

<b>MEDIA RELEASE</b>	PSA calls for urgent action on poor infrastructure and inhumane conditions at Manguzi Home Affairs Office in KwaZulu-Natal
<b>DATE</b>	2 July 2025
<b>EMBARGO</b>	None
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The Public Servants Association (PSA) is disturbed by the shocking state of the Department of Home Affairs offices in Manguzi in the northern region of KwaZulu-Natal.

Recent reports and visual evidence received by the PSA indicate that the building housing this vital public service is in a state of disrepair, with dangerously deteriorated infrastructure, including collapsing walls, leaking roof, presenting unsafe conditions for employees and members of the public. The structure, believed to have been built during before 1994, has not benefited from any meaningful renovations or upgrades in the past three decades.

The PSA is appalled by the sanitation conditions, where blocked and overflowing toilets have rendered ablution facilities unusable. Members of the community are forced to relieve themselves in open spaces owing to the lack of proper and dignified facilities. This is a gross violation of basic human rights and a serious occupational health and safety hazard for employees.

Adding to the community's frustration is the absence of local traffic and vehicle licencing services, forcing residents to travel over 30 km to Mbazwana to access basic services such as vehicle registrations, driver's licence renewals, and related matters. This is an unacceptable burden for a rural and underserved population grappling with poverty and a lack of transport.

Despite numerous promises since 1994 by successive governments to modernise and decentralise public services, the people of Manguzi have been left behind and abandoned. The current state of the Manguzi Home Affairs office is a clear reflection of inequality and neglect. The PSA can no longer remain silent whilst employees and citizens endure such disgraceful conditions.

The PSA therefore calls for an urgent inspection and risk assessment of the building by the Department of Public Works. Mobile toilets should be deployment to restore dignity and hygiene standards. Temporary mobile offices should be supplied for Home Affairs and traffic services to ease access whilst permanent solutions are developed. The PSA further calls for a budgeted infrastructure plan for a new Home Affairs office in Manguzi, with timelines and community involvement.

The PSA further demands an official response by the and the Minister of Home Affairs and the Provincial Manager of Home Affairs within 14 working days, failing which the PSA will escalate the matter through legal and public avenues. The PSA is committed to protecting the rights of public servants, whilst advocating for equitable, safe, and dignified access to public services for all South Africans.

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