# NATIONAL ASSEMBLY

**FOR WRITTEN REPLY**

**QUESTION NO. 3491**

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**(INTERNAL QUESTION PAPER NO. 41)**

**Ms D Carter (Cope) to ask the Minister of Health:**

With reference to his reply to question 158 on 13 March 2017 wherein he stated that the internship and Community Service Programme (ICSP) online application system was introduced in 2016 for placement of 2017 medical interns and community service candidates and that during the implementation of the ICSP programme various challenges were experienced with the key process activities and the use of ICSP online, what measures have been put in place to ensure smooth and fair placements of medical interns?

###### NW3918E

**REPLY:**

In order to improve the efficiency and effectiveness of the ICSP online system the National Department developed ICSP Guidelines which are updated yearly in order to meet the demands of applicants. The Department also developed an Improvement Plan which is meant to address identified challenges experienced during the 2016/2017 period.

Both these documents are work-in-progress and are updated annually to ensure that the system is able to cope with emanating challenges.

The Department continuously engage with stakeholders to try and trouble-shoot envisaged challenges.

The Department has also established a helpdesk that operates for 8 hours from Monday to Friday to assist with responding to enquiries from applicants and directing them appropriately. Furthermore, the Department has an email ticket system that helps to track enquiries of applicants.

END.