**PARLIAMENT OF THE REPUBLIC OF SOUTH AFRICA**

**NATIONAL ASSEMBLY**

**WRITTEN REPLY**

**QUESTION NO: 2513**

**DATE OF REPLY:**

**QUESTION PAPER NO: NW2800E**

**DATE OF REPLY: 04 September 2018**

**2513.   Mrs M R Shinn (DA) to ask the Minister of Telecommunications and Postal Services:**

(1)   Whether the (a)[customer.service@postoffice.co.za](mailto:customer.service@postoffice.co.za) and (b)

[jimcustomerservices@postoffice.co.za](mailto:jimcustomerservices@postoffice.co.za) email addresses are still functional; if not, in each case, why not; if so,

(2)  What are the details of the (a) number of emails received by each email address in each month from 1 March 2018 to date, (b) number of SA Post Office employees assigned to process emails received in each case and (c)(i) performance standard required and (ii) actual performance achieved for each of the email addresses in terms of time taken to (aa) read an email, (bb) respond to an email and (cc) resolve a query? NW2800E

**REPLY**

**I have been informed by the Post Office as follows:**

(1)(a) The email addresses [customer.service@postoffice.co.za](mailto:customer.service@postoffice.co.za) and (b) [jimcustomerservices@postoffice.co.za](mailto:jimcustomerservices@postoffice.co.za) are still functional.

(2) The number of emails received from 1 March 2018 were as follows:

(a) (i) March 9721

(ii) April 5318

(iii) May 4794

(iv) June 6534

(v) July 3114

(vi) August 24440

(b) (i) Seven employees were assigned to process emails received in March, April, May and June 2018, two for distributing and five for responses.

(ii) July emails came through during the strike period. As a result, the inbox could not be cleared due to lack of access to the office or system.

(iii) A total of 24 440 emails came through at the height of the strike and only

10 000 were distributed resulting in a backlog of an estimated 14 440 emails

as at August 2018.

(c) (i) System generated auto responses within 24 hours and agent to provide acknowledgement within 48 hours. Final outcome to be given within seven working days.

(ii)The actual performance for email addresses [customer.service@postoffice.co.za](mailto:customer.service@postoffice.co.za) and [jimcustomerservices@postoffice.co.za](mailto:jimcustomerservices@postoffice.co.za) has not been in accordance with standards in relation to (aa) time taken to read an email (bb) respond to an email enquiry and (cc) resolve a query, due to Operational backlogs at Mail Centres; the recent strike and the rise of E-commerce items at Johannesburg International Mail Centre (JIMC). A comprehensive review of the both the Customer Relation Management Programme as well as the Customer Care Centre is being undertaken.

Submitted for approval by

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Mr OMEGA SHELEMBE

DEPUTY DIRECTOR-GENERAL

DATE: