

FOR PSA MEMBERS: **PUBLIC SERVICE COORDINATING BARGAINING COUNCIL (PSCBC)**

20-04-2023

## Feedback: PSCBC Border Management Authority Task Team meeting – 18 April 2023

### PSA addressing salary challenges with employer

The employer reported that it received about 394 queries of which 200 employees could not receive their pay slips owing to problems with emails; 94 employees received short payments; 26 employees received major salary shortfalls; 72 employees could not get their bonuses, whilst two employees did not receive salaries at all. In addition, employees did not receive their salaries on Friday, 14 April as is the practice in the Public Service that when pay day falls on the weekend, salaries are paid on Friday. The employer acknowledged the inconvenience caused and indicated that all these queries are receiving attention and most employees were paid their full salaries. Employees who were transferred from the Department of Health were affected the most as there were technical glitches during the transferring and processing of their information, which resulted in manual capturing. Bonuses were also not paid as the employer needed to do a verification exercise after other employees were paid *pro rata* and were on a different taxation system.

The PSA noted the report and is pleased with the efforts by the employer to rectify these errors. Upon engagement with the employer, it was resolved that the employer will issue affected employees with a letter that they can take to the bank pertaining to their credit profile. The employer will also refund all employees for costs incurred owing to unpaid debit orders. The double deduction by the HPCSA for ports health staff will be addressed. Clarity on resignation from departments and medical-aid scheme will be addressed as employees have not resigned but transferred. Information discrepancies such as incorrect tax numbers, ID numbers, and job titles will be corrected.

Transferred employees experiencing problems, including unresolved salary issues, can contact the following persons for assistance:

- Health and Agriculture, Land Reform and Rural Development: Gracia Rikhotso - [Gracia.rikhotso@psa.co.za](mailto:Gracia.rikhotso@psa.co.za) / 082 880 8963
- Home Affairs: Peter Mngomezulu - [Peter.mngomezulu@psa.co.za](mailto:Peter.mngomezulu@psa.co.za) / 082 880 8980
- Forestry, Fisheries, and the Environment: Zamani Dladla - [Zamani.dladla@psa.co.za](mailto:Zamani.dladla@psa.co.za) / 071 681 3105
- Alternatively, contact local shop stewards or John Teffo at [John.teffo@psa.co.za](mailto:John.teffo@psa.co.za) / 079513 9856.

Members will be updated on developments.

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