

## Feedback: DHA special Departmental Bargaining Chamber (DBC) - 12 May 2026

### Outstanding overtime payment: Immigration Officers (Inspectorate)

It was previously reported that the PSA lodged a complaint with the employer regarding the 2023/24 outstanding overtime payment for Immigration Officers at Inspectorate. The officials were instructed to work overtime during various operations together with the SAPS, Metro Police, and SANDF. There was no prior approval for such overtime work. The PSA argued that the officials cannot be punished because management failed to secure prior approval. The officials adhered to a lawful instruction. Subsequently, the Department agreed with the PSA and approved payments of the outstanding overtime. The employer confirmed that overtime payments will be processed at a rate of up to 30% of the employee's basic salary for each qualifying month owed. Members are requested to submit their completed claim forms to their respective supervisors. Members who experience challenges in this regard are advised to submit their queries to the PSA Chief Negotiator at [peter.mngomezulu@psa.co.za](mailto:peter.mngomezulu@psa.co.za), so that the employer can be taken to task in this regard.

### Modernisation and digital transformation matters

Members will recall that the PSA raised serious concern with the Department that there was lack of sufficient consultation on matters of modernisation and digital transformation processes. A meeting was held with the Director-General on 18 April 2026. It was resolved that a task team would be established to engage and consult on the new digital transformation strategy of the Department. Parties agreed to convene a workshop on 12 June 2026. The following items will be discussed:

- Partnership with commercial banks
- Introduction of digital Identification
- ABIS system to replace HANIS system (national population register)
- Introduction of *Smartgov* system (eLeave, ePMDS, eInvoice, and eSubmission)
- New *Evisa* system

### Relocation: Permitting Adjudicators

The PSA raised objection to the plans to relocate Permitting Adjudicators without proper consultation. It was reported that the Department intended to relocate 18 Permitting adjudicators from BVR (Identity

document and Identification Office) to Hallmark Building. The employer indicated that it intends to enhance and improve the *Evisa* systems and processes. It needed more human resources at Hallmark Building. The PSA noted these plans but insisted that a consultation process be instituted as a matter of urgency. Parties resolved that a relocation task team be convened before the end of May 2026 to develop an action plan and consult affected employees accordingly. The date for the relocation process was extended to 1 July 2026. Members will be informed of developments.

### **Vetting Policy**

The PSA has discovered that the Vetting Policy was implemented without exhausting the consultation process with labour. The PSA demanded that the Policy be withdrawn and tabled at the policy task team before it could be adopted. Parties agreed to convene a policy task team by 30 May 2026 to conclude on the Policy. The PSA further cautioned Vetting Officers to refrain from intimidating and harassing employees whenever they are sourcing for information. Affected employees are advised to submit their complaints to the PSA Chief Negotiator at [peter.mngomezulu@psa.co.za](mailto:peter.mngomezulu@psa.co.za), so that it is reported to the employer to implement consequence management.

### **Filling of critical posts**

The PSA previously raised a serious concern that the Department was slow in filling critical service delivery posts in local offices. Most offices in rural areas do not have enough capacity to serve large communities and, as a result, most officials are overburdened by the workload. The employer reported that there are 451 posts identified to be prioritised and 291 of those are frontline services posts. The PSA urged the Department to fast track the filling of those identified posts to ease employees' workload.

Employees who want to join the PSA can visit the PSA's website or contact PSA Provincial Offices.

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GENERAL MANAGER