**QUESTION FOR WRITTEN REPLY**

**QUESTION NO. 342**

**DATE OF PUBLICATION: FRIDAY, 19 FEBRUARY 2021**

**INTERNAL QUESTION PAPER 2 – 2021**

**342 .Mr A C Roos (DA) to ask the Minister of Home Affairs:**

With reference to a certain notice on his department’s website (details furnished) in terms of which his department will introduce collection kiosks to reduce waiting times for collections, (a) what steps have been taken to implement dedicated collection kiosks and (b) on what date will they operate?

**REPLY:**

1. The Department has commenced with the process of bringing in a professional service provider for the design and development of the KIOSK for the provision of DHA services, including collection services. The request for the appointment of the service provider to design and develop a virtual interactive machine (KIOSK) for the provision of DHA service has been approved by the Bid Adjudication Committee (BAC) and members of the BSC and BEC appointed in November 2020. The Department envisaged advertising the tender during the first quarter of 2021/22 financial year and having the preferred service provider on board by end of the second quarter of the financial year, given the supply chain processes.
2. The appointed service provider will commence with the design and development of the virtual interactive machine (KIOSK) during the third quarter of 2021/22 financial year. It will only be during this period that the department will learn of the period it will take the service provider to design, develop and test the virtual interactive machine (KIOSK) for readiness and utilisation by the department.

**END**