

**MEDIA RELEASE**                      **PSA calls for new Department of Home Affairs office in Mokopane and 100 mobile offices to be supported by additional staff**

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**EMBARGO**                                None

**ENQUIRIES**                              communication@psa.co.za

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The Public Servants Association of South Africa (PSA) welcomes the opening of a Department of Home Affairs office in Mokopane in support of ensuring that services are accessible to the people of Limpopo.

The Department has also received 100 new mobile offices, which will make ease access to service for people in rural areas without spending money on public transport. This is the true meaning of taking services to the people, which is highly commendable. This initiative marks a significant step towards bridging gaps in service delivery and ensuring that citizens can access essential services. By bringing services closer to communities, the Department has reduced the burden on citizens who previously had to travel long distances to obtain services. The additional offices will also facilitate quicker processing of vital documents such as identity documents, passports, and birth and death certificates.

The PSA is, however, concerned that the opening of the new office and mobile offices is not supported by the employment of additional employees. The Department will use its already constrained human resources whilst it is public knowledge that it suffers from chronic staff shortages resulting in long queues and extensive waiting times for members of the public. This situation is exacerbated by endless challenges pertaining to the unstable IT system, which hampers service delivery.

The PSA urges the Minister of Home Affairs to ensure that the opening of new offices, such as those in Mokopane and the provision of mobile offices, be matched with the employment of additional employees to achieve the desired service delivery. Failure to address this matter will not support the goal of enhanced service delivery as capacitation of human resources is critical for service delivery excellence.

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