



FOR PSA MEMBERS: **PUBLIC PROTECTOR OF SOUTH AFRICA (PPSA)**

21-09-2026

Feedback: PPSA Bargaining Forum (BF) - 18 September 2026

Performance Management and Development System (PMDS) status

The employer reported that the 2023/24-performance assessments and appeals were finalised. There are only four outstanding assessments for the 2024/25-performance cycle. In addition, 95% of performance agreements have been submitted for the 2026/27-performance cycle. The employer plans to commence Moderating Committee meetings by the end of October 2026. The e-Performance system has enhanced the effectiveness and transparency of the PMDS process. The PSA noted the report and urged the employer to finalise all outstanding performance assessments as per the policy requirements. The PSA committed to engaging members who missed the 14 August 2026 deadline to submit their performance agreements.

Workload: Investigators

It was previously reported that the PSA requested a list of posts to be advertised to increase the capacity of Investigators. The employer indicated that it aims to alleviate the workload by creating additional posts, particularly at Head Office. The main challenge experienced is the availability of budget to fund these additional positions. The employer reported that Case Handler posts have been introduced to help reduce Investigators' workload. Furthermore, allocation of work will be centralised to ensure equitable distribution of cases across all provinces. The PSA noted the report and urged the employer to fast-track the recruitment of Investigators to reduce workloads.

Security matters

The employer reported that all offices have been provided with security equipment, except for the Durban, Cape Town, and Bisho offices. These offices utilise the security equipment provided by the landlords. It was further reported that there was a break-in at the Kimberley office, during which an intercom communication system was stolen. The PSA noted the report and urged the employer to strengthen security measures and increase security capacity at all offices.

Draft policies

The employer reported that the following draft policies have been submitted to EXCO for consideration and further input:

- Transfer Policy
- Dress Code Policy
- Succession Policy
- Code of Conduct Policy
- Employee Health and Wellness Policy

The Draft Leave policy remains under consideration by the Office of the Public Protector and will be shared with labour through the Policy Task Team once available.

Relocation of Head Office

The employer reported that the procurement process to secure new office accommodation for Head Office is underway. Copies of the tender documents were shared with the PSA. The matter is currently before the Bid Adjudication Committee, and feedback will be provided at the next meeting. The PSA welcomed the report and requested a progress update at the next meeting.

Middle Managers and Senior Investigators on top notches

It was previously reported that the employer did not agree to increase the salary notches or provide overlap to the next salary level for Investigators who have reached the top notches of their salary scales. The matter was subsequently removed from the agenda. The PSA noted the employer's position and indicated that it would consider re-tabling the matter following consultation with affected members.

Job evaluation: Complaints Officers

The employer reported that the job evaluation process for various posts will be conducted as part of the organisational review process. The PSA committed to monitoring the process and will provide updates to members as developments occur.

Working tools: Investigators

It was previously reported that there was a shortage of working tools, particularly laptops, for Investigators. The employer reported that 139 laptops are to be procured. Funding has been requested from National Treasury to facilitate the procurement process. The PSA urged the employer to fast-track its engagements with National Treasury to ensure that the necessary working tools are provided to Investigators, enabling them to perform their duties effectively.

Reintroduction: Cellphone allowances

The employer reported that the draft cellphone policy has been submitted to EXCO for consideration. The Policy seeks to reintroduce cellphone allowances to enable Investigators and other support staff to perform their duties effectively. The PSA supports the reintroduction of the cellphone allowance as proposed in the draft policy.

Voluntary severance package

The PSA previously requested that the employer provide feedback to all employees who applied for voluntary severance packages. The employer was expected to confirm, in writing, all successful and unsuccessful applications. The employer conceded that most applications had not been finalised owing to budget constraints. Additional funding has been requested from National Treasury to process all outstanding applications. The employer indicated that the process would resume once the necessary

funding has been secured. The PSA noted the report and urged the employer to provide progress updates to all employees who applied for voluntary severance packages.

Organisational structure review

The employer reported that the review of the organisational structure is underway. A prioritised list of posts has been approved based on critical operational requirements. The job-evaluation process for identified posts will also be prioritised. Interviews with various managers will be conducted as part of the review process. The matching and placement process will be implemented in accordance with the approved strategy. The PSA noted the progress report and urged the employer to share the organisational structure review strategy to ensure that the matching and placement process is fair, transparent, and consistent.

Members will be informed of developments.

Employees who wish to join the PSA can visit the PSA website or contact the nearest PSA Provincial Office.

Reuben Maleka
GENERAL SECRETARY