

**MINISTRY**

**MINERAL RESOURCES AND ENERGY**

**REPUBLIC OF SOUTH AFRICA**

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**Memorandum from the Parliamentary Office**

**National Assembly : 2850**

Please find attached a response to Parliamentary Questionfor **written reply** asked by **Mr N Singh (IFP) to the Minister of Mineral Resources and Energy:**

**Mr. Jacob Mbele**

**Director General: Department of Mineral Resources and Energy**

**………………/………………/2022**

Approved / Not Approved

**Mr. S.G Mantashe**

**Minister of Mineral Resources and Energy**

**………………/………………/2022**

**2850.** **Mr N Singh (IFP) to ask the Minister of Mineral Resources and Energy:**

In light of the fact that Eskom customer services offices are closed nationally since the onset of the COVID-19 pandemic, on what date is it envisaged that the (a) offices will reopen to the public and (b) operational issues and services are improved, namely reporting structures such as Alfred Chat bot and email that do not generate valid reference numbers and timeous responses? **NW3447E**

**Reply:**

The matter is not within the mandate of the Department of Mineral Resources and Energy as it is an operational matter which should be responded to by the Department of Public Enterprises.