**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO. 2316**

**DATE OF PUBLICATION: FRIDAY, 9 JUNE 2023**

**INTERNAL QUESTION PAPER 23 – 2023**

**2316. Mrs L F Tito (EFF) to ask the Minister of Home Affairs**

Following his announcement to pilot self-service kiosks to be placed in some shopping malls, what are the reasons that he is not considering spreading the kiosks to the rural areas where the services are needed the most? NW2633E

**REPLY:**

The Department of Home Affairs offices are located in various geographical areas and all offices in both urban and rural areas will have the self-service KIOSK. Thus, there will be no reason to deny communities in rural areas access to the self-service machine as the machines will be deployed in all DHA offices. The rollout will be informed by the available budget in a phased approach and the priority will be the deployment in non-modernised offices, followed by modernised offices and other strategic points.

**END**