**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO. 512**

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**INTERNAL QUESTION PAPER 2 – 2022**

**512. Dr L A Schreiber (DA) to ask the Minister of Home Affairs:**

(1) Whether his department is able to centrally monitor the number of people serviced daily at its offices; if not, (a) why not and (b) how is the allocation of resources to offices determined; if so, what are the relevant details;

(2) On average, what number of members of the public are allowed in the queue waiting outside the Stellenbosch office of his department before the daily cut-off that determines the last person who will be assisted each day;

(3) In general, (a) at what time of the day and (b) how are clients informed that persons who arrive after the last person identified for admission at the Stellenbosch office will not be assisted on the particular day;

(4) Whether there are any plans to increase the capacity of the Stellenbosch office in order to serve more people daily; if not, why not; if so, (a) what are the relevant details and (b) on what date is it anticipated that such measures will be implemented? NW577E

**REPLY:**

1. Yes, the Department is able to monitor people serviced daily at its offices. The Department uses the Branch Queue Management System (BQMS) where tickets are issued to clients based on the type of services they seek from the Department. Thus, the Department is able to analyse the total number of clients serviced per day and for which services. Furthermore, the Department is piloting the Branch Appointment Booking System to live capture offices for Smart ID Card and Passports applications, as well as for the collections of both documents. This system will allow clients to make a booking (appointment) and visit the office on the day and time of the appointment without standing in queues. Currently ten (10) offices have been successfully rolled out with the Branch Appointment Booking System and the system is now available for clients to make use of it. The booking system has been piloted to 8 of the 24 offices identified for the financial year 2021/22. The remaining 16 sites will be piloted by 31 March 2022. With this system the Department will be able to monitor and evaluate services required and the number of people served daily at it offices.

(1)(a) N/A

(1)(b) Currently the office resource capacity is 1x Office Manager and 5x Front Office Clerks. Resource allocation is determined by the current fixed staff establishment.

The resources for the Department’s service points is based on the DHA Access Model and geographic access norms and standards. The department locates offices in line with the population concentration and the Access Model recommended a Small office in Stellenbosch based on the total population. The Department determines the resources of its service points based on the size of the office and the population threshold for that office. Thus, the adequate capacity (human resources and counters) for Stellenbosch office is determined at 41 officials and 17 counters that should serve clients efficiently. Furthermore the office size should be 1746, however, the existing office is approximately 406 in size which is less than the office norms required. The Department through the implementation of the DHA Access Model will be acquiring alternative accommodation for Stellenbosch office that aligns to the model office design. This will address the existing challenges pertaining to over-crowding, long queues inside and outside the office. Furthermore, the Department has developed a business case on funding compensation of employees (COEs) which will ensure that front offices are fully capacitated.

1. On average approximately 222 clients queue in front of the Stellenbosch office on a daily basis. Queues are not cut off or limited to any specific number. According to the Access norms and standards, a Small office has a population threshold of 168 000 people per annum, translating to 811 clients per day. However, due to the office space constraints and internal capacity, the office can only accommodate client commensurate with the capacity, that is, 222 clients that queue in Stellenbosch daily.

(3)(a) No clients are admitted after 15h30. Operating office hours are from 07h30 to 15h30 daily from Monday to Fridays.

(3)(b) All clients in the office are served. However, clients waiting outside are informed by the office manager/ floor walker on a 2 hourly basis of the number of clients inside the office being processed and the systems functionality.

(4)(a&b) Yes, there are plans to strengthen capacity and recruiting additional front office staff ie. 1x Civic Services Supervisor and 3x Front Office Clerks, to increase the intake capacity of the office.

The Department has developed the norms in relation to internal capacity in line with DHA Access Model and facility standards. According to the facility standards, Stellenbosch office requires 41 officials and currently have only 6 officials. A recruitment process will be initiated by the Department in the month of March 2022.

The Department has also submitted the strategic accommodation requirements to DPWI to determine budgetary requirements for the department’s infrastructure in order to allow the Department to apply for capital budget from National Treasury. The capital budget will ensure that the Department constructs/ acquires fit-for-purpose infrastructure. The Department will capacitate offices as and when alternative accommodation is sought.

**END**