

FOR PSA MEMBERS: **BORDER MANAGEMENT AUTHORITY (BMA)**

14-07-2023

## Feedback: Bi-lateral Meeting – 12 July 2023

### State of Readiness to Pay July Salaries

An urgent meeting was convened last night at the request of the PSA to establish the state of readiness for salary payments on 14 July 2023. Phulo Consultancy reported that they are ready to process the correct salaries for July. They indicated that the pay file was already sent to the finance section at Department Home Affairs for implementation. The PSA disagreed with the report that the BMA was ready to issue correct salaries without errors. Members already reported to the PSA that they received their pays slips on 11 July 2023 and they discovered that they were overtaxed, the employee's details were misspelled, wrong pension numbers were inserted, and leave days were incorrectly recorded. The PSA indicated that Phulo Consultancy's contract must be terminated with immediate effect. The PSA maintained that Phulo Consultancy could not administer a payroll system for BMA. The PSA urged the employer to return the BMA employees to the persal system.

Members continue to be depressed by continuous administrative errors every month. The PSA further requested that Phulo Consultancy pay back any payments received from BMA, because they failed to deliver on their contractual obligation. The BMA should take full responsibility for the policies which lapsed due to their incompetencies. Phulo should be held accountable for failing to submit proof that monies were paid to third parties such as Old Mutual. The employer noted the frustrations and concerns raised by labour. They indicated that they are in the process to procure the services of a competent service provider who will manage the payroll system called *SAGE*. They are in the process of appointing *Q-link*, which was highly recommended as a competent service provider in the field of payroll administration. The employer requested to be given 2 months period to resolve all the outstanding payments owed to employees. They have requested the assistance of HR employees from Home Affairs and the Department of Land Reform and Agriculture Department to correct the errors which occurred.

The PSA objected to the two-month period requested and demanded immediate intervention. The PSA maintained that BMA employees are worse off since the transfer in terms of section 197 of the *LRA*. The employer was requested to issue a circular to all BMA employees to commit that they will take full responsibility for any lapses of policies that occurred due to their mistakes and discrepancies. The employer requested that all the errors identified be submitted so that they could be rectified as a matter of urgency.

The PSA is therefore requesting all the members who identified errors and mistakes in their July payslips to submit their queries to Ms. Gracia Rikhotso at the email address [gracia.rikhotso@psa.co.za](mailto:gracia.rikhotso@psa.co.za) and or

[peter.mngomezulu@psa.co.za](mailto:peter.mngomezulu@psa.co.za) so that they can be consolidated for discussion at the follow-up meeting to be convened on 14 of July 2023.

Employees who want to join the PSA can visit the PSA's website ([www.psa.co.za](http://www.psa.co.za)), send an email to [ask@psa.co.za](mailto:ask@psa.co.za), or contact PSA Provincial Offices

GENERAL MANAGER