

MEDIA RELEASE	Department of Home Affairs: PSA concerned about constant offline system at various offices
DATE	15 April 2021
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The Public Servants Association (PSA), the majority Union at the Department of Home Affairs (DHA), is concerned about the impact of the constant off-line and dysfunctional live-capture system on employees.

The PSA received complaints from various DHA offices of the Department regarding this matter. System failures have caused dissatisfaction and frustration amongst members of the public who seek service from the DHA. DHA employees had to bear the brunt and were insulted and even attacked by members of the public. Officials at the offices in Port Shepstone and Umgeni in KwaZulu-Natal were threatened to be held hostage.

The PSA understands the frustrations of clients but strongly condemns any violence and verbal abuse of employees. Employees are blamed for the constant system disruptions, despite having no control over the situation. The constant emotional abuse caused trauma amongst these employees.

The PSA wrote to the Director-General of the DHA regarding the reported incidents and convened a meeting with management on 15 April 2021. The PSA urged the DHA to issue a media statement to explain to the public the challenges experienced owing to the dysfunctional live-capture system. The PSA further urged the DHA to upgrade its IT systems as a matter of urgency to avoid the havoc being caused by the system. The PSA is further concerned about the DHA's casual approach in addressing the matter and requested that consequence management be applied for managers who failed to carry out their responsibility in respect of the proper functioning of the live-capture system.

The PSA is not prepared to gamble with the safety of employees and will advise members accordingly when faced with such situations. The DHA management must urgently implement appropriate measures to rectify and resolve the matter.

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