

MEDIA RELEASE **Home Affairs delays: PSA calls for urgent measures**

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The Public Servants Association (PSA) has called on the Department of Home Affairs (DHA) to urgently restore the constant offline and dysfunctional live-capture system, which is giving rise to increased public frustrations.

The PSA, as the majority Union representing employees at the DHA, condemns the continuous “offline” saga, which has resulted in long queues at Home Affairs Centres over years. This situation is causing major frustrations for members of the public and has resulted in DHA employees being on the receiving end of public insults and even abuse, whilst having no control over the erring system.

The DHA has, to date, not resolved its information technology issues, which have a severe and direct impact on its ability to deliver efficient and timeous services. Until these issues have been resolved, the DHA will continue to be perceived as one of those Departments that the public dreads when seeking critical services. Members of the public are not privy to the fact that DHA employees facing clients have no control over system failures and cannot be blamed for these. The PSA advises the DHA to inform the public about the facts related to the continuous system failures. The DHA should further protect its employees against abuse and insults and repair the system as a matter of urgency.

The PSA previously wrote to the DHA’s Director-General about reported incidents of staff abuse and convened a meeting with the DHA’s management on 15 April 2021. The PSA urged the DHA to issue a media statement to explain to members of 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 further havoc. The PSA is, however, worried about the DHA’s casual approach to addressing the matter and requested that consequence management be applied to managers who failed to carry out their responsibility regarding the proper functioning of the live-capture system. The PSA is not prepared to gamble with the safety of employees and would advise members accordingly when faced with threatening situations.

END

