



FOR PSA MEMBERS: GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

16-04-2025

Feedback: GPAA Departmental Bargaining Chamber meeting

Minimum requirements for Client Service Agents (CSAs)

The PSA raised a concern that Client Service Agents are office bound for which a driver's license is not a requirement to be appointed. However, GPAA recently advertised CSA positions throughout the country with a driver's license as an added requirement. The PSA demanded that all CSA positions that have not been filled yet be rescinded and re-advertised without the driver's license. The employer noted the submission by the PSA and requested to provide a response within 14 days. The PSA rejected the employer's request as it had ample time to consult all stakeholders before coming to the meeting. The PSA indicated that it reserves the right to explore other avenues in resolving this matter.

Employees vehicles parking outside Head Office

Organised labour raised a concern that owing to limited parking at Head Office, most employees are compelled to park in the street. On 2 April 2025, Tshwane Metro Police issued tickets to all cars parked outside as they were parked on the sidewalk (pavement), which is against by-laws. Organised labour indicated that it poses a risk to employees as the Metro Police impound cars parked on the sidewalk. Organised labour demanded that the employer must pay the fines issued to those employees and secure parking for employees parking on the streets. The employer responded that there is no policy in place to pay for those fines and indicated it is unable to provide parking owing to limited parking space at the Head Office. The PSA will explore other legal avenues available to members.

Relocation to new building

The PSA raised the issue of the relocation to a new building, despite the matter having been referred to facilitation. The facilitation process failed owing to the employer's non-compliance, particularly its failure to provide the report it had committed to submitting. Given the urgency of the matter and the ongoing concerns by members, the PSA insisted that the item be tabled for discussion. However, the employer refused to engage on the matter, citing that it had already been addressed through facilitation. This refusal led to increased tensions and resulted in the meeting ending unceremoniously, with parties failing to reach consensus on any of the agenda items. The deadlock and the employer's dismissive attitude towards outstanding commitments deeply frustrated organised labour.

Members will recall that the facilitation session held in February was meant to address three items referred by the PSA. Unfortunately, none of these matters have been resolved to date, and the employer has not honoured the commitments made during previous engagements. The PSA reserved the rights of members and will be consulting them to obtain mandates on the next steps, including exploring all legal avenues available to enforce compliance and protect members' interests.

Employees who would like to join the PSA can visit the PSA's website, contact a PSA shop steward or the nearest PSA Provincial Office.

Reuben Maleka
GENERAL MANAGER