



**MINISTRY OF TOURISM
REPUBLIC OF SOUTH AFRICA**

Private Bag X424, Pretoria, 0001, South Africa. Tel. (+27 12) 444 6780, Fax (+27 12) 444 7027
Private Bag X9154, Cape Town, 8000, South Africa. Tel. (+27 21) 469 5800, Fax: (+27 21) 465 3216

NATIONAL ASSEMBLY:

QUESTION FOR WRITTEN REPLY:

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Mr A G Whitfield (DA) to ask the Minister of Tourism:

- (a) How many phone calls were received by his department's call centre in the past six months
- (b) What is his department's success rate in resolving queries and
- (c) how many of the calls were from (i) tourists, (ii) tour operators, and (iii) establishments?

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REPLY:

- (a) A total of 2442 calls were received and processed by the call centre in the past six months.
- (b) The department responds to all queries and where necessary, refers the queries to appropriate authorities.
- (c) (i) (ii) (iii) The Department does not classify queries by type of client.