



MEDIA RELEASE

**PSA concerned about mounting crisis at Department of Home Affairs
in Kagisanong, Free State**

DATE 13 February 2023

EMBARGO None

ENQUIRIES communication@psa.co.za

The Public Servants Association (PSA) is extremely worried at a looming crisis and the safety of employees at the Department of Home Affairs in Kagisanong, Bloemfontein.

Home Affairs systems have been offline since Monday, 6 February 2023, to date. The Department's management, instead of advising the public of the challenges, locked themselves in their offices and left employees to endure the abuse by members of the public. A lack of proper management has resulted in this situation. The backlog with identity documents and passports is growing and members of the public are blaming employees as being incompetent and useless.

Failure by the Department's management to put in place generators that are suitable to operate and accommodate the systems during escalating load-shedding has deepened the crisis. Employees are fearing for their safety as the irritation by members of the public mounts.

The PSA has urged the Department of Home Affairs' management to attend urgently to these challenges and to provide employees with the necessary tools to serve the community during load-shedding periods to ensure their safety.

END

