**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO. 3333**

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**INTERNAL QUESTION PAPER 36 – 2022**

**3333. Ms T A Khanyile (DA) to ask the Minister of Home Affairs:**

Whether his department will retain the opportunity on a permanent basis for asylum seekers to renew their asylum papers online like they did during the hard lockdown phase; if not, will his department revert to the in-person renewal process; if so, what are the relevant details? NW4138E

**REPLY:**

The Department will continue with the online renewal of documents and will over the next three months work to streamline the process in order to address some of the concerns raised by clients.

Those clients who are unable to use the online platform will be able to approach a Refugee Reception Office for assistance.

Furthermore, a stakeholder engagement drive within the refugee and asylum seeker communities will be undertaken in the next few months to address concerns as the department continues to improve servicing clients through digital platforms.

**END**