

## Feedback: SNBF and AGM

### Queue Management System (QMS)

The employer consulted labour on plans to implement a pilot project of the QMS. The purpose of the system is to assist Grants Administration with the management and organising of queues at local offices. A pilot on the system was previously implemented at the SASSA office in Benoni. In November 2018, labour visited the pilot site in Benoni and identified a number of challenges with the system, including the lack of proper training to ensure ongoing support; cumbersome system utilisation, resulting in it being abandoned by staff when the office was too busy. Furthermore, the system was used more for managing staff rather than assisting staff and the Office Manager to improve operations.

The PSA raised further concerns during the presentation that the employer has not provided mitigating factors to address the identified challenges and yet wants to roll out another pilot process on the system. Additional concerns were raised regarding the ICT infrastructure and network capacity in SASSA to operate the QMS with other systems that are currently being introduced to Grants Administration. The PSA requested the employer to develop a project plan and find mitigating factors for the identified challenges before the process can be endorsed by the SNBF.

### Automation of back offices' processes

It was previously reported to members that the employer presented its intention to introduce a new Beneficiary Records Management (BMR) system focusing on people, processes and technology. The project plan addressed the assessment of the system at selected testing sites, planned rollout at local offices, system maintenance and support, system infrastructure as well as the review of norms and standards and standardised performance contracts. The employer's presentation was previously rejected with a demand that it should furnish labour with a comprehensive report on the project and draft a project plan that would be discussed at the SNBF.

The employer came back with a report and project plan for consultation. Its presentation on how it intends to roll out the project is *attached* for members' consideration and inputs. Members are urged to bring any relevant information to the PSA's attention through shop stewards and PSA Provincial Offices.

### Launch: Regional Consultative Forums (RCF)

It was previously reported to members that the SNBF has taken a resolution to establish RCFs that which will be platforms for collective bargaining in regions to ensure that matters that are not of national interest but unique to a particular region are handled in that region through its RCF. The schedule of dates and venues for the launch *attached*.

**Trade union audited membership figures and vote weights as at 31 December 2018**

<b>TRADE UNION</b>	<b>TOTAL MEMBERSHIP</b>	<b>VOTE WEIGHT</b>	<b>NUMBER OF SNBF REPRESENTATIVES</b>
<b>NEHAWU</b>	2 723	<b>30.19%</b>	<b>3</b>
<b>PSA</b>	5 568	<b>69.80%</b>	<b>5</b>
NUPSAW	604		
HOSPERSA	124		
<b>TOTAL</b>	<b>6 296</b>		

Members will be updated on developments.

Ivan Fredericks  
GENERAL MANAGER