

NATIONAL ASSEMBLY

**QUESTION FOR WRITTEN REPLY**

# QUESTION NO. 4085

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## INTERNAL QUESTION PAPER 50 OF 2015

**4085. Mr D Bergman (DA) to ask the Minister of Home Affairs:**

What kind of processes should his department put in place to ensure that better performance records are kept, particularly in the Immigration Branch?

NW4956E

**REPLY:**

The ideal would be for the department to have an electronic Document Management System. An electronic system for all applications for visas, permits and refugee IDs and travel documents would obviate the need to keep paper applications since applications would be scanned. All applications would be electronically available for processing and used when needed. This will also alleviate filing space constraints currently a problem at head office.

In line with the above vision, the department has recently introduced an electronic application process for visas and permits, which allows for applications and supporting documents to be scanned and be available in electronic format, thus easing the process of retrieval of records. It also facilitates obtaining statistics on operations and performance. Whilst there are some implementation glitches, which are being addressed as and when they occur, the department expects the system to be fully embedded during the next financial year.