

MEDIA RELEASE: PSA demands Home Affairs Minister to intervene in Alberton local office

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EMBARGO: None

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The Public Servants Association (PSA) demands immediate action to address critical issues at the Alberton Home Affairs Office, which is severely impacting both employees and service delivery to the general public.

A recent visit by the PSA to the office revealed alarming concerns raised by PSA members that *inter alia* include:

- **Severe staff shortages:** The office once had 34 employees but now operates with just 19 due to retirements, resignations, and dismissals. Despite 15 vacant positions, no new appointments have been made, forcing the remaining staff to shoulder excessive workloads. Even the manager had to be pulled into operational duties, detracting from core management responsibilities.
- **Uncompensated extended working hours:** Employees are routinely required to work beyond standard hours (until 16:30 - 17:30) without overtime payments to meet service demands. The office serves over 600 community members daily thereby intensifying the strain on limited resources.
- **Uncontrolled walk-ins due to pensioner exemptions:** The exemption of pensioners from the online booking system has led to overwhelming walk-in traffic at the office, creating backlogs and inefficiencies.

Despite full awareness of these challenges, the Department of Home Affairs Provincial Manager responsible for Alberton and other Gauteng South Offices has failed to implement solutions, largely due to internal departmental politics and favouritism. This office continues to be overlooked for advertised positions, despite operating with almost half of its workforce missing. As a result, employees are facing daily harassment from frustrated clients due to long queues caused by inadequate staffing.

The PSA urgently calls on the Minister of Home Affairs to intervene and ensure these vacancies are filled without delay, restoring effective service delivery and protecting employees from further strain and mistreatment.

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