



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

22-06-2026

Feedback: PPSA Bargaining Forum meeting - 18 June 2026

Performance Management Development System (PMDS)

The employer reported that 192 out of 290 performance agreements for 2026/27 were submitted. The 2023/24- and 2024/25-performance assessments were processed and paid accordingly. The 2025/26-performance agreements are due for submission on 30 June 2026. The PSA welcomed the report and reminds members to submit their performance agreements before the due date.

Workload of Investigators

Members will recall that the PSA raised a concern that Investigators were expected to complete the time sheet whilst performing their work at the office. The PSA argued that the practice increased the workload of Investigators, since it took more time to complete the timesheet. The employer noted the concern and indicated that the practice will be cancelled and only those working from home will complete the time sheet. The PSA welcomed the decision to cancel the practice and urged the employer to inform employees about the decision taken.

Security in Institution

The PSA previously raised a serious concern about the capacity of security services in the Institution. The employer indicated that the security capacity was increased. All offices are armed with alarm systems. A CCTV and alarm system were installed at the Polokwane office, and physical guarding was increased at the Head Office, as well as in the Mahikeng and Bisho offices. The remaining security measures are still to be implemented. The PSA welcomed the progress with this matter and urged the employer to provide regular feedback.

Relocation of Head Office

The employer reported that the tender for the new building was issued and it is waiting for the evaluation process to be completed. The PSA noted the update and demanded that labour be included in the Relocation Committee.

Middle Managers and Senior Investigators at top notches

The PSA previously raised a concern that Middle Managers and Senior Investigators who are at the top notch of their salary scale were negatively affected when performance assessments were implemented.

The PSA demanded the review of the performance management policy to address the discrepancies identified. The employer reported that the draft policy was processed and submitted to the office of the Public Protector for approval. Feedback will be provided at the next meeting on 10 July 2026.

Job evaluation: Complaint Resolution Officers

Members will recall that the PSA raised concern about posts that were not evaluated. The employer indicated that all the posts will be evaluated as soon as the organisational structure review process is completed. The PSA noted the report and will await further updates on the matter.

Working tools

The employer reported that 102 laptops were distributed and allocated to employees. The process was ongoing and further updates will be submitted at the next meeting. The PSA welcomed the progress report.

Voluntary severance packages (VSP)

The PSA previously lodged a complaint on behalf of members that some of the voluntary severance package applications were not approved. The employer reported that it is in the process of reviewing the budget and considering the outstanding VSP applications. A comprehensive report will be submitted at the next meeting.

Recording of telephone calls

The PSA tabled the matter to demand that the employer must cancel the recording of telephone calls made by employees. The employer agreed to the demand and confirmed that the recording of calls will be cancelled with immediate effect. It will only record calls that are processed through the call centre and reception service. The PSA welcomed the decision. The matter was removed from the agenda.

Leave encashment

The PSA previously raised a concern that the employer has a practice of cancelling employees' leave applications at the last minute owing to operational requirements. The PSA demanded that such cancellation of leave days must be reimbursed to employees through an encashment system. The employer indicated that it is not in support of the encashment system. It wishes to encourage employees to make alternative arrangements with their respective supervisors in instances where their leave days are cancelled owing to operational requirements. Parties agreed to discuss the matter further at the bilateral level.

Review: Organisational structure

The employer reported that internal consultations are still ongoing and the job-evaluation process will be implemented in all proposed positions. The draft organisational structure will be formally tabled for further consultation. The PSA noted the progress report and urged the employer to fast track the process.

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

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GENERAL MANAGER