

MEDIA RELEASE PSA calls on SASSA to develop a strategy to address influx of clients

DATE 22 January 2021

EMBARGO None

Enquiries communication@psa.co.za

South Africa remains in the grips of the COVID-19 pandemic. Amidst this challenge is the need to save lives by preventing the spread of the virus and whilst sustaining livelihoods by ensuring that South African Social Security Agency (SASSA) beneficiaries are paid their grants. SASSA is, however, failing to communicate effectively with the public and its employees, resulting in confusion and overcrowding.

The Public Servants Association (PSA), which represents thousands of SASSA employees across the country, has noted with great concern the conditions to which SASSA clients and employees are exposed. At offices such as the Gugulethu local office and many other offices grant beneficiaries are forced to queue overnight to be assisted. The PSA urges SASSA to strengthen its stakeholder engagements, as most members of the public are turned away frustrated owing to a lack of information.

Equally so, SASSA employees are forced to work in conditions that are unsafe as they do not have adequate personal protective equipment and space to ensure social distancing.

The PSA calls on the Minister of Social Development, Minister Lindiwe Zulu, to ensure that the situation is addressed urgently and a provide a plan of action that will ensure the safety of employees and clients. Clients must be called in phases to prevent overcrowding in the interest of their safety at SASSA and Post office whre most collect their grants .

An urgent meeting has been arranged with SASSA management on Friday, 22 January 2021 to discuss SASSA's plan to address this situation.

END

