

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

29-06-2023

Border Management Authority: Administrative challenges

The PSA has been constantly updating members regarding the administrative challenges members have been experiencing since being transferred to the BMA as an entity. Despite meetings between the PSA and the BMA management as well as assurances being given that challenges are being attended to, the PSA is still receiving queries from members who are experiencing challenges. These challenges include a number of issues and is not limited to the following issues:

- Incorrect personal details
- Incorrect SARS deductions
- Non-payment of third parties
- No proof of payment on alleged payments to third parties
- Incorrect and unknown deductions of third-party payments
- Wrong union deductions
- Double deduction of union membership
- Payments made without issuing pay slips
- Late payments of allowances and overtime
- No pay slips issued.
- Erroneous pay slips, which is very unprofessional
- Pay slips that do not show the notch of an employee and leave days
- Some employees' medical aids were suspended owing to non-payment
- Payment made to third parties using incorrect reference numbers
- Clustering of payments to third parties for different policies paid as one amount
- Late payment of salaries, which occurred in the June-pay run
- Wrong and incomplete uniform deliveries
- Unilateral changes of shifts without following due process
- Dysfunctional Help Desk and lack of communication and responses to queries lodged through the so-called Help Desk.

Should members still be experiencing problems, they are requested to urgently contact their nearest PSA Provincial Office for such issues to be consolidated and once again urgent addressing of these issues in preparation for the meeting with the offices of the Ministries of the DPSA and Department of Home Affairs to resolve these issues. Members are urged to utilise the *attached* form to record their challenges.

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

GENERAL MANAGER