

FOR PSA MEMBERS: DEPARTMENT OF HOME AFFAIRS (DHA)

18-05-2021

Feedback: Departmental Bargaining Chamber (DBC) - 17 May 2021

Public-Private partnership: Commercial banks

The employer reported that it is in a process of entering into a partnership agreement with the six commercial banks to render Home Affairs services. The aim is to increase access to the services and minimise long queues at Home Affairs offices. The presentation is *attached* for ease of reference.

The PSA noted the report and cautioned the employer not to tamper with the conditions of service of employees who are currently deployed at banks for a pilot project. The recruitment process will be closely monitored. A task team will be formed to oversee the process until it is completed. A special DBC meeting will be convened on 11 June 2021 to discuss the contents of the agreement. Members will be informed of the developments.

Offline system and targets

It was reported in the previous edition of the *Informus* that the PSA was concerned about the safety of employees amidst threats by the members of the public owing to the offline system. The PSA urged the employer to issue an internal circular to outline steps to be followed by employees when the system is offline. The PSA requested the employer to review and adjust the daily targets to be achieved when the system is offline. An internal circular was issued as per the PSA's request and can be found on the DHA's website. Furthermore, the employer agreed to review and adjust the targets when the system is offline. The PSA will continue to monitor developments and advise members.

The PSA wants to take this opportunity to wish all employees who are unwell owing to COVID-19 a safe and speedy recovery.

GENERAL MANAGER

Banks equipped with Live capture system

FNB

- Lifestyle Centurion
- Lynwood (The Gove Mall) –Pretoria
- FNB –Glen Mall
- Merchant Place- Sandton
- Burgersfort - Burgersfort
- Portside- Cape town

STANDARD BANK

- Jubilee Mall – Hammanskraal
- Canal Walk- Cape Town
- Killarney Mall – JHB
- Promenade – Cape Town- Khayelitsha
- Simmonds Street- JHB
- Lifestyle Centurion
- Kingsmead – Durban
- Port Elizabeth STD – Port Elizabeth

NEDBANK

- Rivonia –JHB
- Arcadia – Pretoria
- Nelspruit Crossing Mall - Nelspruit
- Lakeview- Constantia Kloof -Roodepoort
- St Georges Mall – Cape Town

ABSA

- Lifestyle Centurion
- Green Acres - Port Elizabeth
- ABSA Towers - JHB
- Keywest Mall – Krugersdorp
- Towers North- JHB

DISCOVERY BANK

- Discovery - JHB

INVESTEC

- Investec- Sandton

Summary

- The above table shows names of branches per Bank



home affairs

Department
Home Affairs
REPUBLIC OF SOUTH AFRICA



We Come!

PUBLIC PRIVATE PARTNERSHIP (PPP) AGREEMENT

- Currently, DHA and Banks are in discussion to finalize implementation of PPP agreement.
- There are key issues which are constantly discussed and agreed upon include:
 - Staffing and recruitment options
 - Rolling out of eHome Affairs to additional bank branches
- There are two proposed options for recruiting staff for the Banks when the agreement is implemented and these options are
 - Banks provide funding and DHA carry out recruitment
 - Banks provide funding and also carry out recruitment
- The following considerations have to be made in implementing the staffing options:
 - Condition of Service to be clear
 - Clarity on Supervision, accountability and Control
 - Clarity on roles and responsibilities between Bank Manager and DHA Supervisor
 - Determination of current and future products to be offered at the Banks
 - Determination of size and structure of DHA at the Banks

The “pulse” of the redeployment/ recalling process is in the hands of the affected provincial managers in consultation with the affected individuals /stakeholders

Conclusion

- DHA had convened internal discussion between HR and Business unit on the possible implications of PPP agreement towards the staff that is currently at the Banks
- This include proposals on issue that involve the following:
 - Consultation with Labour Unions and staff
 - Implementation of the Change Management programmes etc.
- At the moment, discussions are underway between the Provincial Management and the affected parties.
- Staff withdrawals from banks is informed by PPP agreement.
- Should officials be finally recalled, they would be placed in available vacant positions.
- Official's home address would determine possible office into which one is placed.
- Approval for relevant transfer should be made by PM and other relevant authorities (HR & DDG:SC).