

NATIONAL ASSEMBLY

**QUESTION FOR WRITTEN REPLY**

# QUESTION NO. 2801

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## INTERNAL QUESTION PAPER 33 OF 2017

**2801. Mr M S Mabika (NFP) to ask the Minister of Home Affairs:**

(1) Whether the Mbazwana Thusong Centre is officially authorised to close at 15H00 and send people away thereafter; if not, what is the position in this regard; if so;

(2) whether she has found that there is staff shortage at the specified centre resulting in slow provision of services such as the collection of a document which takes the whole day? NW3108E

**REPLY:**

1. No,the office is not authorised to close at 15h00 as the Department’s offices official hours are 08h00 to 16h00 on weekdays. The Office Manager however, has discretion to decide on the queue cut off time depending on the number of clients on the day to be served. This depends on the number of clients already inside the office before closing time. This minimises the risk of clients refusing to leave the office at knock-off time and thus forcing the staff to perform unpaid overtime**.**
2. The office is short-staffed by one official currently and is operating with four officials. The standard norm for the staff compliment for a modernised office is a minimum of five officials. An additional post was approved for the office recently and the process of recruitment of the fifth official for the office has been completed and is awaiting approval of the appointment.

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

**Prof. Hlengiwe Mkhize, MP**

**Director-General Minister of Home Affairs**

**Date: Date:**