

MEDIA RELEASE PSA warns: Stop blaming Home Affairs staff for system failures

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EMBARGO None

Enquiries Claude Naiker
 082 880 8950

The Public Servants Association (PSA) is extremely disappointed that employees of the Department of Home Affairs at Umgeni Road in KwaZulu-Natal are constantly being blamed and made the scapegoats for poor and shoddy service.

It came to light recently that there were more than the usual number of members of the public queuing at the Department. This was because many children had approached the Department at the last minute to apply for documents prior to school re-opening on 9 July 2019. To compound matters, the IT system was down for a major part of the day, which prevented officials from processing applications.

Then PSA pointed out that there is a constant problem with the computer system, which the Department has failed to address over the years. It is impossible for staff to process applications as the entire system is automated, and no work can be done when the system is “off-line”.

In addition, the PSA has repeatedly requested the Department of Home Affairs to employ more staff at Umgeni Road, to install additional modern computers as it is one of the largest centres in the province.

The PSA will once again write to the Minister of Home Affairs and demand solutions to these ongoing problems.

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