

**Ministry**

**Employment & Labour**

**Republic of South Africa**

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**NATIONAL ASSEMBLY**

**WRITTEN REPLY**

**QUESTION NUMBER: 624 [NW758E]**

**624. Ms R N Komane (EFF) to ask the Minister of Employment and Labour:**

Whether the Compensation Fund outsources the management of the Call-Centre, Help desk, CompEasy and other Call Centre mailboxes; if so, (a) who are the main contractors, (b) on what date(s) were they appointed, (c) what is the total value of the contract for each contractor and (d) what total number of unregistered claims are in inboxes and mailrooms waiting to be registered?

**Draft Reply:**

The Compensation Fund does not outsource the management of the Call Centre, Help Desk, CompEasy and other call centre mailboxes.

The claim registration process is automated through the CompEasy system where employers can register claims on their own. Where manual claims are submitted, these are sent to the Labour Centres by employers.