**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO. 2337**

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**INTERNAL QUESTION PAPER 38 – 2020**

**2337. Mr A C Roos (DA) to ask the Minister of Home Affairs:**

With reference to each of his department’s three email addresses, (a) covid19travel@dha.gov.za, (b) covid19exceptions@dha.gov.za and (c) covid19businessexceptions@dha.gov.za, that were used to receive applications during the lockdown to curb the spread of Covid-19, what (i) number of (aa) applications were received between 1 June 2020 and 8 October 2020 and (bb) officials are/were dealing with the specified applications and (ii) was the average time between an application being received and (aa) it being allocated to an official and (bb) resolution being communicated back to the applicant? NW2910E

**REPLY**

**(a)(b) & (c):**

(i)(aa) number of applications were received between 1 June 2020 and 8 October 2020

* [covid19travel@dha.gov.za](mailto:covid19travel@dha.gov.za) : Applications received : **27, 387**
* [covid19exceptions@dha.gov.za](mailto:covid19exceptions@dha.gov.za) : Applications received: **3,651**
* [covid19businessexceptions@dha.gov.za](mailto:covid19businessexceptions@dha.gov.za) Applications received: 1-15 October 2020: **4,701**

(i)(bb) number of officials are/were dealing with the specified applications

* [covid19travel@dha.gov.za](mailto:covid19travel@dha.gov.za) **: 5** officials on rotational basis
* [covid19exceptions@dha.gov.za](mailto:covid19exceptions@dha.gov.za) : **6** officials
* [covid19businessexceptions@dha.gov.za](mailto:covid19businessexceptions@dha.gov.za) : **6** officials

(ii)(aa) - Requests for travel were allocated within one day to prioritise urgent cases at least 2 days prior to the date of travel.

* All applications are managed on the basis of striving to achieve a 24hr turnaround, and in order to achieve this a rotational staff roster (as specified above in (i)(bb) has been assigned.

(ii)(bb) Resolutions are communicated within 1-10 days. Immediate communication was send to all applicants in the form of an autoresponse with details on the supporting documentation required for travel, the process and the final Immigration Controls at the Ports of Entry.

**END**