

FOR PSA MEMBERS: DEPARTMENT OF HOME AFFAIRS (DHA)

15-04-2021

Update: Off-line system at various offices

The PSA received complaints from members that the issue of offline systems caused havoc at various Civic Services offices across the country. Members indicated that they are being blamed by members of the public for the failure of the live-capture system and are intimidated, insulted, and physically attacked.

The PSA is concerned about the safety of employees and convened a meeting with management on 15 April 2021. The PSA requested the DHA to issue a statement to members of the public through media platforms, to inform them about the challenges experienced owing to off-line systems. Furthermore, the PSA urged the employer to issue an internal circular to give guidelines on how the situation must be managed at office level, whenever the system is off-line. In the interim, members are advised to move to a safer place, when they are confronted with such hostile situations.

The PSA had requested an urgent meeting with the Director-General for urgent intervention. Members will be informed of developments.

GENERAL MANAGER