

<b>MEDIA RELEASE</b>	<b>PSA alarmed by deteriorating conditions at Cape Town Master's Office</b>
<b>DATE</b>	8 July 2025
<b>EMBARGO</b>	None
<b>ENQUIRIES</b>	communication@psa.co.za

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The Public Servants Association (PSA) is extremely concerned about the worsening state of operations at the Master's Office in Cape Town.

The PSA has received numerous complaints from employees and stakeholders, highlighting a range of serious issues that are negatively impacting service delivery and employee well-being. One of the most pressing concerns is a severe staff shortage. The Office is significantly understaffed, with vacancies not being filled. This is in stark contrast to other major provinces, yet staff members are expected to meet the same performance standards and workload turn around as if the Office is fully staffed. In addition, the work environment is toxic, with employees facing constant threats of disciplinary action, which contributes to low morale and a high staff turnover.

Operational changes, such as the introduction of staggered lunch breaks and altered operating hours, has disrupted workflow and service consistency. In addition, persistent issues with infrastructure and the Integrated case management system are hampering efficiency. Despite this, employees are under unrealistic pressure to meet performance targets without the necessary support or resources.

Deceased-estate appointment delays are experienced with the backlogs in appointments causing distress to employees and members of the public Registry clerks are unable to manage incoming correspondence owing to being occupied with public and attorney queries throughout the day, leading to a growing backlog and increased public complaints. Assistant Masters are also overburdened and instead of focusing on their core duties, they are now managing complaints, which further reduces productivity. Administrative staff members are being misutilised as Personal Assistants are being diverted from their roles to manage telephones, appointments, mail, statistics, and post capturing. These tasks are beyond their job scope.

In view of these pressing concerns, PSA members will be protesting outside the Master's Office on 10 July 2025 from 12:00 to 14:00, to call on the Department of Justice and Constitutional Development to urgently intervene and address these systemic issues. Immediate action is needed to stabilise the Office, to support staff, and to restore public confidence in the services provided by the Master's Office.

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