**NATIONAL ASSEMBLY**

**QUESTION FOR ORAL REPLY**

**QUESTION NO.387**

**DATE OF PUBLICATION: Tuesday 21 February 2023**

**INTERNAL QUESTION PAPER 3 – 2023**

**387 [🟊30]. Mrs L F Tito (EFF) to ask the Minister of Home Affairs:**

What (a) progress has he made in dealing with the problem of long queues at the offices of his department and (b) are the reasons that he has been unable to resolve the crisis to date? NO4110E

**REPLY:**

1. In its effort to eliminate long queues in front offices, the department has rolled out the Branch Application Booking system to all one hundred and ninety-eight (198) offices with live capture system for clients to book a slot before they can visit our offices. In addition, twenty (20) additional mobile trucks have been procured making the fleet now stands at a total of one hundred and twenty-seven(127) and they are deployed at schools and at offices with high volumes of clients to deal with the issue of long queues.

The department in partnership with Banks and Malls will be expanding its footprint where there will be DHA offices in Banks and Malls. Currently The department has twenty-eight (28) bank branches rolled out with live capture system for both ID Cards and Passports applications as well as collections. For this financial year the department will also roll out its services to the Malls. The pilot will commence at Menlyn Shopping Mall in March 2023 and will be rolled out in phases to other provinces.

1. The department is continuously engaging with private partners to ensure that its footprint is expanded and this will resolve the problem of long queues.

**END**