**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO.590**

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**INTERNAL QUESTION PAPER 6 – 2023**

**590. Ms B M van Minnen (DA) to ask the Minister of Home Affairs:**

(a) What are the reasons that there is no queue to assist the elderly and disabled at the Home Affairs office located in Main Road, Somerset West in the Western Cape and (b) has he found that the security guards at the entrance have been sufficiently trained to deal with the public? NW661E

**REPLY:**

(a) The elderly, frail, pregnant mothers, mothers with babies and learners in school uniform are always identified from the queue by the staff and brought in front on the queue.

(b) Yes, the service provider trains all guards deployed in our offices and the office managers are also instructed to brief the guards regularly on how to interact with clients.

**END**