**NATIONAL ASSEMBLY WRITTEN REPLY**

**QUESTION: 43**

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**QUESTION PAPER NO: 01**

**Ms T Bodlani (DA) to ask the Minister of Communications and Digital Technologies:**

(1) Whether, with reference to her reply to question 4482 on 21 December 2022, the process of capturing transactions manually when post offices are load shed and later on the system when power is restored delays any other operations at the SAPost Office; if not, what is the position in this regard; if so, what are the relevant details;

(2) what procedures have been put in place to ensure that criminal activity does not take place when transactions are processed manually?

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**REPLY**

(1) In case of loadshedding or any other offline situation the SA Post Office has procedures in place that all manual transactions must be captured within 24 hours on an online platform. It will not interrupt normal operations.

(2) It is procedural for branch managers to conduct end of day balancing. Daily reports are generated from Finance and IT of any branch that did not capture an end of day and forward to regional operations for correction. Quality and oversight audits are conducted to ensure procedures and processes and adhered to. Receipt book are used to verify capturing.

**Thank You.**