**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO. 2177**

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**INTERNAL QUESTION PAPER 21 – 2021**

**2177. Mr L F Tito (EFF) to ask the Minister of Home Affairs:**

(1) What system does his department have in place to trace all the identity documents and other important documentation which were lost and/or destroyed during the unrest in KwaZulu-Natal and Gauteng in July 2021;

(2) whether the citizens and/or Home Affairs clients have been informed of the specified procedure; if not, what is the position in this regard; if so, what are the relevant details? NW2470E

**Reply**

1. There were no identity documents lost in the Kwazulu-Natal and Gauteng Provinces during the unrests. However, there were death registers which were recorded on the system waiting for dispatch and archival process by Head Office which were destroyed at the Baragwanath Mall office during the unrest due to a burst water pipe which resulted in the office being flooded.

In tracing the documents, the Department has registers to record all face value documents from Government Printing Works (GPW), and in this particular case DHA-5 forms come with unique serial numbers which are recorded on a register DHA-812 form as proof of receipt. The same documents are then issued to the sections/service points/health facilities in a sequential format and those are also signed for by the supervisor acknowledging receipt.

Upon issuance to the applicant after information is printed (death certificate) there is also a register signed by the client indicating a unique serial number issued. In the event that there is an error on a certificate and the latter gets cancelled, the cancelled certificate is recorded as such and crossed as cancelled to ensure that every serial number is accounted for.

1. According to the Standard Operating Procedure of birth and death registration, the clients are issued with death certificates on the spot and if the client requires a vault copy it is upon the client to lodge a formal request. all those who made requests were issued with death certificates and if there is a need for a vault copy. In terms of section 3 of the Births and Deaths Registration Act 51 of 1992, the Director General may reproduce or cause to be reproduced any document submitted in terms of this Act, such as in this case.

**END**