



MEDIA RELEASE **Home Affairs: PSA calls for immediate action regarding unstable system in KwaZulu-Natal**

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The Public Servants Association (PSA), as the Union representing the majority of employees of the Department of Home Affairs in KwaZulu-Natal, is extremely concerned about the unreliable national population register, and live capture smart-cards systems that have been offline intermittently since 27 May 2022.

Employees of the Department are blamed by members of the public who require these services, giving rise to concerns about employees' safety as the public's frustrations rise. The Minister of Home Affairs previously committed that these disruptions would be addressed, and the public is now placing employees under pressure regarding matters beyond their control.

The PSA appeal to the Minister of Home Affairs to urgently prioritise the upgrading of the unreliable system as it impacts on services delivery and the safety of employees.

END