**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO.975**

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**INTERNAL QUESTION PAPER 9 – 2021**

**975. Mr A C Roos (DA) to ask the Minister of Home Affairs:**

(1) Whether the email to the address minister@dha.gov.za, which currently returns a response that the mailbox does not exist, is the correct email address for citizens to direct their requests to him; if not, what is the correct email address; if so, by what date is it envisaged that the problem with the email address will be fixed;

(2) What is the target turnaround time for responses to email correspondence to the Minister of Home Affairs? NW1142E

**REPLY:**

1. The email address minister@dha.gov.za was discontinued on 15 December 2020 and citizens are required to send their queries to hacc@dha.gov.za. The Home Affairs Contact Centre (HACC) email is on the landing page of the DHA website.
2. The target turnaround time to respond to queries sent to hacc@dha.gov.za is 48 hours and the emails are currently managed by 10 officials.

**END**