



FOR PSA MEMBERS: **GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)**

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22-09-2025

## Feedback: Meeting with acting CEO

The PSA held a meeting with the acting CEO on 18 September 2025. Members are aware that the PSA declared a dispute against GPAA at GPSSBC on several issues. The purpose of the meeting was to inform the acting CEO of the dispute of the PSA and for the parties to explore avenues to resolve the dispute.

### Relocation to a new building

This matter has been kept secret by GPAA with no consultation of employees. The acting CEO agreed that relocation to a new building requires consultation. However, he indicated that the relocation to the Brooklyn offices has been rescinded, and the contract cancelled. He gave an undertaking that organised labour will be consulted properly should GPAA relocate in future.

### Shortage of parking at Head Office

Due to a shortage of parking, members are forced to park their cars on the streets, facing the risk of their cars being broken into, towed away or stolen. The acting CEO indicated that GPAA is willing to explore the possibility of acquiring parking for employees at nearby facilities at the cost to employer.

### Absorption of contract workers

GPAA has had a substantial number of contract workers over the years. In some instances, the employees become unemployed at the end of the fixed-term contract. The PSA demanded the absorption of all contract workers into permanent positions because the current organisational structure, which was approved in 2024, has 120 additional positions. The acting CEO indicated that GPAA and organised labour must find a way to work around this issue to accommodate the demand by PSA without contravening the Public Service Regulations.

### Customer Service Agents (CSA) - driver's license requirement

The employer had unreasonably included possession of a valid driver's license as a requirement for appointment as a Customer Service Agent (CSA). This condition was not aligned with the official job description and was deemed irrational, as CSAs are office-bound and their duties do not require driving. The inclusion of this requirement would have unfairly prejudiced many aspiring employees from accessing such positions.

Following engagement on the matter, the employer agreed to remove the driver's license as a requirement for appointment to CSA posts with immediate effect.

### **Labour brokers**

The PSA demanded that GPAA must do away with labour brokers because they exploit employees and requested that those employees be permanently employed by GPAA. The acting CEO agreed that at some point, GPAA must get rid of labour brokers. The acting CEO committed to developing a plan to do away with labour brokers.

### **Decentralisation**

The PSA reiterated its support for the decentralisation of certain functions to regional offices, as this will enhance the GPAA's efficiency and improve service delivery to members. However, the PSA raised serious concerns about the way the process is currently being implemented. The lack of proper consultation has created uncertainty, anxiety, and apprehension among employees.

The acting CEO acknowledged the PSA's concerns, confirmed that he shares the same sentiments, and noted his direct awareness of the challenges raised. He committed that, going forward, proper consultation with employees and organised labour will take place to ensure a transparent and inclusive process.

### **Proposed settlement agreement**

The PSA proposed to enter into a settlement agreement on the above-stated issues to settle the dispute. Parties agreed that PSA will approach the GPSSBC to assist parties in the drafting of a settlement agreement to settle the dispute.

### **Victimisation of whistleblowers**

Whilst this meeting was organised to discuss the dispute, the PSA took the opportunity to raise concerns about the media reports regarding what is happening at GPAA, particularly the victimisation of whistleblowers. The acting CEO indicated that he cancelled the contract that was awarded to *NEXUS* for R261 000 to identify employees who exposed maladministration at GPAA to third parties because the *prima facie* evidence suggests that there is merit in those allegations.

Members will be informed of further developments on the dispute declared by the PSA.

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

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