**MINISTRY FOR HUMAN SETTLEMENTS**

**REPUBLIC OF SOUTH AFRICA**

**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO.: 3083**

**DATE OF PUBLICATION: 21 AUGUST 2015**

**Mr S M Gana (DA) to ask the Minister of Human Settlements:**

(a) How does (i) her department and (ii) entities reporting to her define red tape and (b) what (i) specific interventions and/or (ii) systems have been implemented to (aa) identify and (bb) reduce red tape in (aaa) her department and (bbb) the entities reporting to her? NW3624E

**REPLY:**

(i) & (ii) The Department and the entities who report to the Minister of Human Settlements define red tape to, *inter alia,* include:

* Excessive regulation or rigid conformity to formal rules that are bureaucratic, and hinder or prevent action or decision-making. This includes the collection or sequence of forms and procedures required to gain bureaucratic approval for something, that is complex and time-consuming, to be addressed as per prescribed procedures
* Series of actions or complicated tasks that seem unnecessary but that a government or organization requires you to do in order to get or do something;
* Processes that are onerous to navigate when one is trying to get some service, usually from Government.
* Certain legislative and policy compliance aspects and processes being too excessive when dealing with various compliance matters which are aligned to and is complemented by founding legislation and organisational policies governing specific processes of Government.

(b)(i)(aa) &b (ii)(bb) The following specific interventions and/or systems have been implemented to identify and reduce red tape in the department and the entities reporting to the Minister and include:

* The Department and entities interact with officials and have meetings with those especially involved in transactions. The minutes are kept of these meetings as a record of discussions and resolutions taken; when excessive problems are apparent they are escalated to senior management or even to board members;
* Entities including NHFC utlilize their own internal qualified personnel, but also has access to external resources when required. They have efficient administrative processes to avoid delays; they also communicate with the officials within the Department and National Treasury to get clarity on what is required (where applicable) if there is uncertainty; others utilise processes that are prescribed in terms of the Public Finance Management Act, 1999 (Act No. 1 of 1999) and the Treasury Regulations to address matters if they are unnecessarily protracted;
* The CSoS utilizes a dispute Resolution Model to receive and resolve complaints on an end-to-end basis. They also make use of an Enterprise Resource Planning system which includes facilities for self-service / self-tracking of complaints lodged. This system allows citizens to keep track or the progress on their particular cases and complaints, monitor the turn-around times, as well as register and escalate complaints where the service provided is slower than promised;
* The EAAB continuously embarks on stakeholder awareness activities and educational programmes, they have optimised certain processes by creating online options and electronic means for stakeholders to use in their interactions with the entity; other processes employed to protect the interests of the consumer, include internal control measures, regulations, policy and other procedures as defined by legislative and policy prescripts;
* The SHRA support in capacitating Social Housing Institution’s and making social housing projects ready for awarding the Restructuring Capital Grant is regarded as an intervention in identifying and reducing red tape.
* The HDA has all the necessary policies and procedures in place to ensure the smooth, complaint and on-going delivery of targets, systems as envisaged in the Public Finance Management Act and complementary legislation are employed.