevant details;

(2) whether there are any plans for the facility to be upgraded and refurbished; if not, why not; if so, (a) when will this take place, (b) what are the details;

(3) whether all officials are (a) in possession of and (b) wearing name tags; if not, why not; if so, what are the relevant details;

(4) whether any audit and/or investigation has been conducted to ensure officials are conducting business in a professional and friendly manner; if not, why not; if so, what are the relevant details;

(5) (a) how many officials are currently employed, (b) how many vacancies exist currently at the border post and (c) when will the vacancies be filled? NW978E

**REPLY**

(1) All signage and directions at the Swaziland – South Africa border post and within the facilities comply with the Department's guidelines, except that of Golela, due to the construction of the new building, whose signage was temporarily removed in order to erect new ones and build roads.

(2) As no specific border post was indicated, herewith, a breakdown of all Ports of Entry at the Swaziland border:

|  |  |
| --- | --- |
| **BORDER POST** | **FACILITY UPGRADE AND REFURBISHMENT** |
| **Bothashoop** | **(a)** No need to upgrade and refurbish the building. |
| **Emahlathini** | **(a)**No need to upgrade and refurbish. |
| **Golela** | **(a)** Phase one of the new Border post  is complete, and relocation to the new building was on the 29th April 2010 |
| **Jeppe's Reef** | **(a)** The Border post has been, recently, upgraded (RAMP Contract: 2009/10).  Department of Public Works are in the process of placing proper signage, not only for the Department of Home Affairs, but for all Government Departments. |
| **Josefsdal** | (a) There are no plans for upgrading the facility.  (b) The office was only budgeted for repairs, and maintenance by Department of Public Works. |
| **Mahamba** | **(a)** There are plans to upgrade the current building.  **(b)** Public Works is, still, designing the new plan of border. |
| **Mananga** | **(a)**There are plans to upgrade the current building.  New plans will be submitted by September 2010 to renovate, and modify the current direction boards. |
| **Nerston** | **(a)**No need to upgrade, and refurbish.  . |
| **Onverwacht** | **(a)**No need to upgrade, and refurbish. |
| **Oshoek** | **(a)** There are plans to upgrade the current building.  **(b)** Public Works is, still, designing the new border post. |
| **Waverley** | **(a)** No need to upgrade, and refurbish. |

(3) All officials, at the eight border posts, except newly appointed officials, wear name tags, at all times, while performing their duties. Name tags have been ordered for the newly appointed officials.

(4) There was no formal audit conducted.

(5) As no specific border post was indicated, herewith, a breakdown of the Ports of Entry at the Swaziland border:

|  |  |  |
| --- | --- | --- |
| **BORDER POST** | **(A)CURRENTLY EMPLOYED** | **(B) FUNDED VACANT POSTS** |
| **Bothashoop** | 2 Filled Posts | 3 Vacant |
| **Emahlathini** | 6 Filled Posts | 9 Vacant |
| **Golela** | 12 Filled Posts | 10 Vacant |
| **Jeppe's Reef** | 17 Filled Posts | 14 Vacant |
| **Josefsdal** | 7 Filled Posts | 4 Vacant |
| **Mahamba** | 17 Filled Posts | 6 Vacant |
| **Mananga** | 12 Filled Posts | 5 Vacant |
| **Nerston** | 12 Filled Posts | 6 Vacant |
| **Onverwacht** | 1 Filled Post | 8 Vacant |
| **Oshoek** | 42 Filled Posts | 13 Vacant |
| **Warverley** | 5 Filled Posts | 2 Vacant |
| **TOTAL:** | **133** | **80** |

(c) to the moratorium in filling such posts, as a result of absorption of contract workers, Some of the posts were advertised in February 2010, and they could not be filled, due with more than 12 months employed by the Department, which is underway.

QUESTION 843

**DATE OF PUBLICATION: Tuesday, 23 March 2010**

INTERNAL QUESTION PAPER NO 8 of 2010

**Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

(1) Whether her department has taken any steps to prevent human trafficking through any of the border posts; if not, why not; if so, what steps;

(2) whether she will make a statement on the matter?

NW979E

**REPLY**

(1) Yes. In this regard, the Honourable Member is respectfully referred to my responses submitted in respect of three previous Parliamentary Questions, which, also, dealt with Human Trafficking. The issue regarding the Department of Home Affairs' readiness to combat Human Trafficking has been, duly, addressed in these responses. The responses are in respect of Question **8** (Oral Reply – 2010) – attached herewith, as Annexure A, Question **2059** (2009) – attached herewith, as Annexure B**,** and Question **1788** (2009) – attached herewith, as Annexure C. Kindly, be informed that training of ten (10) moderators was conducted from   
9 to 11 November 2009.

QUESTION 1077

**DATE OF PUBLICATION: Tuesday, 30 March 2010**

INTERNAL QUESTION PAPER NO 9 of 2010

**Mrs M Wenger (DA) to ask the Minister of Home Affairs:**

(1) Whether any amount was (a) budgeted for and (b) spent (i) in the (aa) 2007-08 and (bb) 2008-09 financial years and (ii) during the period 1 April 2009 up to the latest specified date for which information is available on her Department's mini drug master plan; if not, why not; if so, what are the relevant details;

(2) what amount has been allocated to her Department's mini drug master plan for the 2010/11 financial year?

NW1226E

**REPLY**

(1) The Department of Home Affairs does not, at this stage, have a mini drug master plan**.**

(2) Not applicable.

QUESTION 1093

**DATE OF PUBLICATION: Tuesday, 30 March 2010**

INTERNAL QUESTION PAPER NO 9 of 2010

**Dr C P Mulder (FF Plus) to ask the Minister of Home Affairs:†**

(1) How many 90-day visas have been issued to Zimbabwean citizens since the introduction of this type of visa;

(2) whether there has been an increase in the number of Zimbabweans applying for this visa; if so, what is the increase (a) in actual numbers and (b) as a percentage;

(3) whether any Zimbabwean citizens who have exceeded their 90-day visas have been taken into custody or deported; if so, (a) how many were (i) arrested and   
(ii) deported and (b) what were the deportation costs;

(4) whether her Department keeps a record of the reasons for the applications by Zimbabwean citizens for 90-day visas; if so, (a) how many visas were issued in terms of the various reasons or categories furnished by the individual applicants and (b) what were the reasons for the applications?

NW1247E

**REPLY**

(1) A total of 2,307,965 visitor's permits were issued to Zimbabwean passport holders up to, and including, 4 April 2010. According to the Departments Movement Control System a total of 1,631,718 departures for Zimbabwean nationals were recorded for the financial year 2009/2010.

(2) Yes, there has been an increase.

(2)(a) In the 2008/09 financial year, a total of 332,466 Zimbabwean passport holders obtained visitor's visas from the South African Embassy in Harare. In the 2009/10 financial year, a total of 2,307,965 visitor's permits were issued to Zimbabwean passport holders on arrival. This represents a difference of 1,975,499. According to the Departments Movement Control System a total of 1,631,718 departures for Zimbabwean nationals were recorded for the financial year 2009/2010.

(2)(b) The increase in percentage equals 594%.

(3)(a) & (b) No Zimbabwean passport holder, who has exceeded his or her 90 days visitor's permit, has been arrested for the purpose of deportation during the 2009/10 financial year.

(4)(a) & (b) The 90 days visa exemption which was granted to Zimbabwean passport holders only applies to holiday, and business visits to the RSA. Any Zimbabwean passport holder who wishes to enter the RSA for another purpose is required to apply for an appropriate temporary residence permit prior to proceeding to the RSA. Statistics provided by the South African Embassy in Harare indicates that the following temporary residence permits were also issued:

· Study Permits: 61

· Relative's Permits: 1

· Quota Work Permits: 49

· General Work Permits: 15

· Intra-company Transfer Work Permits: 6

QUESTION 593

**DATE OF PUBLICATION: Friday, 5 March 2010**

INTERNAL QUESTION PAPER NO 6 of 2010 Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:

Whether any office of her Department had their electricity cut owing to non-payment or late payment of accounts (a) in (i) 2008 and (ii) 2009 and (b) during 1 January 2010 up to the latest specified date for which information is available; if so, (i) which offices, (ii) on what dates and (iii) what (aa) was the duration of the electricity cut, (bb) was the amount owing in each case, (cc) action has been taken to improve the situation and (dd) is the estimated loss in revenue for her Department owing to the cut in electricity?

NW709E

**REPLY**

Abbreviation: DPW: Department of Public Works

Yes. The information is specified in the table below:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **(a)(i) & (ii) & (b)**  **Year** | **(b)(i)**  **Offices** | **(b)(ii)**  **On what date** | **(aa)**  **Duration** | **(bb)**  **Amount owed** | **(dd)**  **Estimated loss of income** |
| **2008** | Brakpan District Office | 21 July | 4 days | Amount owed not known as DPW is responsible for payment | R35,000.00 |
| **2009** | Elim District Office | 20 October | 4 days | Amount owed not known as DPW is responsible for payment | R30,000.00 |
| **2010** | Eldorado Thusong Centre | 8 February | 19 days | Amount owed not known as DPW is responsible for payment | R1,000.00 |

(dd) The electricity was cut in the above-mentioned cases due to the late payment of the electricity accounts of the offices mentioned by DPW, who is the Department responsible for the payment of such accounts. A meeting was held with the said Department to avoid future occurrences.

QUESTION 595

**DATE OF PUBLICATION: Friday, 5 March 2010**

INTERNAL QUESTION PAPER NO 6 of 2010

**Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

Whether there are any backlogs in the processing of applications for permanent residency for each of the months from 1 June 2009 to 28 February 2010; if not, what is the position in this regard; if so, (a) what was the extent of the backlogs in each case and (b) how many applications were received from foreign spouses of South African citizens?

NW711E

**REPLY**

(a) Yes. There is a backlog of applications for permanent residence for the period   
1 October 2009 to 28 February 2010, only.

(a)(i) The backlog comprises 1 743 applications.

(a)(ii) A total of 696 of such applications have been received.

QUESTION 308

**DATE OF PUBLICATION: Friday, 27 August 2010**

INTERNAL QUESTION PAPER NO 23 of 2010

**Mr D B Feldman (COPE-Gauteng) to ask the Minister of Home Affairs:**

Whether her Department has developed a (a) policy and / or (b) process for security, personality and integrity checks on all officials employed in her Department to ensure   
(i) clean image and (ii) placing of people with integrity in positions of trust; if not, why not; if so, what are the relevant details?

CW404E

**REPLY**

(a) Yes. A Vetting Policy has been introduced in the Department, in terms of which all employees are subjected to the vetting process. The requirements of a particular post determine the level of security clearance the incumbent, thereof, must possess. The decision to grant a security clearance rests with the National Intelligence Agency (NIA). Feedback from the NIA is taken into account when a determination is made, regarding the suitability of an applicant for a particular post.

(b)(i) & (ii) Yes. In addition, as a standard part of the Department's Recruitment process, the following pre-employment checks are conducted on all nominated candidates, in accordance with Cabinet's decision on the compulsory undertaking of Personnel Suitability Checks (PSC), linked to the National Security Vetting Strategy:

· Criminal record check

· Credit record check

· Citizenship check

· Qualification verification

· Reference checks

QUESTION 997

**DATE OF PUBLICATION: Tuesday, 30 March 2010**

INTERNAL QUESTION PAPER NO 9 of 2010

**Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

(1) Whether her Department and / or Departmental officials held any functions in Pretoria at the (a) Kievits Kroon Country Estate and (b) Protea Hotel in Van Der Walt Street during the period 1 January 2010 up to the latest specified date for which information is available; if not, what is the position in each case; if so, (i) what was the reason for each of these functions, (ii) how many officials were involved in each case, (iii) what was the total cost of each function and (iv) what was the total cost paid on behalf of officials attending each function in respect of (aa) travel costs,   
(bb) accommodation costs and (cc) subsistence allowances;

(2) whether any gifts were presented to any official/s; if so, what (a) are the details and (b) is the total cost of these gifts?

NW1142E

**REPLY**

(1)(a) No functions were held by the Department at the Kievits Kroon Country Estate for the period 01 January 2010 up to and including 31 March 2010.

(1)(b) No functions were held by the Department at the Protea Hotel in Van Der Walt Street for the period 01 January 2010 up to and including 31 March 2010.

(2)(a) & (b) No gifts were presented to officials in the 2009/10 financial year.

QUESTION 1617

**DATE OF PUBLICATION: Friday, 21 May 2010**

INTERNAL QUESTION PAPER NO 14 of 2010

**1617. Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

(1) Whether any forensic audits have been instituted by her department into its administration or the administration of its entities (a) in the (i) 2007-08, (ii) 2008-09 and (iii) 2009-10 financial years and (b) during the period 1 April 2010 up to the latest specified date for which information is available; if not, what is the position in this regard; if so, in each case, (aa) what was the subject of the audit, (bb) what was the finding of the audit, (cc) which entity or company or person was used to conduct the audit and (dd) what was the cost of the audit;

(2) whether the results of the audits have been made public; if not, why not; if so, (a) when and (b) what are the further relevant details;

(3) whether any criminal or disciplinary proceedings have been instituted as a result of the audits; if not, what is the position in this regard; if so, what are the relevant details? NW1880E

**REPLY**

**THE DEPARTMENT OF HOME AFFAIRS:**

Forensic audits instituted by the former Minister of Home Affairs (2008):

**THE "WHO AM I ONLINE" PROJECT:**

(1) to (3) A forensic audit was commissioned, and two (2) draft reports were prepared. Comments were sent back to the investigators, and a final report is still outstanding. The conclusion, and publishing of the report has, also, been affected by the litigation challenge registered by GijimaAst. As it stands, the matter is *sub judice,* and no further information can be provided, until all legal processes have been concluded.

Forensic audits instituted by the Branch: Finance and Supply Chain Management:

(1)(a)(i) to (iii) Yes. An analytical investigation was instituted in July 2009 into the Department's Basic Accounting System (BAS). The scope of the investigation included the 2007/08, 2008/09 and 2009/10 financial years (up to and including 30 September 2009).

(aa) Alleged irregular / fraudulent payments made in respect of Goods and Services not provided / delivered.

(bb) The findings are listed below:

· Twenty six (26) suspicious service providers were identified.

· Twenty four (24) original payment files and / or supporting documentation were untraceable.

· Two (2) fraudulent requests for the amendment of banking details of service providers were found.

(cc) Ernest & Young Advisory Services Ltd.

(dd) R542,047.77.

(2)(a) & (b) The results of the audit have not yet been made public, as the investigators indicated that the outcome of the audit should not be distributed, or made public, yet, as legal advice must still be obtained, regarding the way forward.

(3) No, not as yet. Once the proceedings in (2)(a) & (b) above have been finalised, criminal and , or disciplinary proceedings will be instituted against officials indicated in the audit.

Forensic audits instituted by the Chief Directorate: Audit Services:

(1)(a)(i) **2007/08 financial year**:

(aa) **An investigation into allegations of financial irregularities, following a case of burglary, and theft at the Department's Regional Office: Rustenburg. The alleged incident took place between 7 and 10 April 2007.**

(bb) Based on the limited information, and records available in the office at the time, Internal Audit procedures followed initially indicated that R26879.00 was stolen / could not be accounted for. The financial losses the Department has suffered could be more as the audit rolls for 4 April 2007 was missing and could therefore not be used to determine the actual amount stolen.

(cc) The Department's Chief Directorate: Audit Services.

(dd) There were no additional costs involved as the audit was done by the Department of Home Affairs.

(2) & (3) No, as the results of the investigation proved to be inconclusive, a determination could not be made without a doubt whether or not Departmental officials were involved in the burglary and the theft of State money.

(1)(a)(ii) **The 2008/09 financial year**:

The South African Foreign Office in Uganda:

(aa) Allegations relating to fees collected for the processing of Visa applications. The allegations involved personnel recruited locally who were working in the Consular Section at the time.

(bb) No conclusion on the actual financial loss suffered by the Department could be determined and no official/s responsible for the reported irregularities could be identified.

(cc) The Department's Chief Directorate: Audit Services.

(dd) There were no additional costs involved as the audit was done by the Department of Home Affairs.

(2) & (3) No, as the results of the investigation proved to be inconclusive, a determination could not be made on the actual financial loss suffered by the Department as well as the fact that no official/s responsible could be identified for the reported irregularities.

The South African Foreign Office in Lesotho:

(aa) A special investigation regarding allegations of fraud / theft / financial irregularities committed in the Consular Section.

(bb) It was established that the actual financial loss suffered by the Department was R1,700.00.

(cc) The Department's Chief Directorate: Audit Services in co-ordination with the Internal Audit Business Unit of the Department of International Relations and Co-operation as well as Integrity Management Unit of Department of Home Affairs.

(dd) There were no additional costs involved as the audit was done by the Department of Home Affairs.

(2) & (3) No, as it was recommended that appropriate disciplinary steps be instituted against the officials who neglected to perform their duties.

(1)(a)(iii) **The 2009/10 financial year**:

(aa) A special investigation was conducted into the installation of security equipment in 28 of the Department of Home Affairs' offices as serious concerns of possible discrepancies, fraud and corruption in relation to the roll out of the tender were raised.

(bb) During a physical verification of security equipment installed in the 28 offices, it was discovered that there were discrepancies with billing the Department regarding quantities in terms of the contractual agreement, the invoices paid and the physical security equipment installed in the 28 offices. This resulted in the Department to suffer financial losses amounting to R6,027,940.64.

(cc) The Department's Chief Directorate: Audit Services.

(dd) There were no additional costs involved as the audit was done by the Department of Home Affairs.

(2) & (3) No, as disciplinary steps have been instituted against six officials of the Department.

**THE GOVERNMENT PRINTING WORKS (GPW):**

(1)(a)(i) **The 2007/08 financial year**:

No forensic audits were conducted.

(1)(a)(ii) **The 2008/09 financial year**:

(aa) An investigation was lodged into allegations of possible misappropriation of assets by employees at one of its Regional Offices.

(bb) The forensic audit could not produce evidence to institute disciplinary charges, or to institute criminal proceedings.

(cc) Ernest & Young Advisory Services Ltd.

(dd) R260,960.00 – exclusive of VAT.

(2) & (3) No. The forensic audit did not produce any evidence of wrongdoing which would warrant disciplinary action, or criminal proceedings.

(1)(a)(iii) **The 2009/10 financial year**:

No forensic audits were conducted.

**THE FILM AND PUBLICATION BOARD (FPB):**

(1) to (3) No forensic audits were conducted in the 2007/08, 2008/09 and 2009/10 financial years. No forensic audits were conducted in the current (2010/11) financial year up to and including 30 June 2010.

**THE INDEPENDENT ELECTORAL COMMISSION (IEC):**

(1) to (3) No forensic audits were conducted in the 2007/08, 2008/09 and 2009/10 financial years. No forensic audits were conducted in the current (2010/11) financial year up to and including 30 June 2010.

QUESTION 641

**DATE OF PUBLICATION: Monday, 15 March 2010**

INTERNAL QUESTION PAPER NO 7 of 2010

**Mr J J Mc Gluwa (ID) to ask the Minister of Home Affairs:**

Whether she will take any steps to redesign identity documents in light of the reported comments of her Deputy Minister (details furnished); if not, why not; if so, what steps?

NW766E

**REPLY**

Yes. The Department is in the process to improve the security features of the current identity document, including the possibility of digitising the photograph into the identity document, as well as the upgrading of security features. Photo digitisation will ensure that the photograph of the rightful owner cannot be replaced.

QUESTION 640

**DATE OF PUBLICATION: Monday, 15 March 2010**

INTERNAL QUESTION PAPER NO 7 of 2010

**Mr J J Mc Gluwa (ID) to ask the Minister of Home Affairs:**

(1) (a) How much money was spent by her department on the smart card identity document system and (b) what tender irregularities were identified;

(2) whether she has received a report of the forensic audit of the tender process; if not, why not; if so,

(3) whether she will table the report in Parliament; if not, what is the position in this regard; if so, when;

(4) whether she identified any problems with regard to the State Information Technology Agency's (Sita) involvement in the smart card identity document tender process; if so, what problems;

(5) how much (a) money was received from Treasury for the smart card system and   
(b) unspent money was returned to Treasury owing to the tender being stopped?

NW765E

**REPLY**

(1)(a) No money was spent on the Smart ID Card document system.

(b) to (4) The Department of Home Affairs was advised by the State Information Technology Agency (SITA), in April 2009, that a forensic audit of the tender process was being carried out (at its request) to investigate possible irregularities. It is suggested that the hon member directs his request for the information to the Minister for the Public Service and Administration, as SITA resorts under his jurisdiction.

(5)(a) A total of R104.4 million.

(b) No unspent money was returned to the National Treasury, as it was approved that this money could be utilised for the shortfall on the printing costs of new passports which was payable to the Government Printing Works.

QUESTION 435

**DATE OF PUBLICATION: Friday, 26 February 2010**

INTERNAL QUESTION PAPER NO 4 of 2010

**Mr M Mnqasela (DA) to ask the Minister of Home Affairs:**

(a) What (i) vehicles, (ii) aircraft and (iii) properties are currently owned by her department and (b) with regard to each item, (i) when was it purchased, (ii) how much did it cost and (iii) for what reason was it purchased?

NW509E

**REPLY**

(a) The information is specified in the table below:

|  |  |  |
| --- | --- | --- |
| **(i)**  **Vehicles** | **(ii)**  **Aircraft** | **(iii)**  **Property** |
| 215 Sedans  236 Light Delivery Vehicles  128 Heavy commercial Units (4 to 7 ton trucks) | None | None – the Department  of Home Affairs utilises property from the Department of Public Works and the Private Sector |

(b)(i) The current fleet were purchased between 1997 and 2010.

(b)(ii) The cost varies per vehicle. It is purchased according to the pricing on the schedule of the RT57 State Tender.

(b)(iii) The vehicles are utilised for the following:

· To transport officials below the level of Senior Management Service (SMS) to official meetings and official appointments.

· To enable officials to conduct official duties which form part of and in support of the Department's Core Service Delivery activities.

· Specialised Units, such as the Mobile Trucks, are utilised as mobile offices in rural areas, for special projects and campaigns to deliver services to the people of the RSA.

· Other trucks owned by the Department are utilised to transport deportees.

QUESTION 461

**DATE OF PUBLICATION: Friday, 26 February 2010**

INTERNAL QUESTION PAPER NO 4 of 2010

**Ms H N Makhuba (IFP) to ask the Minister of Home Affairs:**

(1) Whether she has been informed of officials at offices of her Department that are allegedly negative and uncaring towards applicants for identity documents, resulting in applicants being uncertain of what documents to bring to the offices when applying for and finalising applications for ID documents; if not, why not; if so,

(2) whether she intends taking any steps in this regard; if not, why not; if so, what steps;

(3) whether she intends introducing a system whereby applicants for ID documents are assisted properly, especially in the rural areas; if not, why not; if so, what are the relevant details?

NW536E

**REPLY**

(1) Yes. Clients have reported uncaring behaviour from officials. Feedback from clients is, mostly, received through correspondence, as well as, via my Complaints and Compliments Unit. During my office visits, and my interaction with members of the public, concerns with regard to poor service delivery by our officials, are also, brought to my attention.

(2) Steps already taken include, the compulsory wearing of name tags for easy identification of officials to ensure that members of the public can identify the official(s) that served them poorly. Disciplinary action is undertaken against the officials who do not comply with service delivery standards. Before the introduction of the compulsory wearing of name tags it was difficult to take action against officials for poor service delivery. I also conduct unannounced office visits to identify offices which have service delivery challenges.

(3) Some of the initiatives already implemented by the Department are:

· Pamphlets and posters on photograph requirements for identity documents, and passports were distributed to front offices for the public's attention.

· We have deployed floor walkers at our offices to assist clients with the completion of forms, and to inform clients of the requirements for the respective applications.

· Offices have been instructed to establish information desks, where clients are informed on the requirements for all applications.

· 63 offices have been refurbished, and have clear and proper visible signage.

· One hundred and seventeen (117) fully computerised mobile units, as well as twenty five (25) 4X4 vehicles, are deployed, especially in rural areas.

· A National Campaign was started last year, and launched on 23 March 2010, and this campaign focuses, among other things, on the collection of ID applications in rural areas, as well as the registration of births of unregistered children.

QUESTION 1039

**DATE OF PUBLICATION: Tuesday, 30 March 2010**

INTERNAL QUESTION PAPER NO 9 of 2010

**Mrs J F Terblanche (DA) to ask the Minister of Home Affairs:**

(1) Whether certain persons (details furnished) declared their business interests to her Department; if not, why not; if so, what are the relevant details;

(2) whether the said persons directly or indirectly benefit from state or Departmental   
(a) tenders, (b) procurement, (c) services or (d) contracts; if not, why not; if so, what are the relevant details in each case?

NW1185E

**REPLY**

(1) The Acting Chief Director: Refugee Affairs, the Financial Officer and the Director: Asset Management have declared their business interests. However, the Deputy Director: Procurement has not declared business interests to the Department because Chapter 3 C 1 of the Public Service Regulations stipulates that only members of SMS are required to declare such interests.

(2) The Financial Officer and the Deputy Director: Procurement are members of the Bid Adjudication Committee.

QUESTION 1318

**DATE OF PUBLICATION: Monday, 26 April 2010**

INTERNAL QUESTION PAPER NO 11 of 2010

**Mr N J J van R Koornhof (Cope) to ask the Minister of Home Affairs:**

Whether she has made any progress to get the visa requirements lifted for South Africans who want to visit the United Kingdom; if not, why not; if so, (a) what progress and (b) when does she expect the lifting?

NW1548E

**REPLY**

No. I have not asked for the Visa requirements to be lifted. There were objective, and subjective reasons that led to the Visa requirements. For this reason, it will serve no useful purpose to request for the lifting of the requirement, at this stage.

QUESTION 1844

**DATE OF PUBLICATION: Friday, 04 June 2010**

INTERNAL QUESTION PAPER NO 16 of 2010

**Dr H C van Schalkwyk (DA) to ask the Minister of Home Affairs:**

Whether all offices of her Department are equipped to issue (a) ID documents, (b) birth certificates and (c) other documents and certificates; if not, (i) why not, (ii) which offices are not equipped for these functions and (iii) when will these offices be equipped to perform these functions; if so, what are the relevant details?

NW2126E

**REPLY**

(a)(i) to (iii) Yes. All offices are equipped to issue identity documents. However, it must be noted that the actual production of identity documents is a centralised function undertaken at the Department's Head Office. The completed identity documents are, then, distributed to the respective offices of application for collection by the applicants.

(b)(i) to (iii) Yes. All offices of the Department are equipped to issue birth certificates. Birth registrations are, also, processed at identified Health facilities in the Republic of South Africa (RSA).

(c)(i) to (iii) Yes. All offices of the Department are equipped to issue marriage certificates, death certificates and temporary identity certificates. Furthermore, all offices are, also, able to issue temporary travel documents (temporary passports and emergency travel certificates). Other travel documents (tourist passports, child passports, maxi passports and official passports) are, also, centrally processed, and produced at the Department's Head Office in the same way as identity documents. Once issued, the documents are distributed to the respective offices of application for collection by the applicants.

QUESTION 1224

**DATE OF PUBLICATION: Monday, 19 April 2010**

INTERNAL QUESTION PAPER NO 10 of 2010

**Mr J J McGluwa (ID) to ask the Minister of Home Affairs:**

Whether, with reference to her reply to question 191 on 13 March 2010, she will provide the case number for the case that has been referred to the SA Police Service for further investigation; if not, why not; if so, what are the relevant details?

NW1383E

**REPLY**

Yes. The matter was reported to the SA Police Service in Garsfontein, and the case number is MAS 85/06/2003.

QUESTION 182

**DATE OF PUBLICATION: Friday, 21 May 2010**

INTERNAL QUESTION PAPER NO 12 of 2010

**Mr R A Lees (DA-KZN) to ask the Minister of Home Affairs:**

(1) (a) How many foreigners who are employed to work on the site of Eskom's Ngula Power Station in KwaZulu-Natal have (i) applied for and (ii) been granted work permits and (b) from which countries do they originate;

(2) whether all foreigners employed on the site have valid work permits; if not, (a) why not and (b) how many do not have such permits; if so,

(3) whether these permits were obtained prior to commencing work on the site; if not, what is the position in this regard; if so, (a) on what basis were the work permits issued to each foreigner, (b) for what period are these permits valid and (c) what are the further relevant details?

CW223E

**REPLY**

(1)(2)(3)The Eskom-Ingula Project site which is about 10 000 square meters and about 30 kilometres from Ladysmith was visited on 31st May 2010.

The companies on site are CONCOR, WBHO (both forming a Bramhoek Joint Venture), CMC di Ravenna, Impregilo (both forming CMI Joint Venture) and BE Quanza, it is a total of five companies.

|  |  |  |  |
| --- | --- | --- | --- |
| **COMPANY BY NAME** | **CORPORATE PERMIT** | **GENERAL WORK PERMIT** | **INTRA-COMPANY PERMIT** |
| CMC di Ravenna | 340 | 19 | 19 |
| Impregilo | 5 | 0 | 9 |
| B& E Quanza | 0 | 2 | 0 |
| WBHO | 4 | 1 | 0 |
| CONCOR | 0 | 0 | 0 |
| **TOTAL** | **349** | **22** | **28** |

**Grand total**: 399 foreigners employed within the five companies – CMI has employed the

most foreigners.

CONCOR – no foreigner employed.

QUESTION 185

**DATE OF PUBLICATION: Friday, 21 May 2010**

INTERNAL QUESTION PAPER NO 12 of 2010

**Mrs R N Rasmeni (ANC-NW) to ask the Minister of Home Affairs:**

(1) What is the state of readiness of her Department in ensuring that soccer fans coming for the 2010 FIFA World Cup Soccer tournament (a) enter and (b) leave South Africa at specified times;

(2) whether her Department has the necessary IT system in place in all major cities for this purpose; if not, why not; if so, what are the relevant details?

CW227E

**REPLY**

(1)(a) & (b) In terms of the 2010 FIFA World Cup South Africa Special Measures Act, 2006 (Act No 11 of 2006), with specific reference being made to section 4 of the said Act, the Department of Home Affairs is ready.

The following measures have been put in place to ensure effective and efficient processing of travellers:

(i) **At Ports of Entry:**

Temporary Joint Border Clearance:

We have improved the infrastructure, and human resources at the

busiest ports of entries.

Dedicated Lanes:

The concept was implemented to fast track the movement of all persons associated with the 2010 FIFA World Cup in South Africa. Dedicated lanes are, already, in operation at Oliver Tambo International Airport, King Shaka International Airport, and Cape Town International Airport. Travellers will be grouped as follows:

· A differentiation between ordinary / normal travellers, and FIFA spectators.

· FIFA Accredited Members.

· Event Visa Holders.

· FIFA Ticket Voucher Holders.

· Pre-Cleared Passengers.

· Advance Passenger Processing (APP) passengers.

(ii) **In the nine (9) Provinces:**

Immigration Response Units in each Province:

· To be responsible for any emergencies at any Port of Entry.

· To be utilised as additional resources at Ports of Entry.

· Assist the Tracing Unit, which is responsible for following up on addresses submitted by visitors (at SA Foreign Offices Embassies) whose temporary residence permits have expired.

· Perform Inspectorate duties (Inspection-in-loco) at all Ports of Entry.

(iii) **An Operation Centre:**

· Collect passenger statistics from various Ports of Entry and compile reports to the Department's Immigration Management on a daily basis.

· APP overrides (either, to allow or deny entry into the Republic of South Africa).

· Handle all inquiries from all Airlines.

(iv) **A Volunteer Programme:**

· Trained volunteers are deployed at the 34 priority Ports of Entry.

(v) **The re-introducing of Arrival Forms (BI-55):**

The Department is in the process of re-introducing Arrival Forms (BI-55). This form is completed before a foreign traveller enters the Republic of South Africa, and will include a contact person, address and telephone number of the traveller whilst he / she in the Republic of South Africa.

(2) Yes. The Department of Home Affairs has the necessary IT Systems in place for the 2010 FIFA World Cup Event. In so doing, the Department has introduced the following new systems:

(i) **Movement Control System (MCS):**

· The Department has designed and rolled out a new Movement Control System. The new Movement Control System is based on new technology running in conjunction with external passport reading machines. The new system is integrated with other Ports of Entry to provide real-time verification, and authorisation, at any given time.

· The new MCS has been rolled out at all 34 priority Ports of Entry.

(ii) **Advance Passenger Processing (APP) System:**

· APP is a system whereby an Airline advises the South African Government of its passengers' intended travel to the Republic of South Africa. The Airline, then, receives a boarding directive from the South African Government confirming whether to board, or not to board a passenger. The checks take place in real time, whilst the passenger is going through the check in process at an Airport. This process happens, discreetly, in the background without any inconvenience to the passenger.

· The APP system processes all types of travel documents, including Refugee travel documents, United Nations travel documents, Seaman's Passports, Military identity documents, as well as, normal tourist, diplomatic, and official passports.

QUESTION 186

**DATE OF PUBLICATION: Friday, 21 May 2010**

INTERNAL QUESTION PAPER NO 12 of 2010

**Mrs R N Rasmeni (ANC-NW) to ask the Minister of Home Affairs:**

(1) How far is her Department with the process of (a) upgrading and (b) updating the population register as a tool that can be used for planning purposes by the Government;

(2) whether the population register is up-to-date; if not, what is the position in this regard; if so, what are the relevant details;

(3) whether this information can be used for planning purposes by the Government; if not, why not; if so, what are the relevant details?

CW228E

**REPLY**

(1)(a) & (b) The Department of Home Affairs is making steady progress. A full assessment of the National Population Register (NPR) has been conducted to identify the areas for improvement. There is a project to upgrade the NPR through a process called Data Quality Management (DQM). DQM's main objective, amongst others, is to clean up current data set, in order to improve the quality, thereof. The Department is, also, redesigning the Births, Marriages and Deaths forms and functions, utilised to register clients in the NPR. The information on the NPR can, thus, be utilised for planning purposes by Government as the DQM will ensure that the NPR contains quality data.

(2) No. The NPR is not up-to-date, yet, as there are, still, undocumented children who are not registered on the system. The same applies to those persons who died in deep rural areas where informants cannot access the services in respect of death registrations. The Department has introduced multiple channels for clients to access its services through the utilisation of Mobile Units, outreach programmes at schools and online birth registration at Health facilities. There is, currently, a National Population Register Campaign aimed at ensuring birth is the only entry point into the NPR. The campaign will, also, focus to ensure the elimination of Late Registration of Births, and to encourage clients who are 16 years, and above, to apply for Identity Documents.

(3) Yes. The information on the NPR can be used for planning purposes by Government, as the DQM will ensure that the NPR contains quality data. The information, or data on the NPR is, also, shared with other Government Departments, such as the Departments of Health, Education, Social Development and Stats SA.

QUESTION 191

**DATE OF PUBLICATION: Friday, 19 February 2010**

INTERNAL QUESTION PAPER NO 2 of 2010

**Mr J J McGluwa (ID) to ask the Minister of Home Affairs:**

(1) Whether she has been informed of an allegation of bribery against officials in her department (details furnished); if so,

(2) whether she will investigate the alleged identity fraud; if not, why not; if so, what are the relevant details;

(3) whether she will investigate the alleged corrupt officials; if not, why not; if so, what are the relevant details?

NW197E

**REPLY**

(1) Yes. I am, on a continuous basis, informed of such cases by the Department's Chief Directorate: Integrity Management Unit.

(2) Yes. Cases involving officials who are linked to bribery and corruption are vigorously investigated. The particular case, in question, has, already, been referred to the South African Police Service for further investigation, and internal investigations are, also, continuing. The Department's Chief Directorate: Integrity Management Unit will continue to monitor the progress being made with the investigation.

(3) Yes. Alleged corrupt officials are being investigated by the Department, on a daily basis, in conjunction with the South African Police Service's Units for Crime Intelligence, Commercial Crime and Forensic Ballistic Investigation. The National Intelligence Agency are, also, utilised when required.

QUESTION 1125

**DATE OF PUBLICATION: Monday, 19 April 2010**

INTERNAL QUESTION PAPER NO 10 of 2010

**Mr R B Bhoola (MF) to ask the Minister of Home Affairs:**

(1) Whether she has been informed of the level of the alleged corruption with regard to the issuing of identity documents through her Department's pilot project aimed at enhancing service delivery to rural areas (details furnished); if not, what is the position in this regard; if so, what are the relevant details;

(2) whether she intends taking any steps to deal with corruption in her Department and at border posts; if not, why not; if so, what steps?

NW1279E

**REPLY**

(1) No. All I get are numerous reports of numerous foiled attempts. Such foiled attempts are made possible by the presence of Home Affairs Stakeholder Forum members, who assist the suspecting, and vigilant Home Affairs officials, manning the Screening Committees, of dubious advances made by unscrupulous individuals, some of whom end up on the wrong side of the law. Such arrests are made possible by the presence of the South African Police, in the conducted service delivery venues, as SAPS remain one of the Home Affairs Stakeholder Forum members.

(2) Yes. I have embarked on an intensified campaign to ensure that the Counter Corruption Unit (CCU) in the Department adopts a zero-tolerance policy with regard to corruption. To this end I have demonstrated this in more than one way, such as:

(i) Ensuring that the capacity of the CCU receives priority attention within the constraints of the current Medium Term Expenditure Budget.

(ii) An Intelligence-driven approach and posture which have resulted in the establishment of an Analysis sub-unit. This Unit has already, successfully, analysed current and past trends of corruption within the Department, which lead to successful prosecutions after comprehensive investigations were conducted. More than fifty cases were exposed from one analysis exercise, and it has resulted in the need to conduct formal investigations. With the strengthened structure in place, the Department is able to analyse trends, identify risk areas and ensure prosecution of culprits, within and outside the Department, who are involved in corrupt activities.

(iii) The strengthening of relations with other law enforcement agencies has led to an increased co-operation with the agencies.

(iv) Results obtained from the Analysis Units on processes (within the Civic Services and Immigration Services Branches) have enabled the Department to identify and strengthen loopholes which were exploited in the past.

(v) The Department has already re-engineered births, marriages and deaths processes to include working with other stakeholders, including the signing of a memorandum of understanding with the Department of Basic Education as well as the Department of Health.

(vi) In terms of the Late Registrations of Birth (LRB), Screening Committees have been established to curb fraudulent Late Registrations of Birth. The purpose of these committees are to:

· Oversee "on the spot" adjudication.

· "Track and Trace" to track the processing of LRB applications.

· Online fingerprint verification of informants.

· A full search of each LRB applicant's fingerprints is undertaken against records of the Automated Fingerprint Identification System (AFIS) to determine if the applicant was previously in possession of an enabling document.

· Suspicious and doubtful LRB applications are referred to the Inspectorate of the Immigration Services Branch for further investigation.

QUESTION 543

**DATE OF PUBLICATION: Friday, 5 March 2010**

INTERNAL QUESTION PAPER NO 6 of 2010

**Mr M Mnqasela (DA) to ask the Minister of Home Affairs:**

(1) Whether any of her department's offices had their telephone lines cut as a result of non-payment and/or late payment of telephone accounts (a) in 2008, (b) in 2009 and (c) during the period 1 January 2010 up to the latest specified date for which information is available; if so, (i) which offices were affected, (ii) how many lines were cut, (iii) how many were supposed to be in operation in each case, (iv) for how long were each of the lines cut and (v) what was the amount owing in each case;

(2) Whether any action has been taken to (a) resolve and (b) avoid this situation in the future; if not, why not; if so, what action?

NW657E

**REPLY**

(1)(a) Yes. For 2008, telephones lines were cut, due to the late payments, caused by cash flow problems in the affected offices. However, only out-going calls were off.

i) 57 Offices were affected.

ii) In all the 57 Offices, the main lines were affected.

iii) All lines were supposed to be operational.

iv) Lines were cut for 4 days.

v) The total amount owed, was R1,291,812.03.

|  |  |  |
| --- | --- | --- |
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1(b) Yes. For 2009, telephone lines were cut, due to late payments, caused by cash flow problems in the affected offices.

I. 57 offices were affected.

II. All lines were supposed to be operational.

III. Lines were cut for 3 days.

IV. The total amount owed, was R309,216.45.

1(c) Yes. For 2010, telephone lines were cut, due to late payments, caused by cash flow problems in the affected offices. 10 Offices were affected.

I. In all the 10 Offices, the main lines were affected.

II. All lines were supposed to be operational.

III. Lines were cut for 1 day.

IV. The total amount owed was R27, 807.52

V.

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(2)(a)(b) Each Province was requested to submit a BI requisition form, at the beginning of the Financial year, in order to generate an order to Telkom, and upon receipt of the invoice, the payment will be paid. Furthermore, the Department appointed Provincial Heads, at each Province, and, also, appointed Managers as Responsibility Managers, to ensure compliance, and accountability. In addition, the Department re-implemented Logis, to monitor all orders placed, to ensure that invoices are paid within 30 days.

QUESTION 544

**DATE OF PUBLICATION: Friday, 5 March 2010**

INTERNAL QUESTION PAPER NO 6 of 2010

**Mr M Mnqasela (DA) to ask the Minister of Home Affairs:**

(1) Whether any portable bar scanning units (PBSUs) could not be accounted for (a) during and (b) after the registration for the April 2009 elections; if so, in each case (i) how many could not be accounted for, (ii) at which registration points, (iii) on what date and (iv) who was responsible for each unaccounted unit at the time it got lost.

(2) whether any of these PBSUs have been recovered; if not, why not; if so, in each case (a) which ones were recovered, (b) on what date and (c) where?

NW658E

**REPLY**

(1)(a) Yes.

(1)(b) No.

(1)(b)(i)(ii) One (1) could not be counted for at Bongolethu Junior Secondary School at Intsika Yethu Municipality in the Eastern Cape.

(1)(b)(iii) On 07 November 2008, a day before the registration weekend of 08 and 09 November 2008.

(1)(b)(iv) The PBSU was stored in the Principal's office and was part of the material stored there that was stolen during a burglary. The burglary was reported to the South African Police.

2. No. The PBSU has not been recovered, as yet. The criminal investigation by the SAPS is ongoing. On receiving the report of the burglary, the particular PBSU was blacklisted on the Commission's Voter Registration System to prevent any data from that PBSU from being uploaded into the system.

QUESTION 925

**DATE OF PUBLICATION: Tuesday, 23 March 2010**

INTERNAL QUESTION PAPER NO 8 of 2010

**Mrs Z B Balindlela (Cope) to ask the Minister of Home Affairs:**

Whether her Department has achieved a turnaround in the quality of service it renders in respect of identification documentation and the availability of staff to process all applications; if not, why not; if so, (a) what structures were put in place to ensure good service delivery, (b) what were the achievements through the structures that were put into place and (c) what measures were put in place to afford clients the opportunity to hold her Department accountable for the services they provide?

NW1070E

**REPLY**

Yes. The Department of Home Affairs has made significant progress in improving the quality of the services it renders in respect of identification documents. More work, still, needs to be done, as errors do occur, from time to time. The necessary officials are, also, available to process all applications.

(a) The following structures were put in place to ensure good service delivery:

· The identity workflow processes have been re-designed to remove all non-value added functions. This reduced all unnecessary handovers, resulting in the turnaround times for the issuing of identity books being reduced from 120 days to less than 60 days. Processes have, also, been streamlined, and new technology has, also, been introduced, such as Online Verification, and the Track and Trace System, has been optimized.

· Additional quality assurance measures have been implemented in the identity document processing facility to ensure that the photo, and demographics on the BI-9 application form correspond with the identity book to minimize the possibility of errors in the processing of enabling documents, with specific emphasis on areas where manual functions are involved.

· To assist clients, an information booklet of "Frequently Asked Questions" has been distributed to offices. This booklet incorporates requirements for applications, documentation to be submitted, and procedures to be followed.

· Online Verification enables instantaneous fingerprint verification to be conducted to safeguard the integrity of identity document applications. This speeds up the processing of identity documents compared to the previous manual system.

· The electronic Track and Trace System, enables identity document applications to be traced, and monitored, at all stages, of the issuing process. Operating in conjunction with this, is an SMS message system by means of which clients utilising their cellular telephones, are informed by text messaging, when their applications have been received, as well as, when their identity documents are ready for collection at offices.

· A dedicated Client Service Centre, with a toll-free number (0800 60 1190) has been established to assist clients with their queries.

· Dedicated secure courier services are being utilised. Furthermore, the security of identity documents is enhanced by scanning the documents into the Track and Trace System, until the point of collection by the applicant.

(b) The following, are achievements due to the necessary structures which were put in place:

· A reduction in the turnaround time to less than sixty (60) days in the cases of re-issuing of identity documents, as well as, first issuing of identity documents, where the birth is, already, registered.

· A reduction in identity document errors, and missing applications.

· Clients can monitor the progress of their applications by means of a SMS functionality, or the Department's Client Service Centre.

(c) The following, include measures put in place to afford clients the opportunity to hold the Department accountable for services provided:

· The Client Service Centre, and the Compliments and Complaints Unit (Minister's office) provide reference numbers to clients for each case for easy tracking on the progress made. Poor service delivery (the office name, and name of official concerned) can be reported to the Client Service Centre, and the Compliments and Complaints Unit. Officials are required to wear name tags for easy identification by the public.

· The Track and Trace System, also, creates an audit trail which enhances accountability by pin-pointing bottlenecks in the system, and the status of the identity application, at any given time.

· Upon application, all applicants are issued with an acknowledgement of receipt with a bar-coded (necessary for the Track and Trace system) number, as well as, the date of application.

· The outreach programmes implemented at Provincial level, and stakeholder forums are, also, effective communication methods in providing the public the opportunity to voice their service delivery concerns.

QUESTION 1007

**DATE OF PUBLICATION: Tuesday, 30 March 2010**

INTERNAL QUESTION PAPER NO 9 of 2010

**Mr M Mnqasela (DA) to ask the Minister of Home Affairs:**

(1) Whether her Department has hired any private companies to do filing in any Refugee Reception Centres; if not, why not; if so, (a) what are the details of the companies that were hired, (b) who are the (i) owners and (ii) directors of the companies, (c) what are the details of the contractual agreements, (d) what is the   
(i) start and (ii) end date of each of the contracts and (e) at how many centres are each of these companies operating;

(2) whether the contracted companies are limited to Refugee Reception Centres; if not, why not; if so, what (a) are the relevant details and (b) is the value of each contract;

(3) whether this appointment indicated a capacity void in her Department; if not, what is the position in this regard; if so, (a) for how long has this been a problem in her Department and (b) what are the further relevant details?

NW1152E

**REPLY**

(1) Yes. The Department of Home Affairs has advertised a tender through the normal tender procedures inviting service providers to implement a filing solution at Refugee Reception Centres, and the Chief Directorate: Permitting.

(1)(a) The preferred service provider is DOCUFILE JHB (Pty) Ltd. The Department is finalising the process for the signing of the contract with the service provider which will provide filing services to its Refugee Reception Centres, as well as, its Chief Directorate: Permitting.

(1)(b) (i) Messrs Gavin McElroy (Director), Clint Strydom, David Hughes, Mahendra Madilall and Trevor Harris-Dewey.

(ii) Mr Gavin McElroy.

(1)(c) The details are as follows:

· Electronic Filing System for the Immigration Services Branch.

· Scanning of documents.

· Imaging.

· Bar-coded record management systems.

· Training of staff.

(1)(d)(i) & (ii) The contract is for six months, and will commence, as soon as, the contract has been signed.

(1)(e) The service provider will operate at the Department's six Refugee Reception Centres, and the Chief Directorate: Permitting.

(2) No. The contract is not limited to Refugee Reception Centres.

(2)(a) The service will also extend to the Chief Directorate: Permitting.

(2)(b) The contract is valued at R4,441,585.10

(3)(a) & (b) No. The purpose of the appointment is to introduce an electronic filing system, as records are, currently, stored, manually.