## DPE Stationery:DPE logo.jpg INFORMATION MEMORANDUM

**TO : Mogokare Richard Seleke**

**DIRECTOR-GENERAL**

**FROM : Justin De Allende**

**RE :** **PARLIAMENTARY QUESTION NO 2492**

# DATE : 25 August 2017

**================================================================**

To provide the Minister with a response to Parliamentary Question Number 2492

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| **COVER MEMO AND THE PACKAGING OF PQ BY:**  **Department of Public Enterprises** | | |
| **……………………………….**  **Acting Deputy Director-General**  **Date:** | | **COMMENTS:**  **………………………………………..** |
| **…………………………………**  **Mogokare Richard Seleke**  **Director-General**  **Date:** | **APPROVED/DECLINED/COMMENTS**  **…………………………………………..**  **…………………………………………..**  **………………………………………….** | |



**DEPARTMENT: PUBLIC ENTERPRISES**

**REPUBLIC OF SOUTH AFRICA**

**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO.: PQ 2492**

**DATE OF PUBLICATION: 25 AUGUST 2017**

Ms N W A Mazzone (DA) to ask the Minister of Public Enterprises: (1) Whether a certain complaint by a certain person (name and details furnished) against Eskom for alleged intimidation and lack of service delivery has been resolved; if not, (a) why not and (b) by when will the complaint be resolved; if so, (i) on which date was the complaint resolved and (ii) what are the details of the outcomes; (2) whether any disciplinary action has been taken against any Eskom employees involved in this complaint; if not, in each case, why not; if so, what are the relevant details in each case; (3) whether an independent loss adjudicator determined the extent of the losses incurred by the specified person as a result of the cases stipulated in the complaint; if not, why not; if so, (a) what is the extent of the losses incurred and (b) how much did Eskom pay out?  NW2749E

**REPLY:**

The reference number provided is not an Eskom reference number. However Eskom is familiar with Mr van Heerden’s complaints. The 2014 complaint relates to a claim submitted for damages suffered due to repeated power interruptions. Subsequent to the 2014 complaints, Eskom is aware of other complaints by Mr van Heerden. For the purposes of this question, the 2014 complaint is most relevant.

**(1)**

No, the 2014 complaint for damage to electrical appliances and goods, as a result of repeated power interruption, has not been resolved.

**(1)(a)**

Eskom’s settlement offer was rejected by Mr van Heerden.

**(1)(b)**

The complaint will be resolved when Eskom and Mr van Heerden reach an agreement

**(1)(i)**

Not applicable

**(1)(ii)**

Not applicable

**(2)**

No disciplinary action has been taken against any Eskom employee regarding this complaint. Eskom did not find reason to take disciplinary action against any Eskom employee.

**(3)**

An independent professional assessor determined the extent of the losses incurred.

**(3)(a)**

The extent of the losses incurred according to the professional assessor amount to R264 740,97 incl VAT.

**(3)(b)**

No money has been paid out since Mr van Heerden rejected Eskom’s settlement offer.

**Remarks: Reply: Approved / Not Approved**

**Mr. Mogokare Richard Seleke Ms. Lynne Brown, MP**

**Director-General Minister of Public Enterprises**

**Date: Date:**