

MEDIA RELEASE PSA welcomes improvements to Home Affairs IT System

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The Public Servants Association (PSA), welcomes pronouncements made by Home Affairs Minister Dr Aaron Motsoaledi, announcing that the Department's IT infrastructure is set to receive urgent attention to improve service delivery. The Minister further reported that internal skills were also being evaluated to improve capacity in this regard. The Department is also receiving adequate support and cooperation from the SITA to implement the IT infrastructure plan correctly.

Employees at the Department were constantly harassed and intimidated, owing to several problems experienced with the IT system, resulting in long queues and delays in processing applications. The Departments mandate to improve service delivery and production targets was severely compromised by the IT infrastructure. There were also problems between the Department and SITA in accepting responsibility for the inadequate IT infrastructure and the problems experienced.

The PSA calls on the Minister to prioritise this project and ensure that Department's IT problems do not continue to hinder service delivery.

END