

**MINISTRY OF DEFENCE & MILITARY VETERANS**

**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**2030. Mr S Esau (DA) to ask the Minister of Defence and Military Veterans:**

 (1) How many cases relating to her department were reported via the (a) National Anti-Corruption Hotline and (b) Presidential Hotline (i) in the (aa) 2013-14 and (bb) 2014-15 financial years and (ii) from 1 April 2015 up to the latest date for which information is available;

(2) whether, in the case of each specified financial year or period, any of the reported cases resulted in (a) an investigation, (b) departmental disciplinary hearings and/or (c) referrals for criminal prosecution; if so, what was the outcome of each of the specified processes;

(3) what criteria were adopted in the decision to investigate a complaint? NW2293E

**REPLY**

**Department of Military Veterans**

**National Anti-Corruption Hotline**

(1) (a) (i) (aa) 2013/14 - One case, (bb) 2014/15 None, (ii) None

(2) (a) None, (b) departmental disciplinary hearing conducted, outcome resulted in dismissal (c) None

(3) Labour Relations

**Presidential Hotline**

Number of case reported via the (b) Presidential Hotline in the 2013-14 Financial years as per reporting Platform the ITSM7 System, the DMV Department received a total of **106 incidents** /cases

(I) 2014-15 Financial Years: The Department received **934 Cases**

From 1 April 2015 up to the latest date for, which information is available, **the DMV received only 3 calls.** All the calls have so far been resolved. The DMV currently uphold 100% resolution rate on all calls logged within the Presidential hotline.

1. All the reported cases (a) require that we liaise, consult and collaborate with relevant units that deal with that specific benefit within the DMV.

(b) none (c) none

1. All complaints come to the Presidential Hotline through the ITSM7 System. Cases are investigated as soon as are logged into the system in order to adhere to the Presidential Hotline Service standard of 3 day’s response time.