



FOR PSA MEMBERS: **SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA)**

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04-08-2025

## Feedback: SASSA National Bargaining Forum (SNBF)

### **Beneficiaries biometrics enrollment and job evaluation**

Members will recall that in the previous meeting, the PSA expressed concern relating to the employer's unilateral implementation of the Beneficiary Biometric System, despite the SNBF decision that the system may only be implemented once the job evaluation process is concluded. The PSA further demanded that the employer must issue a memo to all SASSA employees to apologise for prematurely implementing the system whilst the process is still underway. During the recent meeting, the employer reported that a circular was issued on 22 July 2025, to apologise to all SASSA employees for the premature implementation of the Beneficiary Biometric System whilst the consultation process has not been concluded in the SNBF. The PSA welcomed the mentioned circular and will continue to monitor developments.

### **Review: Organisational structure**

Members will recall that the employer previously tabled this item to update the SNBF on the mandate granted by the Executive Authority to review the SASSA Organisational Structure. The employer indicated that the proposed structure was reviewed in alignment with the Strategic Plan for 2020/21 to 2024/25 (6<sup>th</sup> Administration period). However, the proposed structure could not be approved as it was only submitted to the DPSA on 4 June 2024, after the national and provincial elections held on 29 May 2024. During the recent meeting, the employer reported that the project team was still conducting assessments at local offices. It was further indicated that the scheduled Task Team meeting could not take place as planned, but the employer anticipates convening the meeting next month.

### **Regional Consultative Forums (RCFs) training**

It was previously reported that the SNBF had commenced with the training of RCFs across the country. To date, eight RCFs have been successfully trained. However, training is still outstanding in two regions, *i.e.*, Northern Cape and Free State. Parties agreed to complete the training in the outstanding regions within the current financial year.

### **Medical assistance post retirement: SASSA**

Members would recall that the PSA tabled the matter for discussion at the SNBF following concerns raised by members regarding the exclusion of certain SASSA employees from post-retirement medical

benefits. The employer acknowledged that this exclusion was incorrect, affirming that all employees are entitled to this benefit. During the recent meeting, the employer reported that 53 employees who were previously excluded from this benefit have now been successfully reimbursed. It further reported that it has since issued out a circular to inform all SASSA staff regarding developments and that the matter is finally resolved. The PSA welcomed the report and viewed it as a victory for all SASSA employees.

### **SASSA: Disciplinary hearing and grievance procedures**

Members will recall that the PSA previously tabled a proposal for SASSA to develop its own collective agreements on both the Disciplinary Hearing Code and Grievance Procedure. Currently, SASSA applies the Public Service Coordinating Bargaining Council (PSCBC) resolutions when managing disciplinary and grievance processes. This practice has created jurisdictional challenges, as members who attempt to refer disputes to the Commission for Conciliation, Mediation and Arbitration (CCMA) often find that the CCMA lacks jurisdiction to hear these matters. Such disputes fall under purview of either the PSCBC or the General Public Service Sectoral Bargaining Council. During the recent meeting, the employer reported that it is finalising internal consultations and is currently busy with the development of both documents. The PSA questioned the employer on the timeframe for sharing these drafts. The employer committed to providing both documents before the next SNBF meeting.

### **Remote Working Policy**

The employer reported that the draft policy has been developed, it is still busy with the project plan and organised labour will be informed as soon as the project plan is finalised.

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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