



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

16-07-2025

Feedback: Meeting with SASSA Chief Executive Officer

The PSA recently met with the Chief Executive Officer (CEO) of SASSA following a request for urgent engagement to address several pressing issues.

Unilateral implementation of the beneficiary biometric system

The PSA raised serious concerns regarding the employer's unilateral decision to implement the Beneficiary Biometric System. This decision contradicts the resolution of the SASSA National Bargaining Forum (SNBF), which clearly stated that the system should only be implemented once the Job Evaluation (JE) process has been concluded. The PSA further referenced a circular issued by SASSA indicating that the system would be implemented from 12 May 2025, which undermines the spirit and intent of the SNBF.

In response, the CEO clarified that the system has not yet been implemented. It was initially planned for implementation in May 2025, based on the expectation that the JE process would be finalised by then. The CEO committed to investigating any further circulars or communication issued in respect of the system which is not consistent with what he submitted to the PSA and undertook to provide a report to the PSA.

Employer attitude towards regional consultative forums and implementation of OHS Policy

Concerns were also raised about the non-functionality of some of the Regional Consultative Forums (RCFs), reportedly due to the attitude and lack of support from regional management. This includes delays or failures in implementing the Occupational Health and Safety (OHS) Policy, as well as non-attendance of management members and lack of enforcement by Regional Executive Managers (REM).

The CEO requested that the PSA submit a list of the affected regions so that appropriate interventions can be made. The PSA committed to providing this information by 4 July 2025.

Working relationship and consultation protocol

The PSA reminded the employer of the proper protocol for consulting with trade unions. This follows reports that consultation meetings were held with local shop stewards without the knowledge or involvement of the PSA's provincial or national leadership. The CEO acknowledged the oversight and

committed to ensuring that proper consultation procedures are followed in future, with due respect for established union protocols.

Employees who wish to join the PSA can visit the PSA's website or contact any PSA Provincial Office for further assistance.

Reuben Maleka
GENERAL MANAGER