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**NATIONAL ASSEMBLY QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER: 2755**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 13 NOVEMBER 2020**

**INTERNAL QUESTION PAPER NUMBER: 47 - 2020**

**2755. Ms N Tafeni (EFF) to ask the Minister of Social Development:**

Whether she has been informed that the pensioners in Dutywa, Eastern Cape, did not receive their grant payments at the (a) banks and (b) Post Office early in November; if not, what is the position in this regard; if so, what (i) caused the delays in payments and (ii) measures will she put in place to ensure that this does not happen again?NW3526E

**REPLY:**

SASSA is not aware of any challenges with payment in Idutywa for the November payment cycle. SASSA deploys customer care officials to monitor the payment process at post offices, retailers and banking infrastructure throughout the Eastern Cape on a monthly basis. No incidents of non-payment were observed or reported for the November payment cycle, which started on 3 November.

I would respectfully request the Honourable Member to provide more specific information, to enable SASSA to investigate the complaint and implement corrective actions.

Our Team from SASSA on the ground, in the Eastern Cape will keep vigilance and engage with the Post Office to ensure that we avoid interruptions to systems as grants recipients collect their grants.