

Member update: SASSA

SNBF levy increase

As members are aware, SASSA has an internal bargaining forum, the SASSA National Bargaining Forum (SNBF), which is responsible for collective bargaining between SASSA and recognised trade unions. The SNBF functions as a juristic person, independent from SASSA and is governed by its Constitution. The Constitution provides for the SNBF to have a bank account and manage its finances. The Forum generates an income through levies that are deducted from each employee into the SNBF account. SASSA is required to match the amount deducted from each employee towards the Forum. The monies collected by the SNBF are used for the running of the Forum to advance collective bargaining, dispute resolution, training, and operational functioning of the SNBF. When the SNBF was established in 2010, a levy of R2.50 per employee was established and has since never been increased. On 4 September 2017, the SNBF signed a collective agreement (Resolution 4/2017) to increase the levy from R2.50 to R5.00 for each employee. The increase should have been implemented after the signing of the agreement, however, it was not affected. Parties at the SNBF are engaging in implementing Resolution 4/2017 to affect the increase from 1 January 2024.

Integrated ICT initiatives

As members are aware, SASSA has an automation agenda that is intended to digitalise SASSA's systems and improve processes. Some of the initiatives that are under consultation are the Online Application Platform, Queue Management System, Beneficiary Biometrics System, and Kofax Ongoing Scanning.

Online Application Platform: Online disability assessment bookings and disability grants applications were finalised, and user acceptance testing (UAT) was conducted whereby issues were identified and fixed. Online change of method of payment (MOP) went live on 19 October 2023 and all were identified. The online change of MOP was set to open up to all SASSA offices for use in November 2023. According to the employer, the online change of MOP will assist in reducing current backlogs in MOP and familiarise SASSA officials with the employee portal at a large scale.

Queue Management System (QMS): The employer has rolled-out QMS in 25 local offices across seven provinces (one in Eastern Cape, six in Gauteng, one in KwaZulu-Natal, three in Mpumalanga, seven in Northern Cape, five in North-West and two in Western Cape). It was agreed that the employer would arrange for the SNBF Task Team members to conduct site visits to some of those offices to observe all the ICT systems that have been implemented.

Beneficiary Biometrics System: The system has been enhanced since a service provider was appointed. The system is undergoing testing and fixing of identified issues. The employer plans to dry-run the system at the Mbombela local office once all system technical issues have been resolved.

Kofax Ongoing Scanning: The employer indicated that there is a need for an adequate scanning facility. Ongoing monitoring is being conducted.

Members are requested to make inputs on their experiences with the above-mentioned systems. Such inputs can be submitted to the PSA through shop stewards and Provincial Offices.

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