

## Feedback: Provincial Consultative Forum meeting - 31 March 2022

### Filling of posts as per organogram of province

A moratorium was placed on posts in 2020 as per *Circular HRMC 41/2023*. Since then, the employer indicated that for the 2022/23-financial year vacant, critical posts in Home Affairs will be filled. The biggest number of new appointments will be in immigration, moving from 40 current Immigration Officers to 90 Immigration Officers in the Western Cape. This will alleviate posts for hospitals, mobile units, front office, and supervisors. In Civics, 39 posts have been allocated to the Western Cape. The DHA is in the recruitment-drive phase.

### System failure and targets

The employer reported that the target that was allocated for the last two years was based on 'Scenario Planning' in terms of COVID-19 alert levels. Down-time registers are kept with Front Officers to indicate if targets were not met owing to challenges, such as system failures and COVID-19. The employer indicated that the Department has reached targets for Smart Card and Births for the year. The target this year has not been affected because of the "Scenario Planning". The employer recognised employees' efforts, despite difficulties experienced, to reach targets. It is frustrating that the system remains unstable, however, it is one of the top priorities to be attended to.

### Servicing challenges at banks with less staff

The employer explained that the first rollout to banks was in 2017, when staff members were employed specifically by DHA to work in banks. Since then, the second phase came in, whereby the Public Private Partnership (PPP) was introduced with banks and the DHA. Unfortunately, the PPP could not materialise as banks wanted a guarantee that the DHA system will not go off-line and will be functional at 100% capacity. The DHA could not guarantee this owing to system challenges. Furthermore, banks wanted to charge an additional service fee to the client and the DHA could not agree to the additional service fee. Negotiations with banks continue to see if parties can reach an agreement. The second phase of the rollout will be to banks in all provinces without appointing new Home Affairs staff for banks. It has been acknowledged that there are staffing-capacity challenges, which have been addressed with the DDG: Civics.

### Civics and Immigration Officers uniforms

The employer indicated that funds have been allocated for uniforms to be purchased in the 2022/23 budget (allocated for Civics and Immigration Officers). The EXCO has decided that procurement of uniforms will be done through the Chief Financial Officer. The province will forward its requests for new uniforms to the CFO.

*The PSA wants to take this opportunity to wish all employees who are unwell owing to COVID-19 a safe and speedy recovery.*

GENERAL MANAGER