



ANNUAL REPORT

VOTE NO. 05



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

Table of Contents

PART A: GENERAL INFORMATION 6

1.	DEPARTMENT GENERAL INFORMATION	7
2.	LIST OF ABBREVIATIONS/ACRONYMS	8
3.	FOREWORD BY THE MINISTER	13
4.	DEPUTY MINISTER STATEMENT	17
5.	REPORT OF THE ACCOUNTING OFFICER	20
6.	STATEMENT OF RESPONSIBILITY AND CONFIRMATION OF ACCURACY FOR THE ANNUAL REPORT.....	37
7.	STRATEGIC OVERVIEW.....	38
7.1	Vision	38
7.2	Mission.....	38
7.3	Values.....	38
8.	LEGISLATIVE AND OTHER MANDATES	38
9.	ORGANISATIONAL STRUCTURE	40
10.	ENTITIES REPORTING TO THE MINISTER	41

PART B: PERFORMANCE INFORMATION..... 42

1.	AUDITOR-GENERAL'S REPORT: PREDETERMINED OBJECTIVES	43
2.	OVERVIEW OF DEPARTMENTAL PERFORMANCE.....	43
2.1	Service delivery environment	43
2.2	Service delivery improvement plan	45
2.3	Organisational environment	62
2.4	Key policy developments and legislative changes	63
3.	ACHIEVEMENT OF INSTITUTIONAL IMPACTS AND OUTCOMES	67
4.	INSTITUTIONAL PROGRAMME PERFORMANCE INFORMATION	71
4.1	Programme 1: Administration	71
4.1.1	Management support services	72
4.1.2	Corporate services	76
4.1.3	Transversal information technology management	80
4.1.4	Office accommodation	82
4.2	Programme 2: Citizen Affairs	103
4.2.1	Sub-Programmes	103
4.3	Summary of main achievements per sub-programme:	103
4.3.1	Sub-programme status services.....	103
4.3.2	Sub-programme identification services.....	106
4.3.3	Sub-programme service delivery to provinces.....	109

4.4.	Programme 3: Immigration Affairs	125
	Institutional outcomes:.....	125
5.	TRANSFER PAYMENTS	162
5.1	Transfer payments to public entities	162
6.	CONDITIONAL GRANTS	163
6.1	Conditional grants and earmarked funds paid	163
6.2	Conditional grants and earmarked funds received	163
7.	DONOR FUNDS	163
7.1	Donor funds received.....	163
8.	CAPITAL INVESTMENT	163
8.1	Capital investment, maintenance and asset management plan ...	163


PART C: GOVERNANCE	166	
1.	INTRODUCTION	167
2.	RISK MANAGEMENT	167
3.	FRAUD AND CORRUPTION	168
4.	MINIMISING CONFLICT OF INTEREST.....	169
5.	CODE OF CONDUCT	170
6.	HEALTH SAFETY AND ENVIRONMENTAL ISSUES.....	170
7.	PORTFOLIO COMMITTEES.....	171
8.	SCOPA RESOLUTIONS	173
9.	PRIOR MODIFICATIONS TO AUDIT REPORTS	173
10.	INTERNAL CONTROL UNIT	174
11.	INTERNAL AUDIT AND AUDIT COMMITTEES	174
12.	REPORT OF THE AUDIT COMMITTEE.....	177
13.	B-BBEE COMPLIANCE PERFORMANCE INFORMATION	182

Table of Contents

PART D: HUMAN RESOURCE MANAGEMENT 183

1.	INTRODUCTION	184
2.	OVERVIEW OF HUMAN RESOURCES	184
2.1	Human resources strategy.....	184
2.2	Gender-based violence and femicide (GBVF)	185
2.3	Organisational development	186
2.4	Human resources planning	187
2.5	Change management programme.....	187
2.6	Employee wellness programmes	187
2.7	Employee Performance management framework	188
2.8	Building leadership capability and capacity	189
2.9	Youth development	189
2.10	Knowledge and information management	190
2.11	Employment equity	191
2.12	Leave and absenteeism management	193
2.13	Recruitment	193
3.	HUMAN RESOURCES OVERSIGHT STATISTICS	193
3.1	Personnel related expenditure	193
3.2	Employment and vacancies.....	196
3.3	Filling of SMS posts.....	198

3.4	Job evaluation.....	200
3.5	Employment changes	204
3.6	Employment equity	209
3.7	Signing of performance agreements by SMS members.....	214
3.8	Performance rewards.....	215
3.9	Foreign workers	219
3.10	Leave utilisation	220
3.11	HIV/AIDS & health promotion programmes	223
3.12	Labour relations	228
3.13	Skills development.....	230
3.14	Injury on duty	233
3.15	Utilisation of consultants.....	233
3.16	Severance packages.....	235



PART E: FINANCIAL INFORMATION	236
1. REPORT OF THE AUDITOR-GENERAL	238
2. ANNUAL FINANCIAL STATEMENTS.....	243

PART A:

GENERAL INFORMATION



1. DEPARTMENT GENERAL INFORMATION

PHYSICAL ADDRESS: 230 Johannes Ramokhoase
Pretoria Central
0001

POSTAL ADDRESS: Private Bag X114
Pretoria
0001

TELEPHONE NUMBER: +27 12 406 2500

WEBSITE ADDRESS: www.dha.gov.za

2. LIST OF ABBREVIATIONS/ACRONYMS

ABBREVIATION	MEANING/DESCRIPTION
ABIS	Automated Biometric Identification System
ACSA	Airports Company South Africa
AGO	African Global Operation
AGSA	Auditor-General of South Africa
AIDS	Acquired immunodeficiency syndrome
APP	Annual performance plan
AU	African Union
BASA	Banking Association of South Africa
BAS	Basic accounting system
B-BBEE	Broad-based black economic empowerment
BMA	Border Management Authority
BMCS	Biometric Movement Control System
BVR	Operational environment
CARA	Criminal Assets Recovery Account
CC&SS	Counter-Corruption and Security Services

ABBREVIATION	MEANING/DESCRIPTION
CLO	Central List Orchestrator
CoE	Compensation of employees
CoP	Communities of Practice Core Code of Remuneration
COVID-19	Corona Virus Disease
CRM	Customer relations management
CSIR	Council for Scientific and Industrial Research
DBE	Department of Basic Education
DG	Director-General
DHA	Department of Home Affairs
Dirco	Department of International Relations and Cooperation
DPME	Department of Planning, Monitoring and Evaluation
DPSA	Department of Public Service and Administration
DPW&I	Department of Public Works and Infrastructure
EAP	Employee assistance programme
EDMS	Electronic document management system
EMCS	Electronic movement control system

ABBREVIATION	MEANING/DESCRIPTION
EOH	Enterprise Outsourced Holdings
EWP	Employee wellness programme
Exco	Executive Committee
FNB	First National Bank
GBV	Gender-based Violence
GEMS	Government Employees Medical Scheme
GEWE	Gender Equality and Woman Empowerment
GPW	Government Printing Works
HANIS	Home Affairs National Identification System
HDI	Historically Disadvantaged Individuals
HIV	Human immunodeficiency virus
HOA	Home-owners' allowance
HR	Human Resources
HRM&D	Human Resources Management and Development
HRP	Human Resources Plan
HSRC	Human Sciences Research Council

ABBREVIATION	MEANING/DESCRIPTION
IACF	Interagency Clearing Forum
IBMS	Integrated Border Management Strategy
ICT	Information and communication technology
ID	Identity Document
IEC	Independent Electoral Commission
IGC	Intergovernmental Committee
IMC	Inter-Ministerial Committee
IRC	Information Resource Centre
IRE	Integrated Receipting Engine
IT	Information Technology
JCPS	Justice, Crime Prevention and Security Cluster
KZN	KwaZulu-Natal
LGBTQI+	Lesbian, Gay, Bisexual, Transgender, Queer and Intersex
Logis	Logistical Information System
LRB	Late Registration of Birth
LSP	Lesotho Special Permit

ABBREVIATION	MEANING/DESCRIPTION
MCS	Movement Control System
MiniComBud	Ministers Committee on Budget
MISS	Minimum Information Security Standards
MMM	Ministerial Management Meeting
MoU	Memorandum of understanding
MPSS	Minimum Physical Security Standards
MRP	Machine-readable passport
MTEF	Medium Term Expenditure Framework
MTSF	Medium Term Strategic Framework
NA	National Assembly
NCOP	National Council of Provinces
NDP	National Development Plan
Nedlac	National Economic Development and Labour Council
NHI	National Health Insurance
NIIS	National immigration information system
NIS	National identity system

ABBREVIATION	MEANING/DESCRIPTION
NPR	National population register
NRF	National Revenue Fund
NTC	National Targeting Centre
OHS	Occupational health and safety
ORTIA	Oliver Reginald Tambo International Airport
OSBP	One-Stop Border Posts
Persal	Personnel and Salaries Database
PFMA	Public Finance Management Act
PICC	Presidential Infrastructure Coordinating Council
PILIR	Policy and Procedure on Incapacity Leave and Ill-Health Retirement
PMDS	Performance Management Development System
PM: BMA	Project Manager: Border Management Authority
PMO	Project Management Office
PNR	Passenger name record
POS	Point-of-sale
PPE	Personal protection equipment

ABBREVIATION	MEANING/DESCRIPTION
PPP	Public-private partnership
PSB	Per second billing
PSCBC	Public Service Coordinating Bargaining Council
PSeta	Public Service Sector Education and Training Authority
RfP	Request for proposal
RIM	Research information management
RMC	Risk Management Committee
RSA	Republic of South Africa
SADC	Southern African Development Community
SAPS	South African Police Service
SANDF	South African National Defence Force
SARS	South African Revenue Service
SAQA	South African Qualifications Authority
SCM	Supply chain management
SCOPA	Standing Committee on Public Accounts
SCRA	Standing Committee on Refugee Affairs

ABBREVIATION	MEANING/DESCRIPTION
SDIP	Service Delivery Improvement Plan
SHE	Safety, Health and Environment
SHERQ	Safety, Health, Environment, Risk and Quality
SITA	State Information Technology Agency
SIU	Special Investigating Unit
SLA	Service Level Agreement
SMME	Small Medium and Micro Enterprises
SMS	Senior Management Service
SONA	State of the Nation Address
SOPs	Standard Operating Procedures
Stats SA	Statistics South Africa
STI	Sexually Transmitted Infection
TRAs	Threat and Risk Assessments
TRV	Temporary Residence Visa
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees

ABBREVIATION	MEANING/DESCRIPTION
UPS	Uninterrupted power supply
VACs	Visa Applications Centres
VAS	Visa adjudication system
VFS	Visa Facilitation Services
WAIO	Who Am I Online
WHO	World Health Organisation



DR PAKISHE AARON MOTSOLEDI, MP
MINISTER OF HOME AFFAIRS

3. FOREWORD BY THE MINISTER

As we conclude the second year of the 2019-2024 Medium-Term Strategic Framework (MTSF) and the first year of the 2020-2025 Strategic Plan, I want to underscore that the Department of Home Affairs (DHA) remains resolute in delivering its constitutional mandate under very difficult conditions that were brought by the COVID-19 pandemic. We remain unwavering in our determination to build a society that is founded on equality, non-discrimination and human dignity. In giving effect to our mandate, we continue to be guided by our constitutional and international obligations, the National Development Plan (NDP), government and departmental priorities.

The programmes of the department are geared towards the realisation of our vision of a South Africa where identity, status and citizenship are key enablers of citizen empowerment and inclusivity, economic development and national security. This enables the department to contribute to the MTSF priorities of government. The DHA contributes directly to 2 of the 7 MTSF priorities; that is, priority 2 (Economic Transformation and Job Creation) and 6 (Social Cohesion and Safe Communities). However, through our mandate, we contribute indirectly to all priorities. For instance, through the International Migration mandate, we contribute to priority 7: A better Africa and World.

During the 2020/21 financial year our work was guided by the following key priorities:

- Establishment of an effective Border Management Authority (BMA);
- Completion of the modernisation programme;
- Comprehensive review of citizenship, civil registration, international migration and refugee protection policy framework;

- Facilitating the importation of critical skills and tourism into South Africa through a risk-based and strategic approach to immigration;
- Upgrading and redevelopment of the six (6) key land ports of entry to One-Stop Border Posts;
- Early birth registration (including expanding connectivity at health facilities);
- Accelerated rollout of the smart ID card to all eligible persons;
- Repositioning of the DHA as a secure and modern department that is located within the security system of the State;
- War on queues;
- The formation of Public-Private Partnerships (PPP) to assist with economical, effective and efficient service delivery;
- Access and footprint development to improve the reach of DHA services, including purpose-fit DHA physical infrastructure;
- Obtain and maintain a clean audit outcome; and
- The digitisation of records to improve the turnaround times.

As we reflect and give account of our performance for the 2020/21 financial year, we will highlight priority areas where we have done well and where we have fallen short.

Subsequent to a protracted delay in the finalisation of the BMA Bill, the President assented to and signed into law the Border Management Authority Act, 2020. This was a giant step towards the establishment of the BMA which will enable the implementation of an integrated border management approach in South Africa. The BMA will have jurisdiction for implementing the following Border Law enforcement mandates:

- Facilitation and management of the legitimate movement of persons within the border law enforcement area and at ports of entry;
- Facilitation and management of the legitimate movement of goods within the border law enforcement area and at ports of entry; and
- Co-operate and co-ordinate its border law enforcement functions with other organs of state, border communities or any other persons.

In order to give effect to the BMA Act, the BMA commissioners must be appointed, certain border law functions must be transferred from other organs of State while implementation protocols must be signed for functions that may not be transferred. To this end, on 22 December 2020, the President signed a proclamation that brought into operation Chapter 3 of the BMA Act. This Proclamation allows the President to appoint a Commissioner and Deputy Commissioners. The department is working towards the finalisation of the Presidential Proclamation in terms of Section 97 of the Constitution. This proclamation seeks to transfer the Port Health function, Sanitary and Phytosanitary (Agriculture) function and Property and Facilities Management (Public Works) functions performed at Ports of Entry. The Immigration function will be transferrable by delegation.

The Redevelopment of six (6) land Ports of Entry as One-Stop Border Posts (OSBPs) project is being pursued as a Public-Private Partnership (PPP). This project has now been registered as part of the Presidential Infrastructure project. Good progress was made towards the establishment of the OSBP policy and legal framework as the OSBP policy was gazetted for public comments in December 2020. The policy will enable the drafting of the OSBP Act that will make provision for the performance of border law enforcement functions by the SA officials extraterritorially and border officials of our neighbouring countries to exercise similar jurisdiction on the South African soil.

The department is working in collaboration with the Department of Transport and the Airports Company South Africa (ACSA) to implement e-Gates at three major international airports. Ten e-Gates are currently installed at the Cape Town International Airport with live testing taking place on South African travellers entering and departing the country.

As part of its strategy for providing asylum and refugee protection services in a humane manner, the department entered into a multi-year partnership agreement with the United Nations High Commissioner for Refugees (UNHCR). This four-year partnership agreement seeks to address the backlog of 153 000 cases that exist within the Refugee Appeals Authority of South Africa (RAASA). The R149 million that the UNHCR is making available to DHA will be used towards the appointment of additional capacity within RAASA. The partnership with the UNHCR will contribute to improving efficiency within the asylum seeker and refugee protection regime and ensuring that South Africa continues to provide protection to persons fleeing their country due to persecution.

The department had a very busy policy and legislative programme that seeks to replace a piecemeal approach of amending legislation with a comprehensive review of the department's mandatory legislation. The following policy and legislative work is worth noting:

- The process of drafting the DHA Framework Act is at an advanced stage as the draft Bill has been finalised by the department and only awaiting a legal opinion and finalisation of consultations with the School of Government on the establishment of the Home Affairs College.
- In the last financial year the department gazetted the Official Identity Management Policy for public comments. The policy is currently being consulted with

NEDLAC and will be submitted to Cabinet for approval during the 2021/22 financial year. The policy seeks to enable the documentation of all persons who live in the Republic irrespective of their race, sex, gender and nationality. This will enable the country to eradicate the scandal of invisibility where a person is born, lives and dies without any legal record of existence.

- The OSBP policy was gazetted for public comments in the last financial year and will be submitted to Cabinet for approval by the end of this financial year.
- The draft marriage policy (Green Paper) will be gazetted for public comments during the 2021/22 financial and will be submitted to Cabinet for approval by 31 March 2022. Once enacted, the new Marriage Act will enable South Africans and residents of different sexual orientation, religious and cultural persuasions to conclude legal marriages that will accord with the principle of equality, non-discrimination and human dignity as encapsulated in the Constitution of RSA.
- The department will also undertake the most daring task of overhauling our citizenship and immigration laws in the 2021/22 financial year. The Green Paper on Citizenship, International Migration and Refugee Protection will be submitted to Cabinet to request approval for public consultation. The Green Paper seeks to introduce a seamless approach for managing all the three mandates of the department: management of citizenship and civil registration; management of international migration and management of refugee protection.

South Africa's electoral system is based on the Electoral Act 73 of 1998. Successive South African elections have been held based on this Act which is based on proportional representation at both national and provincial level. The New National Movement NPC challenged the Electoral Act 73 of 1998 in the Constitutional Court. In the New National Movement matter, the Constitutional Court found that the Electoral Act 73 of 1998 was unconstitutional to the extent that it only permits citizens to contest

elections of the National Assembly and provincial legislatures by way of party lists. The Constitutional Court further ruled that the defect in the Electoral Act must be remedied by Parliament. To this end, in the period under review I set up a Ministerial Task Team led by former Minister of Provincial Affairs and Constitutional Development, Mr Valli Moosa, to amongst others:

- Review the electoral system in cognisance of the Constitutional Court decision;
- Identify the extent of constitutional provisions that are impacted by Constitutional Court judgment;
- To develop different policy options on the electoral system, based on a body of research that underpins policy options; and
- Identify possible policy options to be considered in the South African setting and to consult with executive arm of government, the Electoral Commission, political parties, academia, civil society organizations and any other key stakeholder(s) as may be necessary in the development of policy options.

In February this year, I set up a Ministerial Committee to review the issuance of permits since 2004, the year in which the Immigration Act came into effect. The Committee will review the issuance of permanent residence permits, corporate permits, professional (scarce skills) and retired person's visas. The Committee will further develop guidelines on the implementation of the Immigration Act 17 of 2002. The Committee will submit its preliminary report during the first quarter of the new financial year. The Committee was set up following investigations by the Department's Counter Corruption Unit which found that the majority of the cases they were investigating were from the permitting section.

In the 2020/21 financial year the department was allocated a budget of R8,787 billion. The budget allocation for 2020/21 shows a decrease of 8% compared to the previous

financial year of R9. 527 billion. Despite the budget cut, the department had to deliver its mandatory services to all citizens and residents.

The COVID-19 pandemic had an impact on some of our operations in particular on the Immigration and Civic Services. The Immigration branch had to downscale its operations in permitting and asylum seeker management. Further, there was an impact on VFS Global partnership when their offices were also closed as a result of lockdown regulations. Similarly, Civic services had to reduce services and implement COVID-19 regulations and protocols. This resulted in reduced capacity and space as we had to implement social distancing. The closure of some of our offices and health facilities impacted negatively on our birth registration target which we were able to achieve with the implementation of overtime towards the end of the financial year.

I would like to thank our officials and partners who have enabled the department to achieve 68% of its APP targets under very difficult conditions. Finally, I wish to extend our gratitude to the Portfolio Committee on Home Affairs for the valuable oversight, support and guidance it has provided over the reporting period.



Dr P A Motsoaledi, MP

Minister of Home Affairs

Date: 31 May 2021



MR NJABULO NZUZA, MP
DEPUTY MINISTER OF HOME AFFAIRS

3. DEPUTY MINISTER STATEMENT

During the 2020/21 financial year the Department of Home Affairs embraced the challenges brought by the pandemic and strived to provide access to its mandatory services whilst maintaining a delicate balance to the adherence of COVID-19 regulations. The impact of this has been that in some provinces we had to close our offices more than once, impacting on service delivery. However, we have put in place measures to mitigate the infection rate.

This report is an account of how the DHA has performed towards the realisation of its exclusive mandate which is to determine and affirm the official identity and status of all citizens and non-citizens who reside in our beautiful land, South Africa. The department derives its mandate from the Constitution of the Republic by ensuring that:

- “No citizen may be deprived of citizenship” section 20
- “Every child has the right to a name and a nationality from birth” section 28(1)(a)
- “Everyone has the right to leave the Republic” section 21(2)
- “Every citizen has the right to a passport” section 21(4)

By affirming citizenship, we essentially build a single reputable national identity and enable the state to provide access to, and Deputy Minister services efficiently and securely. This key role ensures that individuals are able to access all the rights set out in the Bill of Rights.

Citizens who cannot affirm their official identity cannot access social services, participate in an election, legally cross a border, open a bank account, travel by plane or sign a contract. They are also not added to the official statistics used to plan and provide services, and future generations will not know they existed as they are not recorded on the civil register.

In the 2020/21 financial year, we made good progress towards the universal early birth registration, which is a key responsibility of government and an essential component of security, good governance and sound administration. Furthermore, the optimisation of early birth registration is aligned to the United Nations' Sustainable Development Goal 16, which is aimed at providing access to justice, ending the scandal of invisibility, statelessness, trafficking of children and providing legal identity for all, including birth registration by 2030.

The Department continued its venture to ensure that all births are timeously registered and that no child's birth is left not registered in South Africa. To optimise birth registration, the department continued to improve connectivity at health centres through its increased footprint plan as per the Birth Optimisation Strategy. When the National Development Plan (NDP) was launched in 2012, South Africa's rate of birth registration was at 83%. The DHA has since improved its status to 85% since 2014.

During the 2020/21 financial year the department set a target of registering 750 000 births within 30 calendar days. The department managed to register 1 019 745 births, of which 751 250 were births registered within 30 calendar days. In the 2021/22 financial year, the plan is to optimise birth registrations at 210 health facilities immediately, as births occur, to achieve 90% birth registrations within 30 days by 2024.

The optimisation of birth registration at health facilities will see an incremental increase of 182 additional health facilities in the financial year 2022/2023 and 1 012 in the financial year 2023/2024 leading to the target of a total of 1 445 health facilities countrywide. In achieving this strategy, the department has begun with the project of a paperless automation of birth registration to embrace technological advancement with the view of eradicating statelessness and curbing fraudulent birth registrations. This automation project is currently completing its pilot at 24 offices and will see a staggered roll-out with required updated infrastructure in the financial year 2021/22.

The Department has managed to issue 17 million smart ID cards, since inception in 2013. For the 2020/21 financial year, the performance stood at more than 1,2 million smart ID cards issued to citizens 16 years of age and above; which is an over achievement of almost 300 000 against the set target. 622 575 smart IDs were issued to first time applicants comprising mainly of the youth and 611 179 were re-issues which is the replacement of the smart ID cards that have been lost by citizens.

The DHA and the Department of Basic Education (DBE) have a long standing partnership to allow learners to obtain enabling documents. The relationship has been strengthened through the signing of a Memorandum of Understanding (MOU) in 2010. However, there were new developments within both departments that necessitated a need for the revision of the existing MOU which is more than 10 years old. A draft revised MOU has already been developed and circulated to the relevant stakeholders within the two departments for inputs and it is anticipated that it will be concluded by the end of September 2021. During the month of June 2020, all Home Affairs offices across all provinces embarked on a campaign to assist learners in obtaining smart ID cards to ensure that they remain eligible to sit for the final matric exams without the need to disrupt their learning programme. This initiative coincided with the important milestone in our history, June 16, which led to the dedication of the month of June 2020 to the youth. As a build-up to the National Youth Day, each province identified three schools with learners that were without identity documents and who were eligible. These learners were assisted with applications for smart ID cards. On Youth Day, the department officially launched the learner smart ID programme in Mpumalanga, with each of our provincial offices around the country, assisting learners without IDs to obtain their smart ID cards. This led to the overall issuance of 622 575 smart IDs to first time applicants which were predominantly the youth.

The pandemic has highlighted the need to fast-track innovation in respect to how

we render service delivery as well as revolutionising our back office functions. Many of our clients are already using the e-HomeAffairs service channel launched in 2016, allowing them to pay online, schedule an appointment, and apply for smart ID cards and passports at 25 participating bank branches. Thus far, approximately 212 101 smart ID cards and more than 222 406 passports have been obtained through the existing participating branches and to a smaller extent at online offices, which is a huge success.

In the 2020/21 financial year the department experienced long queues in its offices and was flagged as a potential super spreader for the COVID-19 pandemic. A strategy has been developed to reduce and manage long queues in the short to medium term, while we are faced with the pandemic. The strategy focusses on, amongst others, automating and modernising our offices, reducing pressure on high volume offices by redirecting traffic to nearby under-utilised modernised offices, registering births and deaths at hospitals and funeral parlours and deploying mobile offices to high volume areas.

In 2013, DHA embarked on a modernisation programme for the production of smart ID cards and passports, in which front offices were gradually equipped with a Live Capture System that is needed to perform these service. Thus far, 195 out of 412 DHA offices were equipped with the Live Capture System. Furthermore, the system was rolled out to 26 Banks. This brings the total number of live capture offices to 221, which is an increase of six additional service locations compared to the previous financial year.

In addition to this, 98 mobile units were deployed to provinces to increase accessibility for the citizens in order to fast track the replacement of green ID Books with smart ID cards. Furthermore, a network enhancement project between the DHA and SITA is ongoing, to ensure that network connectivity within the mobile units is addressed and resolved. We have already started with the implementation of the backhaul upgrade for the mobile units.

I wish to pay homage to all those who have lost their lives, some of them who are our friends, family members and colleagues. It is our resolve that we will not rest until we have eradicated the scourge of un-documentation of citizens and residents who continue to be deprived of their constitutional rights.

The Department is experiencing a high number of uncollected ID at front offices. Efforts were made by the department for clients to conveniently access these documents by, amongst others creating dedicated queues for collection, extending its office hours from time-to-time and alerting clients to collect their documents through the Short Message System (SMS). By the end of March 2021, the department had a total number of 431 934 uncollected Identity documents. People are urged to visit front offices in order to collect their identity documents. The collection of this enabling documents is important for access to social services such as health, education etc. Furthermore, as the country is preparing for the local government elections, it is important for citizens to collect their identity documents so that they can be able to exercise their Constitutional Rights to vote. The Department is therefore making a clarion call to all citizens to collect their identity documents.



Mr N Nzuza, MP

Deputy Minister of Home Affairs

Date: 31 May 2021



MR LIVHUWANI TOMMY MAKHODE

DIRECTOR-GENERAL OF HOME AFFAIRS

4. REPORT OF THE ACCOUNTING OFFICER

INTRODUCTION

On 11 March 2020, the World Health Organization (WHO) characterised COVID-19 as a pandemic, pointing to over 3 million infection cases and 207 973 deaths in 213 countries. The infection has not only become a public health crisis but also affected the global economy. Significant economic impact has already occurred across the globe due to reduced productivity, loss of life, business closures, trade disruption, and the decimation of the tourism industry.

South Africa did not escape the pandemic. On 15 March 2020, President Ramaphosa declared a national state of disaster, with a partial international and domestic travel ban, closure of schools and borders, and prohibitions on gatherings of more than 100 people, among other measures. On this day, a state of lockdown for 21 days was imposed. The state of lockdown has since been extended for more than 100 days, but with the gradual opening of the economy taking place since June 2020.

Overall, the effects of the COVID-19 pandemic were quite harsh on both the supply and demand sides of the economy. The decline in GDP growth has been largely due to the market slowdown in economic activity coupled with the widespread disruptions in both international and domestic supply chains. Unemployment has also risen to unprecedented levels, reaching its highest rate of 30,8% as 2,2 million jobs were lost at the height of the lockdown in the second quarter of 2020. Government injected a R500 billion stimulus package into the economy in an attempt to soften the blow, especially for those living below the poverty line.

Overview of the operations of the department

The operations of the department were severely impacted by the COVID-19 pandemic. Following the President's declaration of the national state of disaster, he announced a national 21-day lockdown on 23 March 2020. Exco subsequently convened to identify key services the department had to continue to deliver as direct services to the public, and those that would be rendered by way of a remote working arrangement. All Senior Management Service (SMS) members were issued with permits to perform critical services. Key services were rendered during the initial 21-day lockdown such as immigration frontline services at ports of entry and the Inspectorate, in conjunction with joint security forces operations. In the civic services environment, the following essential services were rendered during this lockdown:

- Re-issue of birth certificates;
- Registration of deaths; and
- Issuance of temporary identity certificates.

Finance focused on financial year-end closure processes in preparation for the submission of the annual financial statements, the reprioritising the budget, and sourcing scarce personal protection equipment (PPE) supplies. Where possible, staff worked remotely or were on call.

As we progressed through the lockdown levels more services were offered and more staff returned to work. However, the new normal now entails having virtual meetings, social distancing and wearing masks.

The pandemic also highlighted the critical role the department plays in government and society. The importance of a death certificate quickly became apparent when concerns were raised about overflowing mortuaries in countries ahead of us in the

COVID-19 trajectory. Similarly, an identification document became a necessity when citizens could apply for the R350 relief grant. Pilots without valid passports could not travel overseas to collect much needed supplies and bring back stranded students and citizens.

Identity and status determination of all people living in South Africa are at the core of the service offerings of the department. To deliver on this mandate, the department is organised in various branches/units, each with its own functions. The Branch: Civic Services is the custodian on the National Population Register (NPR), which contains the records of all citizens and permanent residents, including changes in status such as marriage, divorce and death. The key deliverables of this branch are to secure the NPR by registering citizens as they are born, to record any change in status, and to issue identity documents and passports.

The Branch Immigration Services is responsible for managing the movement of persons through ports of entry and via our missions abroad according to a risk-based approach, and for issuing a range of visas and permits. It is also responsible for determining the status of asylum seekers and refugees, and for issuing the related permits. The inspectorate is responsible for enforcing the Immigration Act, 2002.

The department is represented at 32 missions abroad. The department is assisted by Department of International Relations and Cooperation (Dirco) on the agent-principle basis at missions where the department does not have a presence. The head of the mission, who is a Dirco official, is responsible for the overall management of the mission, including providing Home Affairs services. Dirco also collects revenue on behalf of the department at such missions and must deposit such revenue directly into the National Revenue Fund (NRF). In addition, the department uses the services of a visa facilitation company (VFS) to collect visa and permit applications with a global

footprint of 45 Visa Applications Centres (VACs) distributed across 18 territories as well as a further 15 VACs within South Africa.

The Minister of Home Affairs has oversight of three statutory bodies: the Immigration Advisory Board, the Refugee Appeals Authority South Africa and the Standing Committee on Refugee Affairs. The main responsibility of these bodies is to assist the department in discharging its mandate in accordance with the Immigration Act, 2002, and the Refugees Act, 1998.

Two institutions linked to the department are the Independent Electoral Commission (IEC) and the Government Printing Works (GPW). The IEC is a chapter 9 institution responsible for ensuring free and fair elections. The IEC is also responsible for the management of the Representative Political Parties Fund. The GPW is a government component created in terms of the Public Service Act, 1994. The GPW provides security printing for the State, such as passports and identity documents and face value permit and visa labels for use by the Permitting unit and missions abroad.

On 21 July 2020 the president assented to the Border Management Act, 2020. The BMA Act provides for the establishment of the BMA as a Schedule 3A public entity. The establishment of the BMA follows on the recognition that border management is exercised by multiple organs of State with the purpose of securing the borders of the Republic and protecting our national interest.

Overall performance

The department achieved 68% of its APP targets in the year under review. This is less than the 75% achieved in the 2019/20 financial year. While the decline can be attributed to the impact of COVID-19 on some targets such as the issuance of smart ID cards, the biggest challenge was the dependencies on other entities and legislative

processes in the BMA environment.

APP targets achieved in the 2020/21 financial year

Programme	Total number of annual targets	Annual targets achieved	Annual targets not achieved	% achieved
Administration	12	9	3	75%
Citizen Affairs	6	5	1	83%
Immigration Affairs (incl. BMA)	10	5	5	50%
Total	28	19	9	68%

Programme 1: Administration covers all the functions of the department that support its core businesses such as policy, governance, finance, human resource management, communications, legal, information technology, security and counter-corruption. It is responsible for providing information and communication technology infrastructure, office accommodation and transport, and security. In addition, large transversal IT systems reside under this programme, which explains the relatively large budget allocation.

The target to gazette the DHA Bill for public consultation was not achieved. While the Bill was approved by Exco for submission to the Minister, further legal opinions and consultations were required. The other target not achieved was to partially roll out the Biometric Movement Control System (BMCS) to four airports. In addition to delays experienced with the appointment of a service provider, the COVID-19 travel restrictions delayed the rollout of the system to ports of entry.

Development of eVisa Phase 1 was completed, and it has been placed into a production-readiness environment. However, deployment to identified partner-

countries has been delayed and will now occur in the reporting period of 2021/22 to ten identified countries. The delayed deployment is again a result of limitations placed on free global movement due to COVID-19 restrictions. Phase 1 makes provision for a visitor's visa category only, and as the solution embeds and gains rigour it will be extended to other categories to make South Africa more marketable and desirable as an international destination.

Programme 2: Citizen Affairs covers the activities of Citizen Affairs at national and provincial level. This involves providing and managing identity and status services for citizens, permanent residents and persons accorded refugee status. Services are rendered to clients at 412 offices located all over South Africa. This footprint is extended by mobile offices, some bank branches and service points at health facilities, mainly for birth registration.

The target to gazette the draft Marriage Policy for public comments was not met. This policy was subjected to extensive consultation processes in the various clusters, but was only presented in the Justice, Crime Prevention and Security (JCPS) cluster on 31 March 2021. At this meeting, the cluster approved that the policy be submitted to Cabinet. The policy has subsequently been gazetted.

Programme 3: Immigration Affairs covers the activities of the Immigration branch at provincial, national and international level. The branch is responsible for implementing immigration and refugee legislation, managing the immigration and refugee system, functions at ports of entry and refugee reception offices, the immigration inspectorate, deportations and the visa and permitting regime, processing asylum seekers and refugees, and managing the Lindela holding facility for illegal immigrants awaiting deportation after confirmation by their countries of origin. The branch is also responsible for facilitating the movement of people in and out of the country, and for administering

the enhanced movement control system (EMCS) and the advanced passenger processing system on a 24-hour basis through an operational centre. In this regard, there is ongoing liaison with other countries and international and multilateral bodies.

During the year under review, the BMA resided under this programme. This position is set to change as the BMA moves along its development roadmap. In preparation for the listing of the BMA as a Schedule 3A entity, the department created another programme where the BMA will join the IEC and the Representative Political Parties Fund.

The target for adjudicating permanent residence applications within eight months for applications collected within South Africa was not achieved. In this regard, only 793 applications out of a population of 1 815 permanent residence applications were adjudicated. No new applications were received for processing since March 2020.

The target of adjudicating 90% of business and general work visas within eight weeks was not achieved. In this regard, 83,3% (570 of 684) business and general work visas were adjudicated within the set timeframe. The reason attributed for non-achievement is that most officials only started returning to the office during Covid lockdown level 3, given space, health and safety requirements.

Most of the BMA targets were not achieved. These include the target to incrementally roll out the BMA to four ports of entry, five segments of the borderline, and one community crossing point. The failure to meet this target is a direct consequence of the legislative processes relating to bringing the BMA Act into force. The target to establish a national targeting centre (NTC) was also not achieved. However, significant progress was made with the preparatory planning and implementation protocols. The third BMA target that was not achieved is the appointment of multiple preferred bidders for the redevelopment of six land ports of entry. This target could not be achieved as

the department is still addressing outstanding information required to finalise the draft request for proposals (RfP) with the transaction adviser.

Overview of the results and challenges for the department, briefly commenting on significant events and projects for the year

The department achieved 68% of the targets set out in its APP. This is 7% decline in comparison to the previous financial year. Below is a comparative analysis of the performance of the department against the set targets over the period 2013/14 to 2020/21:



Comparative analysis of APP targets achieved over the last eight financial years

Challenges

The department continues to be beset with the same challenges as reported in previous financial years. These are:

Network connectivity

The department requires a stable and uninterruptable network infrastructure for its modernised systems to work. System downtimes continue to frustrate clients and staff as there are no viable alternatives. The department, on the other hand, can only source network services from SITA as such services are classified as mandatory services.

In order to improve network uptime, the department, SITA and Dimension Data concluded a trilateral agreement in the 2018/19 financial year to develop a network architecture appropriate for the department and to manage the telecommunication service providers. An amount of R200 million is required for the implementation of the reviewed network architecture, which the DHA is currently not able to avail as it is not in the budget.

Long queues

With the onset of the COVID-19 pandemic, it became imperative to manage queues inside and outside our offices, as such queues could quickly become super-spreader events. While it is easier to manage queues inside departmental premises, the problem was far more challenging outside our offices. In order to address this concern in the Eastern Cape in particular, the department deployed a rapid response team to evaluate the environment and implement strategies. These strategies included the following:

- (1) Redesign office layout of existing offices to create bigger public waiting areas inside offices;
- (2) Automate and modernise offices;
- (3) Reduce DHA service offerings during COVID-19 lockdowns;
- (4) Extend DHA office hours;
- (5) Ensure service delivery interruptions at our offices are minimised by providing generators, UPPs and JoJo tanks for power and water failures;
- (6) Take clients off the street and into controlled holding areas;
- (7) Reduce pressure on high-volume offices by redirecting traffic to nearby under-utilised modernised offices;

(8) Register births / deaths at hospitals and funeral parlours;

(9) Deploy mobile offices to high-volume areas; and

(10) Improve communications

While these strategies, to some extent, enabled the department to manage queues and time spent at our offices, the strategies could not resolve the fundamental issues of an inadequate footprint, staff shortages and network downtime. Extended office hours were implemented and overtime approved during lockdown level 5 when client volumes were high. In addition, mobile units were deployed where possible.

Insufficient and poor office accommodation

The department uses physical office space as the main delivery channel for its services. Our offices are limited in number, some offices are poorly located, and do not meet the norms and standards set for modernised offices. As is the case with network connectivity, the department is dependent upon the Department of Public Works and Infrastructure (DPW&I) to acquire and maintain office space. Of the 412 departmental offices, 229 are leased from private landlords. Some of these leases are on a month-to-month basis, leaving landlords with little incentive to maintain or upgrade their buildings. To reduce the cost and dependency on private landlords and the DPW&I the department adopted the strategy to acquire standalone, purpose-built facilities on state-owned land with adequate parking and access as the basis for our future accommodation needs.

As part of the Presidential Infrastructure Coordinating Council (PICC) project, the department has identified 15 offices throughout the country for inclusion in the project. Should this initiative be successful, these offices will be relocated to sites in accordance with the model office structure.

Capacity constraints

During the year under review the department continued to lose staff, as the termination report.

The department is not in a position to replace the capacity lost, given the reduction in the compensation of employees (CoE) ceilings over the MTEF. Aside from the lack of numbers and the inability to retain head count, the department has insufficient capacity and capability in critical specialist and management areas.

As previously reported, the departmental baseline is inadequate for it to fulfil its mandate. This aspect is covered more fully below.

Overview of the financial results of the department

The department obtained its fifth unqualified audit opinion in the 2020/21 financial year. While this can be seen as stagnation, this remains a remarkable achievement given the impact of COVID-19 on the operating environment and reduced capacity. In what follows, the budget appropriation, expenditure and revenue collected will be highlighted.

- **Budget cuts**

Following the declaration of a national state of disaster on 15 March 2020, the President announced a R500 billion fiscal support package that included spending towards COVID-19. Part of the funding sources for this package was a R130 billion baseline reprioritisation in the financial year under review. A special adjustment budget was adopted to modify the 2020/21 budget allocations and the 2020/21 departmental baseline budget was reduced by R562 million. In addition, MinComBud and Cabinet endorsed the implementation of active measures for government's fiscal policy stance for the 2021 MTEF.

The Minister of Finance tabled an active scenario fiscal framework on 24 June 2020. This new framework required savings of R90 billion and R140 billion in the 2021/22 and 2022/23 financial years respectively, compared to the baselines outlined in the February 2020 budget. MTEC databases were hard-coded with the revised spending ceilings for each department, consistent with the overall MTEF baseline for non-interest bearing expenditure. The baselines of all departments were reduced by 5,7% and 8,5% in the 2021/22 and 2022/23 financial years respectively. The ceilings for CoE were also reduced.

In order to generate the R562 million saving forced upon the department by the special adjustment budget, a targeted approach was adopted. This approach entailed delaying the implementation of projects such as passenger name recognition (R150 million), port of entry infrastructure (R50 million), and upgrading the disaster recovery site (R45 million). Budgets for discretionary items such as uniforms (R14 million), travel and subsistence, venues and facilities and catering (R90 million) were reduced. R100 million was surrendered from CoE and the balance was made up by a contribution from IEC (R35 million) and delaying property payments to DPW&I in the last quarter.

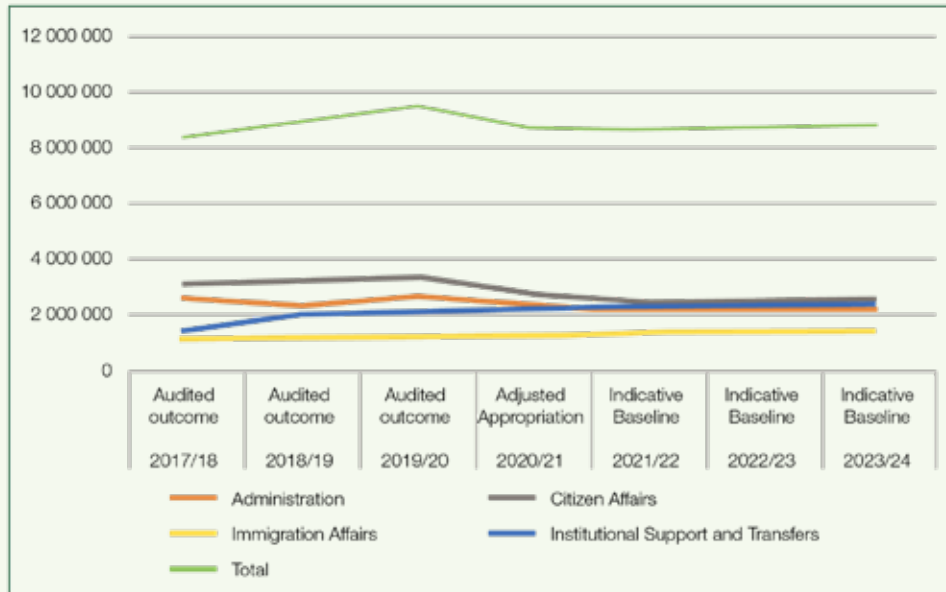
The impact of the budget cuts is severe. Critical posts such as the Chief Information Officer and Deputy Director-General: Counter-Corruption and Security Services posts are vacant. Posts are unfunded as they become vacant. Critical areas such as Legal Services, Policy, the Standing Committee on Refugee Affairs, the Refugees Appeals Authority South Africa, Risk Management, and the Inspectorate are undercapacitated. There are insufficient staff levels and management at our frontline offices, with the risk that segregation of duties is compromised. Ports of entry are operational 24/7 for 365 days per year. There is simply not sufficient staff to provide for shifts, sick leave, and the demands of peak times.

Annual appropriation: R8,787 billion

Baseline allocation by National Treasury	2020/21	2019/20
	R'000	R'000
Baseline amount	8 165 708	8 339 704
Home Affairs functions	5 902 451	6 169 195
Electoral commission	2 100 534	2 012 749
Represented political parties fund	162 723	157 760
Additional funds	621 700	1 188 000
Home Affairs functions	621 700	1 188 000
Final appropriation	8 787 408	9 527 704

The budget allocation for 2020/21 shows a decrease of 8% compared to the previous financial year. The decrease of R740 million as the final appropriation is due to budget cuts imposed by National Treasury for COVID-19 related expenditure and on CoE. The reduction in additional funding of R621 million in self-financing compared to the R1,188 billion for 2019/20 was due to poor revenue collection as a result and impact of the COVID-19 pandemic. Therefore, in real terms, the 2020/21 budget did not even cater for the rise in the inflation rate since the previous year, while the demand for DHA services are increasing based on the growth in the population as well as the number of foreign nationals in the country. The department underspent its budget allocation by R317 million due to non-payment of cost of living allowances under CoE (R63 million) as well as poor revenue collection due to the impact of COVID-19. In addition, during the 2020 Adjusted Estimates of National Expenditure, National Treasury granted approval of R621 million for self-financing subject to the collection of projected revenue. Due to the impact of COVID-19, the projected revenue could not materialise; hence the difference between revenue projection and collection had

to be returned to National Treasury, adding to the abovementioned underspending. The graph below depicts the baseline allocations over the period 2017/18 to 2023/24.



Baseline allocations per programme

The department is facing immense budget pressures over the MTEF. The baseline grew by 2,1% over the MTEF, starting on a lower baseline in 2021/22. The CoE ceiling was also reduced over the MTEF, leaving the department unable to create posts or fill vacancies as posts were unfunded as and when posts were vacated to ensure the department remains within its reduced ceiling. In addition, the department also reprioritised funds from its baseline to cater for the following key initiatives in the 2021/22 financial year:

- An additional R80 million for the BMA which brings the total budget to R120 million;
- R18 million for the records digitisation project; and
- R10 million for the two Ministerial committees of Inquiry.

In order to allow for greater transparency and better comparison, the department will change its programme structure with effect from 1 April 2021 to add a fourth programme called institutional support and transfers. This programme will include the transfer payments to the IEC, Representative Political Parties Fund and the BMA. Transfer payments to the IEC and Representative Political Parties Fund exceed R2 billion per annum and historically distorted the budget of Programme 2: Citizen Affairs.

Departmental receipts

During the year under review, revenue collected (R370,9 million) fell short of the revised revenue target of R621 million by R250,8 million (40,3%). In comparison with the previous financial year, the revenue shortfall amounts to R692 million – this equates to a 65% reduction in revenue collected year on year. Revenue collected at foreign missions by Dirco for the year under review amounted to R55,5 million. Local revenue collected amounted to R315,3 million.

Of the R55,5 million collected by Dirco on behalf the department at missions abroad, only R14,7 million was paid into the NRF, leaving a balance of R40,3 million recognised as a receivable. The Dirco receivable balance was reduced by payments made during the year under review totalling R68 million – of this amount R14,7 million relates to collections made in 2020/21, while R53,3 million relates to collections made in 2019/20.

The sharp reduction in revenue is due to, among others, the implications of the lockdown interventions where the department complied with the National Disaster Management Act in respect of staffing norms and offered only limited services (birth and death certificates) for almost two-quarters of the financial year.

The issuance of and collection of fines and penalties were constrained by limited and or lack of cross-border movement be it by air, sea and or road resulting in a significant decline of R5,3 million from R6,1 million in 2019/20 to R768 000 in 2020/21 (87%). There simply was not any significant amount of international travel with most borders closed. As experienced throughout the world, the impact of the travel restrictions

were devastating to the economies since there was limited travel, leaving the tourism industry and related business on the brink of collapse. The amount that relates to the forfeited deposit from elections was R16 million last financial year due to the May 2019 elections and in the current year there was a balance of those forfeited deposits.

In an attempt to recover amounts owed by Dirco, Dirco was requested to submit a payment plan. The National Treasury was also informed about the slow payment and the non-compliance for servicing of its debt to the NRF. Subsequent to year end, the National Treasury engaged both departments in an attempt to resolve this matter.

Departmental revenue: R370,902 million

Departmental receipts	2020/21			2019/20		
	Estimate	Actual amount collected	(Over)/Under collection	Estimate	Actual amount collected	(Over)/Under collection
	R'000	R'000	R'000	R'000	R'000	R'000
Sale of goods and services other than capital assets	605 954	357 508	248 446	1 164 394	1 018 711	145 683
Transfers received	0	0	0	0	507	-507
Fines, penalties and forfeits	3 108	768	2 340	7 365	23 146	-15 781
Interest, dividends and rent on land	765	499	266	283	2 184	-1 901
Sale of capital assets	2 639	2 951	-312	2 501	1 503	998
Financial transactions in assets and liabilities	9 234	9 176	58	8 735	16 590	-7 837
Total	621 700	370 902	250 798	1 183 296	1 062 641	120 655

Tariff policy

The department did not adjust its revenue tariffs for the year under review. However, a service provider was appointed to develop a tariff model as was required by National Treasury. This model with options to increase tariffs was approved by executive

management committee for presentation to the Minister. Upon approval, the new tariffs will be submitted to National Treasury for consideration and approval. It is anticipated that the outcome of the department's proposal to National Treasury will be implemented during the second quarter of the 2021/22 financial year.

Free services

The department provides free services in terms of the Identification Act, 1997, in that first issues of an ID document and birth, marriage and death certificates are free. The department also issues official passports for free.

Programme expenditure

Actual expenditure against the final appropriation comprises 96,4%, as compared to

100% in the previous financial year. A total of R317 million is to be returned to National Treasury as unspent funds. However, this is not a true reflection of the expenditure trend as the actual amount of self-financing available for spending is limited to the amount of revenue collected. In other words, in order to spend the R621 million allocated to the department as self-financing during the adjustment budget, the department had to collect at least R621 million. This did not happen, as is explained above. If the effect of self-financing is discounted, the expenditure outcome would have been 99,4%, and R5,3 million would have been returned to Treasury.

Programme expenditure

Programme name	2020/21			2019/20		
	Final appropriation	Actual expenditure	(Over)/ Under expenditure	Final appropriation	Actual expenditure	(Over)/Under expenditure
	R'000	R'000	R'000	R'000	R'000	R'000
Administration	2 262 773	2 204 256	58 517	2 531 803	2 531 717	86
Citizen Affairs	5 235 654	4 987 526	248 128	5 657 197	5 657 096	101
Immigration Affairs	1 288 981	1 278 477	10 504	1 338 704	1 338 704	0
Total	8 787 408	8 470 259	317 149	9 527 704	9 527 517	187

Expenditure per economic classification

Programme name	2020/21			2019/20		
	Final appropriation	Actual expenditure	(Over)/ Under expenditure	Final appropriation	Actual expenditure	(Over)/Under expenditure
	R'000	R'000	R'000	R'000	R'000	R'000
CoE	3 574 850	3 511 357	63 493	3 594 077	3 593 896	181
Goods and services	2 599 412	2 335 589	263 823	3 274 815	3 269 769	5 046
Transfers and subsidies	2 291 353	2 291 353	0	2 196 909	2 196 909	-
Payment for capital assets	321 793	321 721	72	461 903	461 901	2
Payment for financial assets	0	10 239	-10 239	-	5 042	-5 042
Total	8 787 408	8 470 259	317 149	9 527 704	9 527 517	187

Virement

The department shifted funds and did virements between programmes / economic classifications during the year under review in accordance with the Public Finance Management Act, 1999. The set threshold of 8% was not exceeded. The following virements were approved by National Treasury:

- the virement on 23 March 2021 from goods and services within programme 1, from BMA to DHA property, amounting to R19,3 million to defray excess expenditure on property payments;
- the virement on 23 March 2021 from CoE to households, amounting to R1,5 million to defray excess expenditure on households.

Roll-over

As the department did not collect revenue equal to the amount of self-financing appropriated, no roll-over of funds will be requested.

Unauthorised expenditure

The department did not incur any unauthorised expenditure during the year under review.

Irregular expenditure

In the financial year under review, the department incurred irregular expenditure of R4,07 million (R11, 79 million in 2019/20). The irregular expenditure relates to the use of cleaning services procured on a quotation basis (as opposed to a bid process) in the amount of R912 000 and R3,16 million for the Automated Biometric Identification System (ABIS) project. There was no irregular expenditure condoned by National Treasury in the year under review as opposed to the previous financial year when R24

million was condoned. The closing balance for irregular expenditure increased from R500 million in 2019/20 to R507 million in the year under review. The increase is due to the previous year's unconfirmed irregular expenditure of R3,72 million, which was disclosed as irregular expenditure under assessment. The bulk of the closing balance (R280 million) relates to the ABIS project and R199 million relates to an old security contract where condonation by National Treasury is required. A request to condone the total ABIS contract was submitted to National Treasury. An amount of R13 million of the closing balance relates to cleaning services. In this case, the department used the RFQ process and not a tender process. The department subsequently issued a bid for cleaning services; this bid was awarded during October 2020. The remaining R15 million covers cases that the loss control committee still needs to finalise.

Cases of irregular expenditure are considered by the departmental loss control committee in accordance with the National Treasury Irregular Expenditure Framework. After assessment and confirmation that the expenditure is indeed irregular, disciplinary cases are referred to Employment Engagement to institute disciplinary action against those officials responsible and or to initiate a process of recovery. Cases where fraud and corruption are suspected are referred to counter-corruption and the law enforcement agencies for investigation.

The details of the irregular expenditure are set out in the notes to the financial statements.

Fruitless and wasteful expenditure

An amount of R557 000 (against R17 000 for 2019/20) was recorded as fruitless and wasteful expenditure in the year under review. In addition, R147 000 was recorded for previous years' cases, bringing the total to R704 000 (R147 000 for 2019/20). This is a significant increase and is attributed to the cancelled flight for the deportation of a

group of Congolese nationals at a cost of R494 000.

The department records 'no shows' as fruitless and wasteful expenditure. 'No shows' occur where officials fail to show up for a flight or at a hotel after a booking has been made. For the year under review, the amount recorded for 'no shows' is R63 000.

Fruitless and wasteful expenditure cases are referred to the departmental loss control committee for its consideration in accordance with the Fruitless and Wasteful Framework. Depending on the recommendations of the committee, any official responsible for fruitless expenditure will be held liable for the loss, in addition to being subjected to progressive discipline. Traffic fines are not recorded on the fruitless and wasteful expenditure register as such expenditure is summarily deducted from the salary of the driver involved.

Future plans of the department

Five Ministerial priorities were identified for the department at the start of the 2014 cycle, namely:

- Establishment of an effective BMA;
- Complete the modernisation programme;
- Comprehensive review of the immigration policy;

- Upgrade the six key land ports of entry; and
- Improve client experience through leadership (Moetapele).

These priorities are closely aligned with the MTSF commitments. In addition to the above, the following departmental priorities will form an integral part of the departmental strategic focus going forward:

- The repositioning programme to give effect to the White Paper on Home Affairs;
- The continued ICT modernisation, including critical projects such as the National Identity System (NIS), ABIS and ensuring network stability;
- The continued implementation of a risk-based and developmental approach to immigration;
- Accelerated rollout of the Smart ID card to all eligible persons;
- Access and footprint development;
- The digitisation of records; and
- To obtain and maintain a clean audit.

Public-Private Partnerships (PPP)

The department had not concluded any PPP agreements in the financial year under review. However, the following progress was made:

PPP	Output	Estimated value	Estimated duration	Progress
Redevelopment of six land ports of entry	Multiple bidders appointed for the redevelopment of the six land ports of entry as one-stop border posts	R7 billion	20 years	Transaction adviser busy finalising RfP documents to go to market in 2021/22
Permanent head office	Build, operate and transfer new head office complex	R1 billion	20 years	Feasibility study completed and submitted to National Treasury for approval. Unitary payment shortfall addressed
Frontline visa facilitation services	Appoint a service provider to receive and dispense visa and permit applications and outcomes	R4 billion	10 years	PPP registered with National Treasury. Department to issue bids for project manager and transaction adviser in 2021/22
Refugee reception centre at Lebombo	Build, operate and transfer a refugee reception centre close to the border	R233 million	20 years	Feasibility study submitted in 2018/19. Unitary payment required, but department not in position to provide funds

As previously reported, the department is no longer proceeding with the PPP with the banks on the eHomeAffairs platform. In this regard, the department opted to follow a closed tender / supply chain management (SCM) deviation with the South African banks under the BASA umbrella that will allow the banks to issue passports and ID documents on its behalf. The Chief Procurement Officer granted the department approval for such an SCM deviation on 19 December 2019. Much of the year under review was taken up by finalising the respective contracts with the banks. This process is now concluded and the contracts are ready for signature. However, some banks are making signing subject to the department providing certain guarantees regarding system uptime. The department is not in position to provide such guarantees, given its own dependencies on third parties such as SITA at this point in time.

Discontinued activities / activities to be discontinued

The department did not discontinue any activities during the year under review.

However, the full range of service offerings available at a particular point in time was limited by what was possible during the particular COVID-19 lockdown level. It is envisaged that the frontline functions currently under the Chief Directorate: Port Control will be relocated to the BMA once operationalised.

New or proposed activities

As part of the establishment and operationalisation of the BMA, a contingent of immigration officials were deployed to the borders as part of the joint operations with the SANDF and SAPS in December 2020. This contingent is the precursor to what would be called the 'border guard'. The department reprioritised R80 million from its 2021/22 baseline to provide for the operationalisation of the BMA.

Supply chain management

During the year under review, the department did not entertain or conclude any

unsolicited proposals. The department continued to make significant improvements to the implementation and adherence to the SCM regulations. The department maintained the adherence to the requirement of submitting the procurement plan on or before 31 March of each financial year despite the pandemic lockdown. The quarterly reports on the actuals against the procurement plan, any appointments through a deviation process as well as the appointments through contract variations/extensions were submitted to the National Treasury.

Human resource capacity constraints within the SCM environment remain a huge challenge as officials continue to leave the public service for various reasons (retirement, deaths, promotions etc.). This is as a result of the budget cuts in the compensation of employee's budget. The department has initiated a drive to multi-skill officials in various units to deal with the challenge. However, this is a short-term solution as officials are continuing to leave. A long-term solution needs to be put in place by the department.

Five SCM deviations were approved by relevant delegated authority where it was not practical or possible to follow normal procurement procedures. These deviations amount to R854 million. The main reasons for the deviations were:

- Renewal of contracts for the DHA legacy systems to ensure continuity of service delivery;
- Sole supplier where a service provider was responsible for the development of a system;
- Ceding of a ABIS Contract; and
- Urgent procurement for service rendered to refugees, asylum seekers and some illegal immigrants stationed at Bellville Paint City temporary shelter which

was made to avoid any humanitarian crisis in line with disaster management regulations.

The department is committed to fair dealings and integrity in conducting its business. This includes all SCM practitioners as they hold positions of trust, implying a duty to act in the public interest. To this end, all our SCM practitioners attended the Ethics in the Public Service course and they have disclosed their financial interest and signed a code of conduct.

Gifts and donations received in kind from non-related parties

The department is fortunate in that it receives various donations in kind as a direct impact of COVID-19. The nature of such donations varies from donations for decontaminating offices, sanitisers, protective clothing, water tanks, counter shields and thermometers among others. The sponsors constitute an equally diverse group. Donations in kind to the State for the financial year total R4,79 million. The details of the gifts and donations received are set out in the annexures to the financial statements.

The department is also the beneficiary of Criminal Assets Recovery Account (CARA) funding. CARA was created in terms of the Prevention of Organised Crime Act, 1998. In this regard, the Department received R70 million in the 2018/19 financial year for four law enforcement-related projects. Of the first drawdown of R28 million, R21,86 million was expensed in the 2018/19 financial year and a further R3,5 million in 2019/20 financial year. During the financial year under review, additional vehicles to the value of R1,5 million were procured with CARA funding. These vehicles were deployed in the Inspectorate environment to assist in the fight against illegal migration. CARA funding is accounted for as aid assistance received, the details of which are set out in the annexures to the financial statements.

In cases of distress, the department considers waiving fees for ID replacements.

This usually happens where residents of informal settlements lose all their belongings and identity documents due to fire or floods. The waiver of fees in such instances is accounted for as gifts/donations made by the State. Gifts/donations in kind made by the department in the financial year amounted to R696 000 (R54 000 in 2019/20). The details of such gifts/donations are set out in the annexures to the financial statements.

Exemptions and deviations received from the National Treasury

The department did not apply for any exemptions from the PFMA or Treasury Regulations, or any deviations from the Modified Cash Standard during the financial year under review.

INVESTIGATIONS

ABIS contract

The department requested SITA to procure the services of a suitable service provider to design, provision, customise, integrate, migrate existing data, commission, maintain and support ABIS in 2015/16. The bid process was audited at SITA by the AGSA, which raised findings and limitation of scope issues, inter alia because of a missing master file for the accreditation phase. SITA management accepted the AGSA findings and disclosed the transaction as non-compliance to SCM laws and regulations. As the expenditure was incurred by the department, the department disclosed the expenditure as irregular expenditure under investigation in the 2018/19 financial year and as confirmed irregular expenditure in the 2019/20 financial year. The department appointed an external audit firm to conduct a forensic investigation into the procurement processes followed in March 2020. The report was finalised in the fourth quarter of 2021 and the following recommendations were made:

- The department should appoint counsel to advise on the current contract with EOH Mthombo (Pty) Ltd;
- Internal controls should be strengthened;
- Disciplinary action should be taken against some departmental and SITA officials;
- A criminal case should be opened with the DPCI / Hawks to establish whether corruption, theft or fraud has been committed.

The department accepted the report and took the following action:

- The disciplinary process against departmental officials implicated has commenced and audi letters were issued;
- A criminal case was opened with the DPCI;
- A legal opinion was obtained on the EOH Mthombo contract.

The department has requested National Treasury to condone the expenditure ABIS project.

Immigration uniforms

As previously reported, a forensic investigation was initiated following allegations from organised labour about the procurement and inventory management of immigration uniforms. This investigation was completed and the following recommendations were made:

- The department should develop and implement a uniform policy;
- The department should develop a model to manage the uniforms in terms of structure, processes and systems;

- An independent stock take should be performed of both Lindela and Hallmark of the uniform stores;
- Dedicated resources should be appointed to deal with the uniforms;
- Disciplinary action should be considered against certain officials.

The report was referred to the loss control committee to conduct an assessment in accordance with the frameworks for irregular and fruitless and wasteful expenditure.

Courier services

The department is participating in a transversal contract (RT5-2020) for courier services. During the year under review, certain billing inconsistencies and fraudulent transactions were discovered on two accounts of one of the service providers. These findings were brought to the attention of the service provider and National Treasury as custodian of the transversal contract. The fraudulent transactions involve a supplier of the courier company billing the courier company for stationary and packaging not delivered, but invoiced to the courier company and then the department. The billing dispute involves the service provider charging the department bin prices for flyers. The service provider has opened a criminal case and is cooperating with the department and National Treasury. The investigation is continuing.

CONTINGENT LIABILITIES: R2,358 BILLION

The department is frequently cited as respondent in civil cases. Contingent liabilities of R2,358 billion (R2,189 billion in 2019/20) are disclosed in the financial statements. Most of these contingent liabilities are old with little movement on the part of the plaintiffs.

Claims in the civic services environment arise mainly from fraudulent issuing of death certificates, not issuing birth certificates and ID documents, and fraudulent use of ID documents and passports resulting in the arrest and detention of the users of such documents. Of the total claims, 12 major claims (above R5 million) amounting to R547 million, reside under the branch.

In the Immigration Services space, claims arise mainly from the unlawful arrest and detention of illegal foreigners, and damages arising from the department's failure to make timely decisions on visas and permits. Of the total claims, 12 major claims (above R5 million) amounting to R555 million, reside under the branch.

There was some movement on two of the major tender and contract claims. In this regard, the High Court (Gauteng Division, Pretoria) found against New Dawn Technologies and Valor IT and dismissed their claims that agreements had come into being between them and the department regarding certain portions of an electronic document management system (EDMS) bid issued in 2005. This court victory for the department would have resulted in a decrease of over R630 million in contingent liabilities, but this was followed by litigant's appeal with the Supreme Court of Appeal. This is despite the fact that these entities were refused leave to appeal with costs on 27 January 2021. The department remains confident that there is no merit in these cases and has given instructions to oppose the appeals.

The department has strengthened its civil litigation unit by appointing additional staff.

FINANCIAL MANAGEMENT IMPROVEMENTS

The year under review was not a usual year. In addition to the challenges and disruptions, or because of that, the audit process finished late – the AGSA audit report is dated 10 September 2021. Despite the department receiving another unqualified

audit opinion, which in itself is remarkable, the concern is the failure to cross the bridge to a clean audit. In this regard, the following financial management improvements are planned:

- Exco to drive a change in culture to achieve a clean audit;
- Third party reviews of annual financial statements;
- Focus on resolving repeat audit findings;
- Resolve the Dirco payable / NRF receivable matter by escalating the matter to the Executive level;
- Ensure compliance with laws and regulations by reducing the number of SCM deviations, contract extensions and scope variations;
- Prevent irregular and fruitless and wasteful expenditure by better contract management;
- Capacitate critical areas in Finance & SCM; and
- Consistent consequence management where warranted.

EVENTS AFTER THE REPORTING DATE

The department has disclosed non-adjusting events after reporting date on note 27 of the annual financial statements.

OTHER

None

ACKNOWLEDGEMENT/S OR APPRECIATION

The department wishes to thank the Minister, Dr Motsoaledi, MP, the Deputy Minister, Mr Nzuzi, MP, the Portfolio Committee on Home Affairs, the audit and risk committees, the AGSA and the Exco for their guidance and support. I would also like to acknowledge and appreciate the work done by each and every official in this most unusual of years in service of the people of South Africa. Some of these officials paid the ultimate price to COVID-19 – may their souls rest in peace!

APPROVAL AND SIGN OFF

The annual financial statements set out on pages 234 to 345 have been approved by the accounting officer.



Mr L T Makhode

Director-General

Department of Home Affairs

Date: 31 May 2021

5. STATEMENT OF RESPONSIBILITY AND CONFIRMATION OF ACCURACY FOR THE ANNUAL REPORT

To the best of my knowledge and belief, I confirm the following:

- All information and amounts disclosed throughout the annual report are consistent.
- The annual report is complete, accurate and is free from any omissions.
- The annual report has been prepared in accordance with the guidelines on the annual report as issued by National Treasury.
- The annual financial statements (Part E) have been prepared in accordance with the Modified Cash Standard and the relevant frameworks and guidelines issued by the National Treasury.
- The accounting officer is responsible for the preparation of the annual financial statements and for the judgements made in this information.
- The accounting officer is responsible for establishing and implementing a system of internal control that has been designed to provide reasonable assurance

as to the integrity and reliability of the performance information, the human resources information and the annual financial statements.

- The external auditors are engaged to express an independent opinion on the annual financial statements.

In my opinion, the annual report fairly reflects the operations, the performance information, the human resources information and the financial affairs of the department for the financial year ended 31 March 2021.

Yours faithfully



Mr L T Makhode
Accounting Officer
Date: 31 May 2021

6. STRATEGIC OVERVIEW

7.1 Vision

A South Africa where identity, status and citizenship are key enablers of citizen empowerment and inclusivity, economic development and national security.

7.2 Mission

The DHA carries out its mission in line with its commitment to citizen empowerment and inclusivity, economic development and national security, by:

- Being an efficient and secure custodian of citizenship and civil registration
- Securely and strategically managing international migration
- Efficiently managing asylum seekers and refugees
- Efficiently determining and safeguarding the official identity and status of persons

7.3 Values

The Department of Home Affairs is committed to being:

- People-centred and caring
- Patriotic
- Professional and showing leadership
- Effective, efficient and innovative

- Ethical and having integrity
- Security conscious
- Development oriented

7. LEGISLATIVE AND OTHER MANDATES

The following legislation is currently being administered by the DHA in order to fulfil the citizenship and civil registration mandate:

- Births and Deaths Registration Act 51 of 1992;
- Marriage Act 25 of 1961;
- Recognition of Customary Marriages Act 120 of 1998;
- Civil Union Act 17 of 2006;
- South African Citizenship Act 88 of 1995;
- South African Passports and Travel Documents Act 4 of 1994;
- Identification Act 68 of 1997.

Instead of creating a harmonised system of marriage in South Africa, the State has sought to give recognition to different marriage rituals through passing a range of different marriage laws. Marriages in SA are regulated through the following legislation:

- The Marriage Act 25 of 1961 as amended, and its associated regulations (monogamous marriage for opposite sex couples);

- The Recognition of Customary Marriages Act 120 of 1998 - (polygamous marriages for opposite sex couples - polygamy); and
- The Civil Union Act 17 of 2000 - (monogamous partnerships for both same and opposite sex couples).

South Africa adopted a new White Paper on International Migration in 2017. The White Paper positions South Africa to manage migration for development while ensuring national security. The current Immigration Act fails to recognise and appreciate the nexus between management of international migration, economic development and refugee protection. The following legislation is currently administered by the DHA in order to fulfil the international migration and refugee protection mandates:

- Immigration Act 13 of 2002; and
- Refugees Act 130 of 1998

Other prescripts relevant to the mandate of Home Affairs

- The Constitution of the Republic of South Africa, 1996;
- Promotion of Access to Information Act 2 of 2000;
- Promotion of Administrative Justice Act 3 of 2000;
- The Universal Declaration of Human Rights as adopted by the General Assembly of the United Nations on 15 December 1948;
- The basic agreement between the Government of the Republic of South Africa and United Nations High Commissioner for Refugees (UNHCR), 6 September 1993;
- The 1951 United Nations Convention Relating to the Status of Refugees;
- The 1967 Protocol Relating to the Status of Refugees;

- The Organisation for African Unity Convention Governing Specific Aspects of Refugee Problems in Africa, 1996; and
- The UNHCR Handbook and Guidelines on Procedures and Criteria for Determining Refugee Status, 1997.

Other legislative mandates

The department is responsible for administering the Public Holidays Act 36 of 1994.

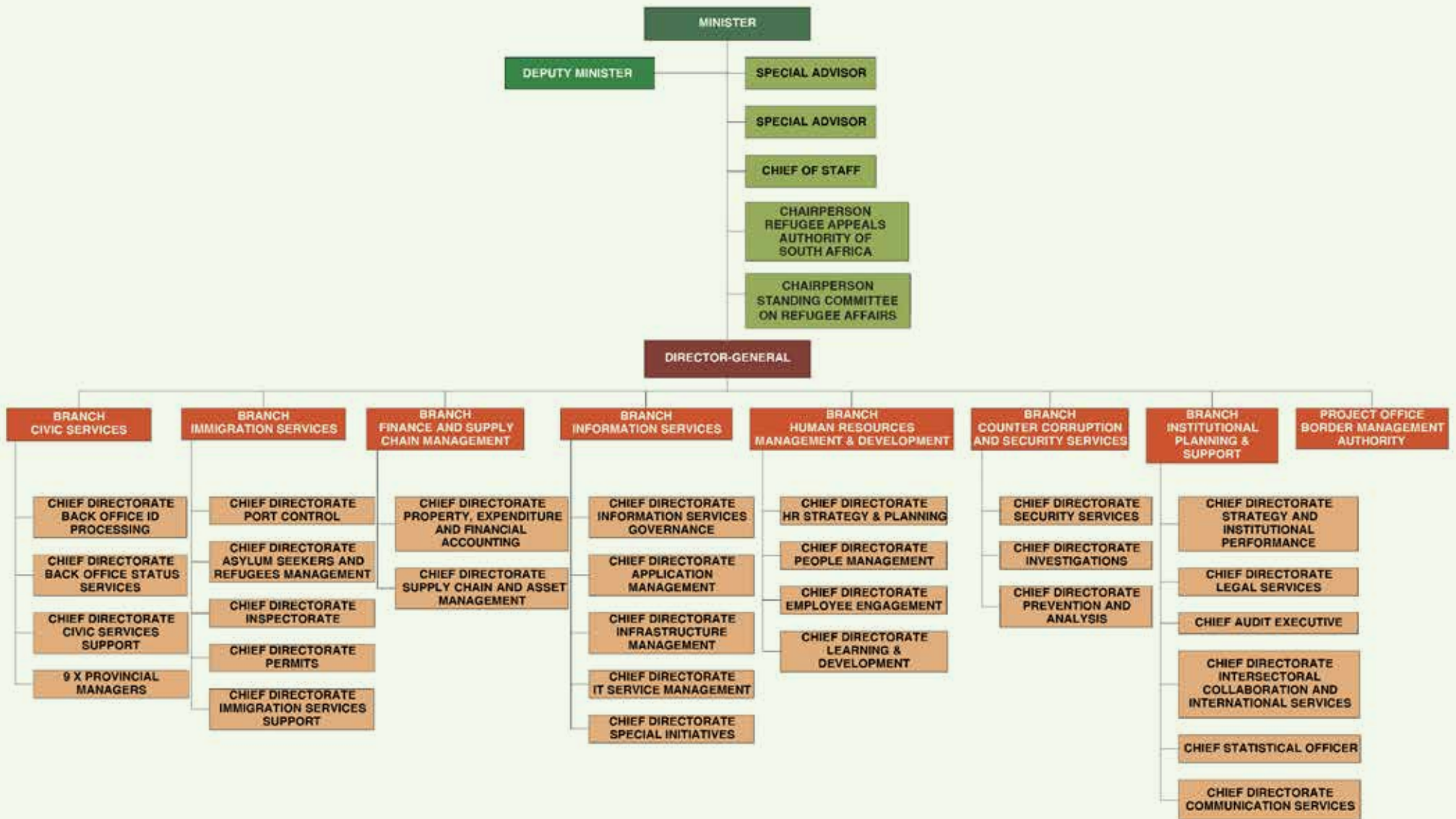
Entities within the DHA portfolio

The department transfers funds to institutions reporting to the Minister of Home Affairs and exercises oversight in that regard as prescribed by the Public Finance Management Act 1 of 1999, Treasury Regulations and the Acts establishing the entities. The entities reporting to the Minister of Home Affairs are the following:

- The Electoral Commission (IEC); and
- The Government Printing Works (GPW)

The GPW is currently self-funding, although it has retained strong links with the DHA as a government component and the Minister will continue to exercise oversight.

8. ORGANISATIONAL STRUCTURE



9. ENTITIES REPORTING TO THE MINISTER

The table below indicates the entities that report to the Minister.

Name of entity	Legislative mandate	Financial relationship	Nature of operations
Government Printing Works	The GPW operates as a government component after proclamation in Government Gazette No. 32616, dated 9 October 2010	Payments for goods and services	The functions of the GPW include the following: <ul style="list-style-type: none">• Compiling, editing, printing and distribution of the Government Gazette and Provincial Gazette• Procuring and stocking departmental forms and face value forms• Provisioning a printing service pertaining to high-security documents and printed matter of a general nature• Administering the Publications section to provide for the stocking of government publications and the selling thereof to government institutions and the public, as well as institutions abroad

PART B:

PERFORMANCE INFORMATION



1. AUDITOR-GENERAL'S REPORT: PREDETERMINED OBJECTIVES

The AGSA currently performs certain audit procedures on the performance information to provide reasonable assurance in the form of an audit conclusion. The audit conclusion on the performance against predetermined objectives is included in the report to management, with material findings being reported under the predetermined objectives heading in the report on other legal and regulatory requirements section of the auditor's report.

Refer to page 238 of the Report of the Auditor-General, published as Part E: Financial Information.

2. OVERVIEW OF DEPARTMENTAL PERFORMANCE

2.1 Service Delivery Environment

The DHA currently operates in an environment that presents many challenges to consistently meeting service delivery standards. A major factor is that the DHA has inherited an operating and organisational model with outdated, fragmented and manual identity systems and processes. This has increasingly frustrated the department's efforts to build a modern and secure department. In the civic services environment, the department's transformation trajectory has been limited to the modernisation of the smart ID card and passport application systems and processes in 195 front offices that are capacitated with a live capture system. The back-office processes and systems are largely outdated and fragmented. While the application process for products such as the smart ID cards and passports have been modernised, applications for most

products remain manual, which contributes to long queues in our offices and delays in finalising applications related to the change of status (name, surname and identity number).

As reported in the previous financial year, the department entered into partnerships with South Africa's four major banks – Absa, First National Bank, Nedbank and Standard Bank for the application of smart ID cards and passports through the e-Home Affairs platform. The department continued to partner with the Department of Health to improve the registration of births and deaths. As of March 2021, 391 health facilities were connected to the NPR and were capacitated to register births and deaths.

In the immigration environment, the department's modernisation interventions have continued to focus on introducing the BMCS, eVisa and eGates, and redeveloping the six major land ports of entry as OSBPs. The BMCS will run on a live capture system and will enable live verification of citizens at the ports of entry. It will further enable capturing and verifying the biometrics of foreign nationals. The BMCS solution was piloted at OR Tambo, Cape Town and Lanseria international airports.

The department is working in collaboration with the Department of Transport and the ACSA to implement Immigration eGates at three major international airports. Ten eGates are currently installed at the Cape Town International Airport with live testing taking place on South African travellers entering and departing the country. The eGates project is aimed at improving passenger processing times and experience while maintaining the security and the integrity of the borders. Immigration officials are monitoring the eGates to ensure smooth passenger flows and to deal with exceptions such as failed verification of identity.

The eVisa will enable eligible travellers to complete the online application forms in the comfort of their homes and submit these to Home Affairs without visiting our missions

abroad. This will ease the financial burden and time spent by tourists in our missions and improve South Africa's attractiveness to tourists.

Following from the President's announcement during the State of the Nation Address, the department will be rolling the eVisa system to the following 10 countries. That is, Cameroon, Democratic Republic of Congo, Egypt, Ethiopia, Mexico, Uganda, Saudi Arabia, Iran, Philippines and Pakistan. This roll out will be in addition to the roll out to China, India, Nigeria and Kenya.

South Africa has 72 ports of entry comprising of 11 airports, 8 seaports and 53 land ports that it shares with six neighbouring countries. The location, number and design of SA's 53 land ports of entry are a legacy of the country's colonial and apartheid past. Processing of cross-border movements in the land ports of entry is negatively affected by poor infrastructure, location, cumbersome and fragmented border processes on both sides of a port of entry, and high dependency on a paper-based system and limited use of technology. This contributes to unbearable and costly congestion in the ports of entry and delays for travellers and traders and thereby impact negatively on economic growth and regional integration. Redeveloping six major land ports of entry as OSBPs is one of the key modernisation projects in the border environment that will transform the traditional two-stop border posts.

While modernisation of our systems and processes remains one of our key priorities, efforts to build a stable and uninterrupted network have intensified. The department's failure to meet its critical target for adjudicating critical skills visas is attributed to system downtime. System downtimes frustrate clients as DHA services cannot be sourced anywhere else. To find a lasting solution to this challenge, the department concluded a trilateral agreement with SITA and Dimension Data to develop a new network architecture appropriate for the department and to manage the current telco-

service providers.

The transformation of the DHA as a modern and secure department is broader than the IT modernisation scope. It is against this backdrop that, in December 2019, the Cabinet approved a Home Affairs White Paper that provides a policy framework for repositioning the DHA as a modern and secure department located within the security system of the State. A repositioned DHA will be a custodian and one-stop shop for the official identity and status of all citizens and residents. It will be an enabler of a developmental and capable State, national security and economic development. The repositioning programme is built around the following six priority areas as the cornerstones of a modern and secure DHA:

- Policy and legal framework
- Service delivery, operating and organisational models
- Modernisation of the DHA
- Capable and development department
- Revenue generation
- Service Delivery Channels and Purpose-Built Infrastructure

The challenges that confronted the department in its transformation agenda have not deterred it from delivering on its mandate, which is to manage civil registration and citizenship, international migration and refugee protection. The department achieved 68% of its APP targets; this is a regression of 7% from the 2019/20 performance. While this is a drop, it was expected given that it was achieved despite the impact of the COVID-19 pandemic on the achievement of, for instance, the business and general work visas and the permanent residence targets. Non-availability of new permanent residence applications attributed to the non-achievement of the permanent residence

target. That is, there were no applications received for processing since March 2020; therefore, there were no applications for permanent residence to be adjudicated.

This is a balanced overview of the service delivery environment in which the DHA operated during the reporting period and will therefore not only focus on factors that might be offered as mitigating circumstances to support the department's delivery record. This report will also comment on services delivered directly to the public, challenges encountered by the department when providing the relevant services, and the corrective steps to be taken in dealing with such challenges.

A description of any significant developments, external to the department that may have impacted either on the demand for the department's services or on the department's ability to deliver those services will be provided.

2.2 Service Delivery Improvement Plan

The department has completed a service delivery improvement plan. The tables below highlight the service delivery plan and the achievements to date.

Table 2.2.1: Main services and standards

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quantity				
Birth registration	South African citizens and permanent residents	845 253 births registered within 30 calendar days	810 000 of births registered within 30 calendar days	751 250 births were registered within 30 calendar days
	South African citizens and permanent residents	60,86% of unbridged birth certificates issued within eight weeks	70% of unbridged birth certificates issued within weeks	44,03% of unbridged birth certificates were issued within 8 weeks
Personal amendments	South African citizens	The change request to enhance the track and trace system was not implemented during the financial year as systemic issues on the live capture necessitated specialist resources to remedy. Finalised amendments below 15 years: 142 303 Finalised amendments above 15 years: 42 712	90% of personal amendment applications finalised in 8 weeks	The change request for track and trace enhancement was not implemented during the review period. Finalised amendments below 15 years: 52 567. Finalised amendments above 15 years: 9 022. The sharp reduction in finalised cases was due to amendments not being processed during lockdown levels 5, 4 & 3

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quantity				
Permanent residence permit	Foreign nationals	95,8% (8 142 out of 8 497) permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)	90% of permanent residence applications adjudicated within 8 months for applications collected within RSA (from date of receipt until outcome is in scan at VFS Centre – office of application) (Above applications refer to: critical skills (s27b), general work (s26a) and business (s27c) only)	Not Achieved. 43,7% (793 out of 1 815) permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application) No new applications were received for processing since March 2020 due to limited services under COVID-19 regulations
Birth registration	SA citizens	No further records were digitised during the 2019/20 financial year due to a lack of funding	Digitisation of Birth, Marriages and death records	No further records were digitised during the 2020/21 financial year due to a lack of funding
	SA citizens	The standard operating procedures in respect of births and deaths were approved on 9 November 2017	Signed standard operating procedures for birth and death registration process	Standard operating procedures for birth and death registration are in place
Personal amendments	SA citizens	No further development of the track and trace system was implemented during the financial year	Enhance track and trace functionality in order to measure end-to-end personal amendment process	No further development of the track and trace system was implemented during the financial year
Personal amendments	SA citizens	Amendments in respect of all age groups were merged into a single directorate during the review period. Amendments were previously processed in two different directorates (16 years and above) by Directorate: Application Processing and 0 – 15 years by the Directorate: Brths, Marriages and Deaths. The practice of separating these services led to different interpretations of the Births and Deaths Registration Act and supporting regulations and standard operating procedures. Amendments are now under the control of the directorate: document management where all birth, marriage and death registers are permanently retained. These original registers are required to implement amendments; therefore, the function is best located under the control of this directorate. As part of improving operations, the two postal receiving units in the branch were merged during the review period	Use end-to-end measurements to improve operations management	Change requests in respect of track and trace development were not compiled due to the varying lockdown levels. The branch will resuscitate this initiative

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quantity				
Personal amendments	SA citizens	Standard operating procedures covering personal amendments were approved as part of the births standard operating procedures that were approved on 9 November 2017	Signed standard operating procedures for Personal Amendment process	A standard operating procedure is in place in respect of personal amendments
Permanent residence permits	Foreign nationals residing within and outside SA who require permanent residency in the country	The business case was submitted to the National Treasury in the 2019/20 financial year for additional staff in critical missions. No response has been received thus far	Exco approval of findings of feasibility study conducted in 3 missions	The business case was submitted to the National Treasury in the 2019/20 financial year for additional staff in critical missions. No response has been received thus far
Permanent residence permit	Foreign nationals residing within and outside SA who require permanent residency in the country	<p>eVisa: the modernisation journey to improved immigration systems continued in the 2019 reporting cycle. Development of the eVisa solution has been concluded and quality assurance processes are underway.</p> <p>A milestone in October 2019 was the launch of an eVisa prototype in Kenya followed by India in January 2020. These were soft launches conducted under controlled conditions.</p> <p>Implementation of the eVisa solution is being managed in a phased approach, and full deployment is subject to enabling international conditions (post COVID-19). The system must be sufficiently robust at the time of full deployment within high-volume, key international nodes</p>	E-Permitting solution implemented. Number of applications finalised	Achieved. The development of an eVisa system is concluded and partial deployment into a production environment has been done. DHA has a rollout plan to identified foreign missions which will be implemented in a phased approach aligned to global, COVID-19 risk adjusted assessment models

Table 2.2.2

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
<p>In 2019/20, Communication Services made great strides in implementing the departmental communication strategy in respect of media relations, corporate communication services, and public awareness engagement. Overall, Communication Services achieved all, and surpassed some, of its key targets. This was done in support of major DHA programmes and events. Communication Services responded proactively to the communication and media environment as is evident in the issues that were covered positively by the media. During the reporting period, positive media reports were generated on the 5th Annual Meeting of ID4Africa at Emperors Palace, which enabled the modernisation programme to gain some traction in the media space. The budget vote, hosted on 10 July 2019, detailed the department's programme of action for the 2019/20 financial year. In 2019, media coverage on immigration issues increased in light of the new list of visa-free countries that was expected to boost the tourism sector in the country. Robben Island celebrated the twentieth mass wedding on 14 February 2020. The first Braille marriage certificate was introduced. Communication Services also continued to enhance the effectiveness and impact of communications platforms, including in-house publications. These included:</p> <ul style="list-style-type: none"> • Home Affairs NOW • Home Affairs Today from the Ministry • Ikhaya newsletter • Notes from the DG's Desk communicating administration matters to staff (through circulars) 	<p>Communication interventions of the communication strategy as outlined in APP implemented in respect of corporate communication services, media relations and public awareness engagements</p>	<p>During 2020/21, Communication Services continued to implement the departmental communication strategy in respect of media relations, corporate communication services, and public awareness engagements in support of departmental programmes. Despite the COVID-19 pandemic and the resultant national state of disaster (lockdown) declared, Communication Services managed to achieve its targets. Communication Services was able to become responsive and flexible in its approach to the ever-changing COVID-19 environment as it related to the communication and media relations, and internal communication. During the period under review, positive media reports were generated on the temporary measures introduced to manage immigration, civic services rendered during the lockdown level 4 and 3 and the Schools Smart ID card campaign. Proactive media engagements were undertaken for the Lockdown level 2 service offering and the Minister's response to the publication of the Public Protector's report on the Citizenship Act; the Minister's deployment of senior managers of the department to key land border posts following Cabinet approval of the reopening of the land borders. Strategic stakeholder engagements were undertaken on policy development matters such as the call for public comments on the South African Citizenship Act regulations and holding of a related inter-Ministerial roundtable in 2020, the OSBP and the Official Identity Management policies</p> <p>Communication Services facilitated the hosting of a birth registration drive at health facilities during the Human Rights Month in March 2021 as Home Affairs Deputy Minister visited the Mamelodi Hospital to register newborn babies. This was meant to encourage citizens to register their children within 30 days of birth</p>

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
		<p>The Chief Directorate continued to enhance effectiveness and impact of communications platforms, including in-house publications, namely:</p> <ol style="list-style-type: none"> 1. Notes from the DG's Desk, and the Online Publication of Ikhaya Internal newsletter, and the Home Affairs NOW; 2. Online publication of Home Affairs Today from the Ministry. <ul style="list-style-type: none"> ◦ 53 Media engagements conducted. ◦ 8 Outreach engagements conducted. ◦ 4 Campaigns conducted
281 offices have complaint/suggestion boxes and 84 offices do not (76,99% compliance rate)	Complaint/Suggestion boxes places in all Front offices with standard feedback form to capture client's suggestions and feedback	270 civic services offices have reported that they have complaint/suggestion boxes

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
<p>Communication strategy implemented for 2019/20 with focus on corporate communication, media relations and public awareness engagements</p> <p>The birth registration was rolled out to encourage all mothers to register their children within 30 days. Re-affirming communication's strategic role as a tool for citizen empowerment on DHA services, a sustained ID collection public education campaign was held in support of the 2019 general election during August and September 2019. The travel ready campaign was rolled out in preparation for the 2019 festive season – messaging was flighted in print media, online and on radio during December 2019 and January 2020</p> <p>These include unmediated Ministerial Izimbizo held by Minister of Home Affairs Dr Aaron Motsoaledi, and Deputy Minister of Home Affairs Mr Njabulo Nzuza, throughout the reporting period as per the APP targets. Of note was that in quarter one the target was overachieved due to the DHA's need for more offices and engagements with communities to encourage ID applications and collections at DHA offices countrywide in support of the general elections</p>	<p>Communication strategy to inform the public and staff of Home Affairs about services and products through training and campaigns developed and implemented with focus on corporate communication, media relations and Public awareness engagements</p>	<p>During 2020/21, Communication Services continued to implement the departmental communication strategy in respect of media relations, corporate communication services, and public awareness engagements in support of departmental programmes. Despite the COVID-19 pandemic and the resultant national state of disaster (lockdown) declared, Communication Services managed to achieve its targets. Communication Services was able to become responsive and flexible in its approach to the ever-changing COVID-19 environment as it related to the communication and media relations, and internal communication. During the period under review, positive media reports were generated on the temporary measures introduced to manage immigration, civic services rendering during the lockdown level 4 and 3, Schools Smart ID card campaign. Proactive media engagements were undertaken for the lockdown level 2 service offering and the Minister's response to the publication of the Public Protector's report on the Citizenship Act; the Minister's deployment of senior managers of the department to key land border posts following Cabinet approval of the reopening of the land borders. Strategic stakeholder engagements were undertaken on policy development matters such as the call for public comments on the South African Citizenship Act regulations and holding of a related inter-Ministerial roundtable in 2020, the OSBP, and the Official Identity Management policies</p> <p>Communication Services facilitated the hosting of a birth registration drive at health facilities during the Human Rights Month in March 2021 as Home Affairs Deputy Minister visited the Mamelodi Hospital to register newborn babies in encouraging that citizens register children within 30 days of birth</p>

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
		<p>The Chief Directorate continued to enhance effectiveness and impact of communications platforms, including in-house publications, namely:</p> <ul style="list-style-type: none"> • 53 Media engagements conducted • 8 Outreach engagements conducted • 4 Campaigns conducted
<p>In 2019, the DHA embarked on the development of a draft Immigration Bill as part of operationalising the White Paper on International Migration and responding to the need to comprehensively support national economic development, strengthen national security and protect the sovereignty of the State</p> <p>During the development of the draft Immigration Bill and consultations with relevant stakeholders, the DHA realised that despite having adopted the White Paper, there is a need to review it and make provision for drafting a single legislation to manage international migration and refugee protection. The department achieved the APP target for 2019/20, although these latest developments will put the development of the draft Immigration Bill on hold, pending the review and development of a new White Paper on International Migration and Refugee Protection</p>	<p>New legislation implemented</p>	<p>Achieved. An International Migration Policy Discussion Paper was submitted to the Minister for approval in March 2021.</p> <p>The department will begin with the development of the Green Paper in the 2021/2022 Performance cycle</p>
<p>Annual birth registration data extracted from the NPR reflects that the department succeeded in maintaining a presence at 352 health facilities out of 391 health facilities during the financial year. The department could not maintain presence in 39 health facilities out of the 391 health facilities due to the high dependency of the network connectivity to the hospital network and challenges with network coverage in some hospitals</p>	<p>Improving service delivery standards through optimising the use of existing health facilities for registration of birth</p>	<p>Presence at health facilities was affected by the global pandemic. During April 2020, the department could only maintain presence at 44 health facilities. As lockdown levels were gradually relaxed, we gradually ramped up resources as lockdown levels permitted and by March 2021, we had representation at 291 health facilities (down from 352 during the previous review period)</p>
<p>The department took a decision to stop the rollout of the interim biometric system as it strained resources. The BMCS was developed and piloted at Lanseria Airport and OR Tambo International Airport. The system supports the envisaged NIS to have single view of all citizens and non-citizens</p>	<p>Improving service standards through business process engineering with rolling out Online verification, provision of access to systems, inherent biometric features and system integration</p>	<p>The BMCS is continually tested at 4 international airports and the plan to roll out will resume in the 2021/22 financial year. The roll out in the reporting period was not achieved due to contract that was not concluded with service provider to procure IT equipment</p>

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
A total of 10 live capture offices could register births and accounted for 2 436 transactions conducted during the review period	Increase the number of offices and health facilities registering births and deaths using the new automated process	Due to lockdown restrictions, expansion was limited to DHA offices and, where permitted, to health facilities No roll out of automated birth and death functionality
60,86% of unabridged birth certificates issued within eight weeks	70% of unabridged birth certificates issued within 8 weeks	44,03% of Unabridged Birth Certificates were issued within 8 weeks.
No further development of the track and trace system was implemented during the financial year	Enhance Track and Trace functionality in order to measure end-to-end Personal Amendment process	No further development on the track and trace system was undertaken during the review period
Standard operating procedures covering personal amendments were approved as part of the revised births standard operating procedures, which were approved on 9 November 2017 No further development of the track and trace system was implemented during the financial year Standard operating procedures covering personal amendments were approved as part of the revised births standard operating procedures, which were approved on 16 October 2014	Personal Amendment process	Approved standard operating procedures are in place for personal amendments
Amendments in respect of all age groups were merged into a single directorate during the review period. Amendments were previously processed in two different directorates (16 years and above) by directorate: application processing and 0 – 15 years by the directorate: births, marriages and deaths. The practice of separating these services led to different interpretations of the Births and Deaths Registration Act and supporting regulations and standard operating procedures. Amendments are now under the control of the directorate: document management where all birth, marriage and death registers are permanently retained. These original registers are required to implement amendments; therefore, the function is best located under the control of this directorate. As part of improving operations, the two postal receiving units in the branch were merged during the review period	Use end-to-end measurements to improve operations management	No further development of the track and trace system was undertaken during the review period

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
Notwithstanding the track and trace functionality is still not adequately developed, the branch maintains statistics in respect of personal amendments. The annual totals are as follows: Finalised amendments below 15 years: 142 303. Finalised amendments above 15 years: 42 712	90% of personal amendment applications finalised in 8 weeks	The change request for track and trace enhancement was not implemented during the review period. Finalised amendments below 15 years: 52 567. Finalised amendments above 15 years: 9 022. The sharp reduction in finalised cases was due to amendments not being processed during lockdown levels 5, 4 & 3
95,8% (8 142 of 8 497) permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)	90% permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application) (Above applications refer to: critical skills (s27b), general work (s26a) and business (s27c) only)	Not Achieved. 43,7% (793 of 1 815) permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application) No new applications were received for processing since March 2020 due to limited services under COVID-19 regulations
Presentation to Exco and MMM for approval has not yet been made. This will be prioritised during the 2020/21 financial year	Spouse Permanent residence applications permits will be adjudicated within eight (18) months within the Republic of South African from the date of receipt of application until outcome is known.	The department is still in the process of reviewing an adjusted standard operating procedure for this amendment to be placed in effect. A proposal has been submitted to the departmental management committee and the matter is under consideration as it requires a regulatory amendment to be made

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
<p>The Directorate: Footprint Development and Hospitals embarked on rolling out the online birth registration project in July 2019. The project proposal and business case for rolling out the online birth registration was endorsed by the Minister and further discussed with the Department of Health. • Optimisation and functionality of 47 health facilities • 46 of 47 health facilities are optimised, functional and can issue a birth certificate on the spot in line with end-to-end birth registration • ICT infrastructure, including IT equipment and software for all health facilities, were procured, deployed, installed and configured • Of 47 health facilities, 9 had adequate space and negotiations for alternative space at 38 health facilities were finalised. Adequate office space was identified and secured at 15 health facilities and prefabricated mobile offices will be provided at 23 health facilities • The tender for the appointment of the service provider has been approved by the bid adjudication committee and will be advertised during the 2020/21 financial year • Of the 47 health facilities, 23 have adequate space • Refurbishing and configuring office space was completed at 21 health facilities, with the exception of Bertha Gxowa and Paarl hospital counters and public seating were installed at 21 health facilities, including directional, operational and building signage</p>	<p>Connectivity of additional health facilities with maternity wards and continuous optimisation of health facilities registering births and deaths</p>	<p>Deployment to additional health facilities was restricted during the review period due to the COVID-19 response in provinces</p> <p>179 out of 210 health facilities were assessed for resource need. Router was installed in 160 health facilities for network connectivity and uninterrupted power supply (UPS) and cabinets were installed in 34 health facilities</p>
<p>A total of 10 live capture offices could register births during the review period and accounted for 2 436 conducted during the review period</p>	<p>Optimisation of birth and death registration using the new automated process in DHA service points (front offices, health facilities, mobile units and foreign missions)</p>	<p>No roll out of automated birth and death functionality</p>
<p>100 mobile units were equipped with connectivity by SITA and MTN. These units were also installed with the live capture solution and all peripherals required to provide services to clients. Xerox photocopiers were also installed in all units for scanning of supporting documents. During the 2020/21 financial year, the units will be installed with point-of-sale devices for processing payments Once installed, the units will be capable of operating independently under the control of provincial managers</p>	<p>Mobile solution rolled out to remainder of offices</p>	<p>100 mobile units were equipped with connectivity by SITA and MTN and distributed to Provinces. These units were also installed with the live capture solution and all peripherals required to provide services to clients. 100 Xerox photocopiers were also installed in all units for scanning of supporting documents. The units were further installed with point-of-sale devices for processing payments. 9 servers were also installed to decentralise 9 provinces as previously mobile units were operating with one central server</p>
<p>For the financial year under review, the department has installed 11 231 internal and 3 576 external signage at its front offices</p>	<p>Signage (internal and external) in all front offices</p>	<p>For the financial year under review, the department has installed 920 internal and 37 external signage at its front offices</p>

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
The majority of offices have adequate facilities to provide access for people with disabilities. The DPW&I, which is responsible for procurement of offices, was provided with specifications whenever new offices were procured or built. In offices where there is non-compliance, DPW&I moves the department to more compliant offices as and when they become available	Accessible rails with rails in all front offices	The majority of offices have adequate facilities to provide access for people with disabilities. The DPW&I, which is responsible for procurement of offices, was provided with specifications whenever new offices were procured or built. In offices where there is non-compliance, DPW&I moves the department to more compliant offices as and when they become available
For the financial year under review, the department installed 81 internal and 249 external signages	Directional signage installed for all front offices	For the financial year under review, the department installed 598 internal and 41 external signages
No further development of the track and trace system was implemented during the financial year	Personal amendment application process at 412 front offices and head office measurable and operations management improved	No further development of the track and trace system was implemented during the financial year
The service continues as was previously reported. The current contract with VFS Global is effective until 31 December 2020. As it stands, VFS provides global operational presence on behalf of the department: <ul style="list-style-type: none"> • in 18 territories, operating 45 VACs internationally • with 15 VACs providing a domestic presence in the country. The VFS service in support of the department's frontline operations is integral to sustained efficiencies gained in the management of permitting and visa applications. Such efficiency supports our role in contributing to the economic stimulus package and the facilitation of migration to South Africa	Applications are done online via newly appointed service provider in South Africa	The contract with VFS Global has been extended for 2 years. It will expire on the 31 December 2022 and applications are continuing to be done online
Premium visa facilitation centres in Gauteng, KwaZulu-Natal, and Western Cape are operational and continue to accept applications	Applications are done at 3 premium visa facilitation Centres within South Africa	Achieved - The status of this service remains fully operational
eVisa: development of the eVisa solution has been concluded and QA processes are underway	e-Permitting solution implemented Number of applications finalised	The development of an eVisa system is concluded and partial deployment into a production environment has been done. DHA has a rollout plan to identified foreign missions which will be implemented in a phased approach aligned to global, COVID-19 risk adjusted assessment models

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
546 staff trained in leadership and management development programmes	100% of nominated staff trained (500) for leadership and management development programmes	A total of 709 (403 junior, 256 middle, 50 senior) managers were trained and developed on the following training interventions: Ethics in the Public Service, Introduction to Strategic Planning & Management, Introduction to Leading Change, Introduction to Finance Management and budgeting, Writing for Government, Applied Risk Assessment and Identification, Emerging Management Development Programme, Project Management, Performance Management, Labour Relations, Strategic Sourcing, Information Technology Infrastructure Library, Labour Relations Management and Managing and Commissioning Evaluations
60,82% of front offices (222 of 365) reported to have service charters displayed compared with 39,18% (143 of 365) of offices reporting that their service charters are not displayed in public spaces	Service charter displayed in all front offices	In the year under review property management did not receive any requests from business units
Not achieved	Service charter published on the department's website	The service charter is published on the department's website. The link to access the service charter on the website is as follows: http://www.dha.gov.za/images/PDFs/DHA_SERVICE_CHARTER_approved_Compressed.pdf
Updates are done once a month via a request for updates from the webmaster through branches' nodal points. Images of top management have not been updated due to the moratorium on filling fulltime posts because acting positions change frequently, which wastes funds with posters constantly having to be re-printed	Updated top management details displayed on the department's website and front offices	Top management details are displayed on the department's website and updated as and when there are changes. The links to access top management details are as follows: http://www.dha.gov.za/index.php/about-us/leadership-of-home-affairs http://www.dha.gov.za/index.php/contact-us/27-dha-leadership
The three-year rolling plan to enhance the Home Affairs contact centre was approved and gradually implemented	Approved three-year rolling plan for Home Affairs contact centre enhancement implemented	Enhancement plan is in place. Project plan to migrate the environment to the new virtual machines drafted and discussed with IT. Awaiting approval of the plan from the Director-General. The plan is to replace the obsolete technology with new hardware and upgrade the current software
The service charter is displayed as per agreement between the DHA and VFS	Service charter displayed in all VFS / or new service provider offices	Service charter not physically displayed at VFS offices but available on the VFS website

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
DHA contact centre solution continued to be implemented in line with the project plan	DHA contact centre solution implemented as per project plan	Optimisation plan implemented in a phased approach
2 965 officials possess name tags and 944 officials do not (75,85% compliance rate) 1 664 officials possess desk name plates and 2 245 officials do not (42,57% compliance rate) Port control: 100% – all port managers ensure that officials wear name tags/badges (either DHA-issued or inspectorate issued)	Wearing of name tags by all officials and displaying of name plates at counter level	The Chief Directorate: Communication Services, produced 2 000 name tags in financial year 2020/21
A policy has been developed by Immigration Services to ensure that all matters related to uniform, dress code and display of insignia of rank and function is strictly managed. The colour of name tags linked to the Chief Directorate was dealt with in the draft policy and officials wear them accordingly. Orders are processed on request and upon verification of the role of the official	Wearing of name tags by all officials and displaying of name plates at counter level by service provider	Achieved. DHA officials working in the Immigration Service areas of the inspectorate, immigration services at ports of entry and refugee reception services are required to adhere to a dress code and wearing of nametags visible to the public
The VFS call centre number is accessible on the DHA website and linked as per agreement between DHA and VFS	Service provider call centre number and email address displayed	Service provider call centre number and email address displayed on DHA website
195 offices have customer satisfaction devices and 170 offices do not (53,42% compliance rate) VFS performance is managed through a formalised governance programme led by the office of the Deputy Director-General: Immigration (Chief Director: Immigration Services) in cooperation with the office of the Chief Director: Permits. A Steerco is held monthly at which performance statistics, application volumes and turnaround times are evaluated. This is measured against a formalised SLA. Customer complaints regarding VFS service levels are also attended to at this senior management level	Customer satisfaction devices in all offices	The governance processes between the department and VFS continued throughout the period of lockdowns as management meetings were conducted usually virtual, on digital meeting platforms
206 offices have leadership charts displayed in front offices and 159 offices do not (56,44% compliance rate). Permitting has a dedicated enquiries unit that deals with inquiries received from the contact centre and from other structures of the department	Leadership charts in all front offices and escalation resolved	217 civic services front offices have leadership charts displayed in front offices

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
<p>Current complaints mechanism – the department has decentralised the complaints mechanism, and it is not standardised in all provinces. The department has a centralised contact centre where 90% of the department's complaints are reported. Provinces have complaints registers and suggestion boxes; all are not managed in the same way</p> <p>Desired state:</p> <ul style="list-style-type: none"> • a standardised complaints management strategy • complaints mechanisms applied uniformly across the department • all complaints registered on the automated complaints management system • a single view of the complaints and customer • accessible to all users and management respectively <p>Actual achievement:</p> <ul style="list-style-type: none"> • a centralised Home Affairs contact centre • established and existing complaints management strategy reviewed <p>The strategy has not been approved yet. Once approved, it will be piloted and rolled out to all customer service points</p>	<p>Approved three-year rolling plan for Home Affairs contact centre enhancement, inclusive of redress mechanism implemented</p>	<p>Standardised complaints and redress framework was developed. Roll out of the plan to 80 front offices is planned for 2021/22 performance year. Standard operating procedures were developed as well for management of complaints and suggestion boxes in front offices. Project headed by Home Affairs contact centre management</p>
<p>On average 22 working days were attained for all queries and complaints The inspectorate has a unit standard of 28 days, 60 days and 90 days for investigations and the average working days attained as follows based on the complexity of cases:</p> <p>60% of inspectorate investigations completed within 90 days: Completed 16% (cases received 44, finalised 7)</p> <p>60% of prohibition, good cause appeals completed within 90 days: Completed 34% (cases received 218, finalised 75)</p> <p>60% of overstay appeals completed within 28 days: Completed 72% (appeals received 227, finalised 163)</p> <p>222 law enforcement operations/ inspections conducted to ensure compliance with immigration and departmental legislation. Conducted two hundred and 22 operations/ inspections</p>	<p>Approved timeline of 25 working days for the resolution of a query or complaint</p>	<p>Law enforcement operations/ inspections: 288 law enforcement operations / inspections conducted</p> <p>Overstay appeals: Total number of 1 150 appeal cases were received with 824 cases completed within 28 days (71,6%)</p> <p>Prohibition and good cause appeals: 32% (annual percentage) for both prohibition and good cause completed within 90 days</p> <p>Inspectorate investigations: Total number of 329 cases were received annually and 80 cases finalised. 17% of cases finalised within 90 days</p>

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
The tracking functionality on the website did not work during the review period. However, the live capture, ID and late registration tracking systems were in place and accessible to the contact centre and all front-line offices to handle enquiries the VFS system provides a tracking functionality, and clients may receive information that confirms their application has been received and registered with the department. However, the department has placed restrictions on any access to its internal systems and adjudication processes undertaken within the visa adjudication system. The enforcement of a limited access and tracking capability is based on confidentiality and rights of access to the system by authorised officials only	Customer can follow process of application through the department website	Track and trace functionality was in place during the review period The department maintains separation of the systems between VFS and permitting adjudication. Therefore, the reporting interface between clients and VFS systems is limited to the information the service provider has access to
281 offices have redress mechanisms in place and 84 offices do not (76,99% compliance rate). Permitting has a dedicated enquiries unit that deals with inquiries received from the contact centre and from other structures of the department	Redress mechanism developed in line with the service charter	Permitting has a dedicated enquiries unit that deals with inquiries received from the contact centre and from other structures of the department
60,86% of unabridged birth certificates issued within eight weeks	70% of unabridged birth certificate delivered according to set standards	44,03% of unabridged birth certificates were delivered according to set standards
845 253 full birth certificates were issued on the spot for newborn babies	Unabridged birth certificates for new birth issued in a day	751 250 unabridged birth certificates were issued on the spot for newborn babies
As indicated above, the branch reorganised amendments and the postal receiving units during the review period. A new director was transferred to fill this position (through in-house re-assignment). Personal amendments for all age groups now fall under a single directorate. The focus going forward will be on continued digitisation of records and enhancing the track and trace functionality	Reduced level of queries related to or as a result of Personal Amendment applications	Planned interventions in as far as track and trace development did not take place due to the global pandemic and restrictions implemented during the review period
A Steerco is held monthly and is attended by senior managers of the department and VFS. The Steerco is chaired by the Chief Director within the Office of the Deputy Director-General: Immigration Services. An SLA between the department and VFS ensures that a number of performance areas are continuously monitored and that quality control mechanisms are in place and functionally effective to render the best end-to-end service possible to the applicant	Improve quality of adjudicated files. In-house quality assurance before dispatching	Quality assurance on adjudicated files is done before outcomes are dispatched

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
95,8% (8 142 out of 8 497) permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)	Permanent residence permit issued within eight months	Not Achieved. 43,7% (793 out of 1 815) permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application) No new applications were received for processing since March 2020 due to limited services under COVID-19 regulations
Presentation to Exco/MMM for approval has not been made yet. This will be prioritised during the 2020/21 financial year	Spouse permanent residence permits will be issued within 18 months	The department is still in the process of reviewing an adjusted standard operating procedure for this amendment to be placed in effect. A proposal has been submitted to the departmental management committee and the matter is under consideration as it requires a regulatory amendment to be made
First issue of unabridged birth certificate is issued free of charge	First issue of unabridged certificate issued free of charge	First issue of unabridged certificate issued free of charge
R75 charged for unabridged birth certificate	R75 charged for Unabridged birth certificate	R75 charged for Unabridged birth certificate
Re-issuance of unabridged birth certificates is R70	R70 charged for re-issue of unabridged birth certificate	Re-issuance of unabridged birth certificates is R70
Amendment to the birth register: R70	Amendment to the birth register: R70	Amendment to the birth register: R70
Change of forenames or surname of minor: R 70	Change of the forenames or surname of a minor: R70	Change of forenames or surname of minor: R70
Change of the forenames of a major: R140	Change of the forenames of major: R140	Change of the forenames of a major: R140
Change of the surname of a major: R325	Change of the surname of major: R325	Change of the surname of a major: R325
All rectifications where the department is at fault: free	All rectifications where the Department is at fault: Free	All rectifications where the department is at fault: free
The fee is unchanged. The R1 520 relates to certain categories of visa and permit applications. Visa applications include: <ul style="list-style-type: none"> • general work visa • critical skills visa • corporate work visa • intracompany transfer work visa • corporate • business 	R1 520 DHA processing fee	R1 520 DHA processing fee is applicable

Current/actual arrangements	Desired arrangements	Actual achievement
Consultation		
Permit applications include: <ul style="list-style-type: none"> • 26(a) worker • 26(d) dependent (>21) • 27(a) worker • 27(b) extra ordinary skills (critical skills) • 27(c) business • 27(e) retired • 27(g) relative 		
The VFS service fee is a prescribed R1 350	R1 350 handling fee charged for application through VFS	R1 350 handling fee charged for application through VFS
For all applications lodged at the DHA premium visa & permit services centre for its corporate clients, a mandatory VFS Global service fee of R2 500 is levied	R500 for applications at premium VFS centres (optional)	R500 is charged for applications at premium VFS centres (optional)

Table 2.2.3: Service delivery information tool

Current/actual information tools	Desired information tools	Actual achievement
Information		
226 offices have updated information about birth and death registration and 139 offices do not (61,92% compliance rate)	Updated information about the birth and death registration distributed through pamphlets and posters displayed in all DHA service points	Communications did not distribute pamphlets and posters in 2020-21 due to COVID-19. Updated information about Birth and Death registration was displayed on the department's website
222 offices have updated service charters and 143 offices do not (60,82% compliance rate)	Citizens are given complete and accurate information about the services they are entitled to receive by the display of the Departmental Service Charter at all Offices and other targeted electronic channels	250 civic services front offices reported to have displayed service charters in public spaces
Communication Services working in conjunction with Immigration Services has constantly placed and updated information on visa and permits on the DHA website	Information about the Permanent Residence application services on the department's website and VFS websites	Information about Permitting services and/or application processes is publicly available on the department's website and VFS websites

Current/actual information tools	Desired information tools	Actual achievement
Information		
The VFS system provides for a tracking functionality, and clients may receive information that confirms their application has been received and registered with the department. However, the department has placed restrictions on any access to its internal systems and adjudication processes undertaken within the visa adjudication system. The enforcement of a limited access and tracking capability is based on confidentiality and rights of access to the system by authorised officials only	Customer can follow process of application through the Service provider website	Applicants can check progress of their application through the VFS system, or through the DHA Home Affairs contact centre (contact centre)

2.3 Organisational Environment

COVID-19 vastly affected the business landscape and presented a number of changes and challenges. This necessitated participation in guiding the department through each lockdown level and priority area (such as vulnerable employees), requiring interpretation of numerous regulations (among other things), mapping a way forward, preparing relevant circulars with the inputs of key SMS members, and dealing with relevant enquiries, at record speed, amidst a time of much uncertainty and limited access to / direction from key national counterparts.

As outlined in the White Paper on Home Affairs, the human resources element has a key role to play in the broader repositioning of the DHA, which includes:

- staff with a depth of skills and expertise in their functions, while having the ability to collaborate across disciplines with experts in other areas and to apply knowledge in areas of expertise other than their own
- sound people management practices given priority at all levels, including rewarding and recognising innovation and talent management
- traditional management skills updated and strengthened to deal with the

impact of digitisation, and there needs to be a greater focus on the use of data to enhance the security mandate of the DHA. Management will have to understand the role of new technology in policymaking and service delivery, and the importance of digital skills to manage and analyse data and to deliver electronic services

- the organisational structure in support of the repositioning to reviewed and aligned to ensure the repositioned DHA is operationalised optimally
- cultural changes where the development of disciplined, professional officials who are security conscious, caring and responsive, are embedded
- optimal use and productivity of all employees continually monitored and improved.

The department's baseline on the CoE has been cut tremendously in this MTEF period. This has necessitated the department's review of the organisational structure; to ensure that the department achieves its strategic objectives with the current staff complement.

A major weakness and risk for the DHA is the inadequate human resource capacity

and capability in critical specialist and management areas. The DHA is currently not functioning at its approved capacity (the total of filled posts versus the approved establishment of more than 20 000 officials). Most positions that became vacant were unfunded as from 2015/16 due to the implementation of austerity measures by National Treasury.

The department has initiated the following exercises to determine the staff required to perform functions at various levels; as well as taking into consideration the decision taken at political levels and MPSA issued directives to the departments to downsize the post establishments:

- (1) Review of the organisational structure and post establishment;
- (2) Integrated human resource planning;
- (3) Rectification of personnel movement;
- (4) Optimal utilisation of staff;
- (5) Rationalisation of SMS members.

Furthermore, not all staff is appropriately trained, professional with the required leadership and management capabilities to support the strategic direction. In full support of the DHA human resource strategy (HRS), a Human Resources Development (HRD) plan is developed to define how the human resources would be developed and applied through the use of the formal and explicit activities that will enhance the ability of all individuals to reach their full potential. The HRD will serve to improve the productivity of people in their areas of work – whether these are formal or informal settings. This HRD plan aims to build a high performance through continuous learning and development.

At 31 March 2021, 164 posts were funded during the financial year. Noteworthy, the Director-General position of the DHA was filled.

Furthermore, the Branch: Human Resources Management and Development (HRM&D) plays a pivotal role in terms of the DHA contribution to the National Strategy on Gender-Based Violence and Femicide – 2020 to 2030. The DHA is part of a government conglomerate with a mandate to implement South Africa's National Policy Framework for Women's Empowerment and Gender Equality (national gender policy framework). The national gender policy framework requires the DHA to implement gender equality and women empowerment (GEWE) imperatives within its purview and to provide support to other government Departments to implement their GEWE programmes. Part of that work includes ensuring that women and other vulnerable groups in society are protected from harassment and violence. The National Strategy on Gender-Based Violence and Femicide 2020 to 2030 was developed to advance this vision to have a South Africa free from gender-based violence (GBV) directed at women, children and LGBTQIA+ persons.

2.4 Key Policy Developments and Legislative Changes

Pursuant to the Cabinet approval of the Home Affairs White Paper in 2019, a need has been identified for new mandate policy papers that will inform the drafting of new legislation. For this reason, the Minister has directed the DHA to develop a new policy on nationality (citizenship), international migration and refugee protection. The directive also emanates from a legal opinion on section 4(3) of the Citizenship Act, Refugees Act (amendments) and Refugees Regulations. To this end, the DHA will be developing the following policy during the current MTSF period:

White Paper on Citizenship, International Migration and Refugee Protection

The White Paper will include the review of certain provisions of the 2017 White Paper on International Migration in line with the legal opinion and other developments. It will incorporate the work that is currently underway on the development of the Marriage and Official Identity Management policies. The new White Paper will facilitate the integration of all core mandate policies and legislation and enable the seamless management of the following policy areas:

- Management of Civil Registration (Birth, Marriage and Death Registrations);
- Management of Citizenship;
- Management of International Migration for development; and
- Management of refugee protection.

South Africa adopted a new White Paper on International Migration in 2017. The White Paper positions South Africa to manage migration for development while ensuring national security. The current Immigration Act fails to recognise and appreciate the nexus between management of citizenship, international migration and refugee protection. The following legislation is currently administered by the DHA in order to fulfil the international migration and refugee protection mandates:

- Immigration Act 13 of 2002; and
- Refugees Act 130 of 1998.

Despite having adopted the White Paper on International Migration fairly recently, a need has been identified for overhauling the policy framework so that it makes provision for the drafting of a new legislation. Other developments that necessitate a new policy include the economic impact of the COVID-19 pandemic and the need to

align with the Labour Migration Policy that is being developed by the Department of Employment and Labour.

As far as the management of citizenship and civil registration is concerned, the department has managed its services without a policy that is grounded on the vision of a new South Africa. That is, the Constitution enshrines a rights-based approach and envisions a prosperous, non-racial, non-sexist democracy that belongs to all its people. Healing the wounds of the past and redressing the inequities caused by centuries of racial exclusion are constitutional imperatives. The DHA plays a critical role in enabling the realisation of this vision. However, the legislation that is currently administered by the DHA is the product of multiple amendments of laws inherited from the apartheid era. The DHA has been addressing the issues of civil registration and citizenship through the amendment of existing legislation. The following legislation is currently being administered by the DHA in order to fulfil the citizenship and civil registration mandate:

- Births and Deaths Registration Act 51 of 1992;
- Marriage Act 25 of 1961;
- Recognition of Customary Marriages Act 120 of 1998;
- Civil Union Act 17 of 2006;
- South African Citizenship Act 88 of 1995;
- South African Passports and Travel Documents Act 4 of 1994;
- Alteration of Sex Description and Sex Status Act 49 of 2003; and
- Identification Act 68 of 1997.

Official Identity Management Policy

The DHA's mandate straddles a number of essential elements of all South Africans' lives, including activities carried out by the private sector. The DHA is the sole authority and has a leadership role in South Africa on identity, identity management and identity management systems across government and economic spheres. Accordingly, the department published a draft Official Identity Management Policy for in December 2020 for Public Consultation. The policy will provide a constitutionally sound framework for regulating the following critical elements of the identity management, among others:

- Recognition of the equality, non-discrimination and human dignity values in the management of official identity and status of all citizens and non-citizens who interface with the DHA.
- Recognition of the Identity number, identification documents (birth certificate, identity card and passport) together with biometric data as the sole sources for identifying and verifying citizens.
- Recognition of the ID number, together with biometric data, as the sole number for accessing government services such as social services, licenses and for paying tax.
- Repositioning of the DHA as the sole provider of official identity and civic status verification services.
- Establishment of rules that govern access and processing of the population register records and data in line with relevant policies and legislation.
- Establishment of the NIS that interfaces with other government identity

management systems to generate the critical data needed by e-government and e-commerce to function.

In order to safeguard the personal information of citizens and residents, the Official Identity Management Policy enjoins the DHA to introduce the following reforms:

- a) Amendment of the Identification Act 68 of 1997 and Alteration of Sex Description and Sex Status Act 49 of 2003 in line with the Constitution of the Republic of South Africa, 1996 and the Protection of Personal Information Act 4 of 2013. Key principles that will be embedded in the new identification legislation include, human dignity, non-discrimination and equal treatment of all persons irrespective of their races, sex, sex orientation, gender, religion and culture. The legislation will further affirm the right to privacy by establishing a protection regime for citizens and residents' personal information.
- b) Enhancement of the population register records by ensuring that no one, irrespective of their status, is left behind without a legal record of existence. The new population register will include birth, marriage and death records of foreign nationals who reside in the country. This will enhance the accuracy and integrity of the population register.
- c) Integration of the NPR and other DHA system to the NIS. The NIS will enable a single view of a person and interface with other government and private sector identity management systems. The NIS will further enable the tracking of the movement and transactions undertaken by migrants, especially those who have overstayed in the country.
- d) Further modernisation and integration of systems mean the DHA must introduce the ABIS, which will enable capturing of more biometrics. The current Home Affairs National Identity System (HANIS) only records two biometrics; that is,

photos and fingerprints. The ABIS will record at least five biometrics; that is, fingerprints, palm print, facial, iris and photo recognition. It is envisaged that, in future, the DNA and child footprint will be added in the ABIS.

One-Stop Border Post Policy

In order to facilitate seamless, safe and efficient passage of people, conveyances and goods across the South African land ports of entry, without compromising the sovereignty, development, national security or international obligations of SA, the Department published a draft One-Stop Border Policy for public consultation in December 2020. The OSBP will enable goods, people and conveyances (means of transport) to stop at a single facility to undergo the necessary exit and entry checks and controls. This is contrary to a traditional two-stop border post concept in which exit procedures are carried out on one side of the border (exit country) and entry procedures are carried out on the other side of the border (country of entry). The OSBP Policy enjoins the DHA to introduce the following reforms:

- a) **OSBP legislation:** An OSBP Act is required to put the OSBP extraterritorial jurisdiction concept into operation. The OSBP concept envisaged for any port of entry requires legal authority beyond that which is provided by current legislation for two reasons. Firstly, it will entail various officers of one State performing border controls in terms of its national laws extraterritorially in another State. Secondly, a legal mandate is required for arrangements to host a State's border control officers where they operate in terms of their own national laws within the territory of another State.
- b) **OSBP bilateral agreements:** OSBP bilateral agreements will be finalised in consultation with South Africa's five neighbouring countries (Zimbabwe, Botswana, Mozambique, eSwatini & Lesotho) to enable establishment of the

OSBPs and their jurisdictions. Bilateral agreements will provide for mutual funding and utilisation of the OSBP facilities. They will further embed the concept of simplification and harmonisation of border processes and procedures. Bilateral engagements with the neighbouring countries have been initiated and will require political buy-in from both countries.

- c) **Redevelopment of six priority land ports of entry as OSBPs:** The DHA is currently implementing a PPP project to redevelop six land ports of entry as OSBPs. The proposed funding model for the PPP project will be done in terms of a 20-year concession that will be entered into with multiple successful private parties to redevelop and maintain key facilities and infrastructure at the identified land ports of entry.

White Paper on Marriages in South Africa

The Constitution requires the DHA, as an institution of the State, to establish a State capacity that provides marriage services (solemnisation and registration) impartially, fairly, equitably and without bias. Such services must be provided to all people who live in South Africa in line with the constitutional provisions. The purpose of the Marriage Policy (currently a Green Paper – policy discussion paper) is to establish a policy foundation for regulating the marriages of all persons that reside in SA. The envisaged marriage statute will enable South Africans and residents of all sexual orientations, religious and cultural persuasions to conclude legal marriages that will accord with the principles of equality, non-discrimination, human dignity and unity in diversity, as encapsulated in the Constitution. Following an extensive stakeholder consultation process, the Policy Paper or Green Paper on Marriages in South Africa was taken through the Cabinet clusters to pave the way for its presentation to Cabinet.

Key proposals that emerged from these engagements include following:

- The country must consider introducing an inclusive customary and religious marriage legal framework for all polygamous marriages, including Muslim, Hindu, Shembe and KhoiSan marriages.
- The marriage legislation must enable the recognition of customary marriages that are practiced in some African communities, including royal families – this will include recognition of principal wives in royal families.
- In keeping with section 9(3) of the Constitution, the legislation must make provision for all social, religious and traditional communities to apply to be designated as marriage officers.
- In order to preserve the legal right of all spouses, including children, of consenting to a marriage, no person under the age of 18 years will be permitted to marry. Given the vulnerability of children, criminal sanctions shall be visited upon those who facilitate child marriages and those who marry children. No marriage shall be legally entered into without the full and free consent of the intending spouses, such consent to be expressed by them in person and in the presence of a recognised authority.
- It is proposed that the registration of customary marriages should be made compulsory. Further, to curb fraudulent registration of customary marriages, the law must make it compulsory for all spouses to appear before the registration authority. The provision that allows one partner to register marriage should only apply when the marriage is registered posthumously.
- The country must consider adopting an inclusive marriage legislation that will accord all marriages a similar status. An omnibus legislation which is a single act that will contain different chapters of diverse set of legal requirements for

civil marriages, civil unions, customary marriages and other marriages that are not accommodated by the current marriage legislation.

3. ACHIEVEMENT OF INSTITUTIONAL IMPACTS AND OUTCOMES

Departmental outcomes as per the Strategic Plan 2020 -2025 are as follows:

- Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments
- Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments
- Efficient asylum seeker and refugee system in compliance with domestic and international obligations
- Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations
- Secure population register to empower citizens, enable inclusivity, economic development and national security
- DHA positioned to contribute positively to a capable and developmental State

Table 3.1: Progress made towards the achievement of the five-year targets in relation to the outcome indicators

Outcome	Outcome indicator	5-year target	Progress
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Risk-based and strategic immigration approach implemented against predetermined measures that ensures sovereignty, national security, public safety, stability and development	BMA incrementally rolled out as per the BMA Roadmap 2032 to: <ul style="list-style-type: none"> • 36 ports of entry • 10 segments of the land borderline and • Two (2) community crossing points 	The assent of the BMA Act, 2020 by the president; and The signing of a BMA Commencement proclamation by the president which allows for the appointment of a Commissioner and Deputy Commissioners for the BMA
		Construction and redevelopment of six (6) priority land ports of entry as OSBPs completed by 2025	Initial draft of the RfP documentation for redevelopment of six (6) priority land ports of entry as OSBPs was prepared by the transaction adviser
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Risk-based and strategic issuing of visas and permits against predefined, percentage-based targets to grow the economy by 2024/25	Risk-based and strategic approach to immigration implemented in respect of: <ul style="list-style-type: none"> • Legislation implemented to support the White Papers on International Migration and Refugee Protection; and • Secure entry, documented stay and departure of persons through the rollout of biometric functionality and law enforcement operations 	The OSBP policy was gazetted in December 2020 for public consultation allowing the public to submit written inputs by March 2021. Furthermore, the DHA convened a Ministerial workshop in February 2021 with government and non-government stakeholders on the OSBP policy
		100% compliance with set service standards for risk-based and strategic issuance of visas and permits to grow the economy by 2024/25 as outlined in the APPs for: <ul style="list-style-type: none"> • Permanent residence permits. • Business and general work visas. • Critical skill visas 	<ul style="list-style-type: none"> • 27,1% (424 out of 1 566) permanent residence applications adjudicated within 8 months for applications • 92% (108 out of 117) of business and general work visas adjudicated within 8 weeks • 86,5% (262 out of 303) of critical skills visas adjudicated within 4 weeks

Outcome	Outcome indicator	5-year target	Progress
	Risk-based and strategic visa system implemented	eVisa rolled out to all selected countries (106) by 2025	eVisa phase 1 (TRV tourist) has been integrated with: <ul style="list-style-type: none"> • APP • Payment gateway and • Central List Orchestrator
Efficient asylum seeker and refugee system in compliance with domestic and international obligations	Effective and efficient recording and monitoring of asylum seekers and refugees	Asylum Seeker and Refugee System implemented	The department had planned to appoint a service provider to develop Asylum Seeker and Refugee System however this was not achieved and it will be rolled over to 2021/22 financial year
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Percentage of identified citizens and holders of permanent residence permits to which enabling documents are issued by 2024/25	Enabling documents issued to 100% of citizens and holders of permanent residence permits. A minimum of 14 930 000 enabling documents issued (Smart ID cards – 11 million, Births registered within 30 days – 3 930 000)	1 596 503 births registered within 30 calendar days against the 5-year target of 3 930 000. 4 050 298 ID Smart cards were issued to citizens 16 years and above against the 5-year target of 11 million
	Legislation in operation in respect of a new Marriage Act	New Marriage Act implemented to regulate all marriages	While the draft Marriage Policy could not be gazetted for public comments, Minister approved the Cabinet memorandum to Cabinet for the approval of the public consultation process
	Percentage of compliance with service standards set for adult passports issued (new live capture system) by 2024/25	100% compliance with service standards set for adult passports issued (new live capture system) by 2024/25	The department has complied with service standards set for adult passports issued (new live capture system)
	Legislation in operation to regulate the collection, storage, accessing and processing of personal information	Civil Registration and Citizenship Act implemented	The Citizenship discussion paper was submitted to the Minister for approval The Civil Registration discussion paper was submitted to the Minister for approval
	DHA positioned to contribute positively to a capable and developmental State	Measures implemented to reflect a repositioned DHA that contributes positively to a capable and developmental State	DHA Act implemented to effect repositioning of the department as a secure and modern department

Outcome	Outcome indicator	5-year target	Progress
		Service Delivery Model revised and implemented in line with repositioned DHA	The Concept document, including the implementation plan for the development of the Service Delivery Model was approved by the Director-General (DG)
		DHA Access Model implemented in support of repositioning of the DHA	The DHA Hybrid Access Model was approved by the Minister with an understanding that the model will be further refined in the 2021/22 financial year
		Communication Strategy implemented as per the communication plan	DHA communication strategy and Action Plan implemented through various planned engagements; Izimbizo and campaigns
		Counter-Corruption Strategy for DHA implemented in terms of initiatives outlined in APPs	<p>2 DHA business processes Birth and death registration as well as births, including late registration of birth) were evaluated to identify possible vulnerabilities to fraud, corruption and security breaches.</p> <p>70,88% of reported cases on fraud and corruption finalised within 90 working days</p> <p>Threat and Risk Assessments (TRAs) 31 conducted in accordance with the requirements of Minimum Information Security Standards (MISS) and / or Minimum Physical Security Standards (MPSS)</p> <p>535 vetting files referred to State Security Agency (SSA) for evaluation</p>
Secure population register to empower citizens, enable inclusivity, economic development and national security	NIS operational as per requirements	NIS operational by 2025	Procurement processes for the NIS development was halted due to NIS security reasons. New procurement model to be adopted considering security concerns on NIS procurement

Significant achievements with regard to the contribution towards the 2019-24 MTSF

- **BMA established by 2020**

The BMA Act, 2020 was assented in July 2020. The BMA Act, 2020 will be incrementally operationalised through commencement proclamations. The first proclamation was signed by the president in December 2020 which allows for the appointment of a Commissioner and Deputy Commissioners for the BMA.

- **BMA operational by 2021 at 11 ports of entry and five segments of the land line**

Preparations are ongoing to establish and roll out the BMA. Some of the critical BMA establishment tasks include:

- » Appointments of critical management;
- » Formal negotiations with organised labour on staff conditions of service;
- » Opening of bank account; and
- » Physical establishment and deployment of BMA border guard officers to designated areas within the border environment.

- **100% of identified ports of entry equipped with biometric functionality**

While the target of BMCS partially rolled out to four airports (70% of counters at each airport) was not achieved in the 2020-21 financial year, the following progress was made:

- » BMCS Servers were installed and configured in two airports
- » User theoretical training was provided

- » Service provider for IT equipment contracted

Amendments to the strategic plan

The department reviewed some of its 5-year targets as contained in the tabled Strategic Plan 2020/25 and APP 2020/21. Due to the following reasons:

- The DHA was severely impacted on by the introduction of the risk adjusted strategy. The various lockdown levels are characterised by the provision of limited DHA services at each of the levels, a reduced staff compliment and uncertainty regarding the duration (commencement and ending) of the various lockdown levels.
- The reduction of the DHA baseline for 2020/21 by R562 million.

The purpose of the re-tabling of the Strategic Plan 2020/25 and APP 2020/21 is to incorporate the interventions and adjusted 2020/21 budget allocation in response to the COVID-19 pandemic and to prioritise government programmes and projects for continued service delivery.

4. INSTITUTIONAL PROGRAMME PERFORMANCE INFORMATION

4.1 Programme 1: Administration

Purpose: Provide strategic leadership, management and support services to the department.

Sub-programmes:

- Ministry
- Management Support Services

- Corporate Services
- Transversal Information Technology Management
- Office Accommodation

Institutional outcomes:

Programme 1: Administration contributes to the following departmental outcomes:

- DHA positioned to contribute positively to a capable and developmental State
- Secure population register to empower citizens, enable inclusivity, economic development and national security
- Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments
- Efficient asylum seeker and refugee system in compliance with domestic and international obligations

4.1.1 Management Support Services

Purpose: To provide strategic and corporate governance support to the political and executive leadership of the DHA to ensure efficient and secure determination and safeguarding of the identity and status of citizens and regulation of migration.

Chief Directorate: Policy and Strategic Management

Purpose: To lead, direct and oversee policy development, strategic planning, research management and monitoring and evaluation in support of the DHA constitutional mandate. During the period under the review, the Chief Directorate provided for the oversight support to the following programme and business units:

- Repositioning Programme

- Policy and Strategic Management
- Strategic Planning
- Monitoring and Evaluation
- Research Management

Repositioning programme

During the 2020/21 financial year the Chief Directorate undertook the following activities:

- All projects that contribute towards the implementation of the repositioning programme were identified and consolidated into a repositioning programme projects portfolio.
- A tender was published inviting suitable service providers to bid for the establishment of the repositioning programme management office. The department received submissions from 34 companies but none of the companies met the requirements. The tender will be published again in the 2021/22 financial year.

Directorate: Policy Development

During the 2020/21 financial year the Directorate: Policy Development facilitated the development of the following policies:

- Policy Discussion Paper on Citizenship
- Policy Discussion Paper on Civil Registration
- Policy Discussion Paper on International Migration
- Policy Discussion Paper on Refugee Protection

- Official Identity Management Policy
- One-Stop Border Post Policy

Key activities that were undertaken by the directorate include the following:

- Drafting and submission of policy discussion papers to the steering committees, Exco and Minister for approval
- Submission of the Official Identity Management to the clusters and Cabinet to request approval for public comments
- Gazetting of the Official Identity Management Policy for public comments
- Hosting of virtual bilateral, provincial and national stakeholder engagement on the official Identity Management policy
- Submission of the OSBP policy to the clusters and Cabinet to request approval for public comments
- Gazetting of the OSBP policy for public comments
- Hosting of virtual bilateral, provincial and national stakeholder engagement on the OSBP policy
- Drafting and submission of the Green Paper on Marriages to the clusters and Cabinet to request approval for public comments

Directorate: Strategic Planning

The directorate Strategic Planning is responsible to ensure that the management of the strategic planning function is aligned to the priorities and strategies of government as well as to the ongoing transformation of the department. The APP for 2021/22 was developed during the 2020/21 financial year and tabled in Parliament on 15 March 2021. The onset of the COVID-19 pandemic had a significant impact on the

strategic planning programme which was implemented in the 2020/21 financial year. Departments were provided with the opportunity to review the strategic and APPs which were tabled in March 2020 due to the COVID-19 pandemic and declaration of a national state of disaster. The DHA complied with the requirement by tabling an addendum to its strategic and APP for the 2020/21 cycle in Parliament on 8 July 2021.

The strategic planning process for the 2020/21 financial year and strategic planning period up leading up to 2025 were informed by national, regional and international commitments. The national commitments focused specifically on contribution of the DHA on the NDP, the MTSF for 2019 to 2024, commitments in the State Of the Nation Address, Ministerial and departmental priorities.

The following departmental and branch strategic planning workshops and sessions were conducted virtually in the 2020/21 financial year to assist with the finalisation of the various DHA planning instruments:

- An extended Exco retreat on 10 June 2020 which focused on the review of the strategic plan for 2020/25 and APP for 2021/22.
- “Priority setting and strategy workshop” of 27 July 2020. The purpose of this workshop was to set the scene for the strategic planning process to unfold during the rest of the 2020/21 financial year in preparation for the 2021 to 2024 period. The Minister provided political and strategic direction at the workshop. The workshop included an environmental analysis with specific focus on the COVID-19 pandemic and impact on the DHA as well as the confirmation of strategic priorities.
- The branch and provincial planning process from 7 August to 11 September 2020. The purpose of these workshops was to translate the priorities identified during the 27 July 2020 workshop into realistic and implementable measures.

Branches and provinces were also requested to identify pressing operational issues which required immediate intervention. As part of the process, branches were also required to discuss the various priorities with all levels of management and staff in order to ensure ownership and buy-in into the DHA planning instruments.

- Strategic planning workshop of 14 September 2020 in preparation for the submission of the draft APP for 2021/22 to the Department of Planning, Monitoring and Evaluation (DPME) and National Treasury by 31 October 2020. This workshop was informed by the outcomes of the branch and provincial planning process.

The following developments were also considered as part of the departmental strategic planning process:

- The departmental budget committee meeting of 22 September 2020 to consider the proposed budget cuts for the 2021/24 MTEF on operations and targets and to confirm funding for APP targets.
- The mid-year quarterly performance review of the DHA (2020/21 financial year) in October 2019 and 3rd quarterly performance review in January 2021.
- The preliminary and final budget allocation letters for the 2021 MTEF period, departmental budget committee meetings and submission of the 2021 Estimates of National Expenditure.
- Feedback from the DPME on the draft APP for 2021/22.
- State of Nation Address of 11 February 2021.
- Key developments within government and the DHA, for example consideration of the austerity measures introduced by National Treasury and its ongoing

impact, the DHA repositioning programme and positive developments regarding the establishment of the BMA.

Directorate: Monitoring and Evaluation

The Monitoring and Evaluation directorate is responsible for managing the monitoring, reporting and evaluation functions in the department. Key initiatives that were undertaken by the directorate are summarised below:

- The DHA Annual Report 2019/20 was tabled in Parliament in November 2020. The late tabling of the report was due to late auditing of departmental foreign missions by the Office of Auditor-General.
- The four DHA performance reports for the 2020/21 financial year were approved and signed by the DG and submitted to the DPME as per the National Treasury prescripts.
- On January 2021, Exco revived the Project Acceleration Support task team to address the poor organisational performance recorded during the first nine months of the 2020/21 financial year, and to make specific recommendations to identify and deal with blockages to organisational performance. M&E started to report to Exco on targets that were at risk of not being achieved at the end of 2020/21 financial year.
- The directorate, through the School of Government, facilitated training for M&E nodal points on the evaluation course.
- In the last month of the financial year in particular, the unit participated in the DG's operations meetings which were held on a daily basis, to track the birth registration target.

Directorate: Research Management

The Research Management Directorate is responsible for driving the development and management of the research agenda in the Department of Home Affairs, in line with the DHA mandate and other key priorities. The Directorate manages and coordinates all research activities in the Department to inform policy development, strategic planning and evidence-based decision making. During the 2020/21 financial year the Directorate: Research Management undertook the following activities:

- Undertaking of situational analysis studies of key functional areas through deep dive studies. This included literature review on four key functional areas: Information Services, HRM&D, Finance SCM, and Security and Enforcement.
- Undertaking of exploratory research on elements of the integrated risk-based approach for international migration.
- Undertaking of research on service delivery challenges in the governance and management of asylum seekers and refugees:
- Undertaking of a study to determine the extent of alignment of DHA legislative framework to section 9 of the Constitution.
- Establishment of Collaborative Partnerships with Research Organisations: The Memoranda of Agreement (MOA) between National Research Foundation and DHA was drafted and signed by the DHA DG and NRF's Acting Chief Executive Officer. The MOA will facilitate collaboration on joint research projects on international migration, refugees and asylum seeker management, identity management. A steering committee will be established to identify other research areas and issues with the aim of promoting evidence-informed policy development and decision making through NRF instruments and programmes.

Chief Directorate: Intergovernmental Relations

The financial year 2020-21 began shortly after the introduction of the COVID-19 alert level 5 lockdown, which was intended to curb the spread of the pandemic. This compelled the unit to conduct its affairs mainly on virtual platforms for the rest of the financial year. For the period under review, the IGR received a total of 155 Parliamentary Questions from both Houses of Parliament. In an unprecedented financial year, there were four oversight visits conducted by the Portfolio Committee on Home Affairs. After illegal immigrants escaped at Lindela, on 2 May 2020, the Portfolio Committee undertook an oversight at Lindela, on 11 May 2020. On 27 May 2020, the Portfolio Committee visited the DHA head office, to look into the Legal Services unit. The Committee visited the GPW on 21 July 2020. At the height of the COVID-19 lockdown, the Portfolio Committee visited also the Beitbridge and Lebombo ports of entry to consider the department's state of readiness for the opening of borders. The IGR unit facilitated a number of presentations to FOSAD clusters, among these was the Marriage Policy, the OSBP policy and the Official Identity Management Policy.

Chief Directorate: Channel Management

The Chief Directorate is tasked with ensuring accessibility of services to both South African citizens and foreign nationals sojourning the country for various reasons. With challenges posed by COVID-19 and lockdown regulations during the period under review, the Chief Directorate managed to engage in the activities below:

- Approval of the new DHA access model and geographic access study results, which would see the department's footprint spread in line with the set norms and standards.
- The Chief Directorate drafted the specifications for the development of the new

service delivery model that would inform the operational framework and input and influence the repositioning of the DHA .

- A tender for the appointment of a service provider to assist with the development and implementation of the service delivery model was advertised and a bid evaluation committee was also appointed.
- The concept document for the implementation of the service delivery model developed.
- Assessment of alternative access channels and methods for handling and management of complaints and queries to detect all interactions missed through the traditional methods (calls and emails) was conducted.
- Specifications for interactive self-service digital solutions for provision of DHA services were developed.
- Standardised complaints management and redress guidelines were developed. Rollout plan to the 80 front offices in the 2021/22 year developed.
- Attended three DPME sector monitoring, feedback and improvement sessions, which led to over 80% of issues raised by DPME on the provinces resolved.
- The Chief Directorate resolved 86% of queries registered with the department for the 2020/21 performance year.
- With regard to the Presidential Hotline, the DHA remained at position two in terms of the highest number of complaints that were resolved by the national departments.
- Hardware and software used in the centre were reviewed and plans to optimise the centre's performance were discussed with the Information Services unit.

New servers were procured for the centre with the migration plan developed, by both Channel Management and IS.

- Software enhancements requirements were developed and benchmarking exercises were conducted with three organisations using the latest version of the Presence telephony software.
- Service Delivery Improvement Plan (SDIP) for the period 2019/20 were developed, approved and submitted to the Department of Public Service and Administration (DPSA).
- Assessed 210 health facilities in preparation for the rollout of the online birth registration solution.
- Facilitated the opening of health facilities in the North West and Eastern Cape by the Deputy Minister of the department.
- Developed the user asset management plan for the department to ensure that the DPW provides facilities in line with the department's requirements.
- Developed, managed and monitored the Chief Directorate's COVID-19 risk assessment in preparation for the safe return to work of staff.
- Provided inputs into the department's business continuity programme and business impact analysis.

4.1.2 Corporate Services

Communication Services

Purpose: To develop and implement the departmental communication strategy within the framework of the broad national communication strategy of government in support of Ministerial, departmental and overall governmental programmes, campaigns and events.

In 2020/21, the Communication Services unit continued to make strides in implementing the departmental communication strategy in respect of media relations, corporate communication services, and public awareness engagement amidst the COVID-19 pandemic.

Prohibiting factors and restrictions which came with different levels of the national lockdown saw community engagement gatherings becoming minimal in adherence to COVID-19 regulations and protocols. Overall, Communication Services achieved its APP targets. However, due to the COVID-19 pandemic lockdown regulations, other deliverables were hard to achieve.

Communication Services responded proactively to the communication and media environment as is evident in the issues that were covered positively by the media. Minister Aaron Motsoaledi and Deputy Minister Njabulo Nzuza contributed to the overall Home Affairs media coverage supported by the Media Relations Directorate. The Minister of Home Affairs received good coverage on social media, digital media, print publications, TV, radio and community radio stations during the COVID-19 national lockdown. In December 2020, the Minister and Deputy Minister led the department's service delivery monitoring visits to all nine provinces for which positive coverage was garnered.

The main media activities for 2020/21 included: the virtual budget vote address that was delivered by the Minister and the Deputy Minister on 22 July 2020. The Minister's announcement of the extension of the validity of visas which had expired during the lockdown, which announcement also covered issues related to identity and status, received positive coverage from the media. The Minister also called for public comments on the draft South African Citizenship Act regulations.

Other key highlights in the media space included a media briefing by the Minister on alert level 2 services, a joint media statement with The Trans Activist Coalition and the announcement of temporary measures to deal with immigration issues during the lockdown period. Communication Services supported major DHA programmes and events; among others: the Home Affairs Deputy Minister Njabulo Nzuza's visit to the North West, Mpumalanga and KwaZulu-Natal for the Birth Registration Campaign aimed at extending services that will assist parents and their children to access government services.

In September 2020, the Deputy Minister visited three more provinces namely: Free State, North-West and KwaZulu-Natal as part of the ID collection campaign due to the high number of uncollected IDs. The Departments of Home Affairs and Basic Education collaborated to facilitate applications for matriculants during the level 4 lockdown restrictions.

Communications further provided support to the virtual stakeholder engagements on the Draft Official Identity Management Policy and the Draft One-Stop Border Post Policy, which were out for public comments. Positive media coverage was received when Minister Motsoaledi announced the establishment of the Ministerial Advisory Committee on the Electoral System to facilitate a response to the Constitutional Court judgement that found electoral laws to be unconstitutional as they did not allow independent candidates to contest provincial and national elections.

Other activities that received communications support were the Inter-Ministerial Roundtable on the Draft Marriage Policy and the conclusion of the partnership with the UNHCR, to eliminate the appeals backlog in the asylum seeker system. Another key highlight was the working visit undertaken by Minister Motsoaledi, State Security

Deputy Minister Zizi Kodwa and the Gauteng MEC for Community Safety, Faith Mazibuko, to address the escalating challenges on GBV.

Internal communication services continued to enhance communication to the staff; paying special attention to COVID-19 safety measures and regulations. This was done through internal communication platforms which included Home Affairs NOW, Home Affairs Today, Notes from the DG's Desk and the Ikhaya Internal Newsletter.

Counter-Corruption and Security Services

Purpose: The mandate of the Branch: Counter-Corruption and Security Services (CC&SS) is to prevent and combat corruption in order to protect and promote the integrity of the department, as well as ensuring that DHA operations are conducted in a safe and corruption-free environment and the safeguarding of all DHA employees, clients and assets.

Human resources support

Detailed information and overview of human resources in the department can be found under Part D of the annual report.

Financial services

Purpose: To ensure effective, integrated financial services and SCM systems.

The branch performs a support function. With the onset of the COVID-19 pandemic, the branch identified critical service offerings such as facilities management, budgets, expenditure, financial accounting, payroll and SCM. These services were provided during all levels of the lockdown to enable the department to procure, distribute and pay for the required PPE and cleaning services.

In accordance with the business model, the responsibility to manage budgets and expenditure is delegated to the lowest possible (office) level. This is to enable managers to manage their operations. In this regard, the Directors: Finance & Support in the provinces support the offices. The Directors: Finance and Support do not report to the branch Finance and SCM, but to the provincial managers. However, policy direction is driven from the branch through mechanisms such as the Back-to-Basics and Departmental Management meetings.

As the 2019/20 audit process finished late, the development of an audit action plan was also delayed. However, the audit action plan was developed and subjected to an internal audit process to ensure the audit action plan addresses all the AGSA findings. The submission of the monthly compliance checklist was suspended and will be reintroduced once the declaration in terms of the Disaster Management Act is lifted.

Performance

The main focus of the branch is to improve the audit outcome. In this regard, the department again received an unqualified audit opinion. While this can be seen as stagnation, the reality is that this outcome was achieved with reduced capacity in a very difficult environment. Alternative audit procedures were followed to inter alia audit revenue collected at missions abroad. Virtual asset verifications were conducted. Finance officials had to become health experts and went out of their way to ensure staff are provided with the necessary PPE so that offices could open to serve the public.

The branch supports business to achieve the departmental APP targets, but is not responsible for a specific APP target. At an operational plan level, the branch was responsible for the following targets:

No	Target	Achieved
1.	Model for tariff increases approved	Yes
2.	Integrated revenue system enhancement acceptance signed off by CFO	Yes
3.	Accurate and complete IFS and AFS submitted by due dates	Yes
4.	100% of invoices paid within 30 days of date of receipt of valid invoice	No
5.	10% reduction in the value of procurement spent under R500 000	Yes

With the exception of payment of 100% of invoices paid within 30 days of date of receipt of invoice, all the above targets were met. In respect payment of invoices within 30 days, 97,75% of all invoices were paid within 30 days. The remainder could not be paid within 30 days due to various reasons including late certification of invoices by relevant managers etc.

Financial, expenditure and asset management

Assets are managed on the barcoded auditing system. Current year additions are reconciled to BAS on a monthly basis. Obsolete and redundant assets were disposed by means of public auction. Due to COVID-19, the normal bi-annual asset verification processes were not performed. However, one asset verification process was performed under difficult circumstances.

Financial management continued to perform during the COVID-19 lockdowns. Despite the 2019/20 AGSA regularity audit finishing late, the department submitted its quarterly interim financial statements on time. The loss control committee met quarterly and focused on irregular, fruitless and wasteful expenditure, asset losses, and motor vehicle accidents.

Expenditure management also continued to perform during the COVID-19 lockdowns. This was to ensure suppliers could be paid on time and that officials received their

salaries and S&T claims. Unfortunately, the expenditure management value chain was disrupted by office closures and staff infections, especially during the third quarter of the reporting period. As a consequence, performance on 30-day payments reduced from 99, 3% for 2019/20 to 97, 75% in the period under review.

Revenue and budget management

The budget management directorate excelled in responding to the COVID-19 pandemic. After capturing the 2020/21 budget in March 2020 well in time for the new financial year, the department was faced immediately with a budget cut of R562 million as part of the Special Adjustment Budget in response to the COVID-19 pandemic. In addition, further budget reprioritisations were necessary to create a COVID-19 fund for the department to procure PPE and cleaning services. During the MTEF, the 2020/21 baseline of the department was further reduced by R301 million.

No unauthorised expenditure was incurred and the department spent 96, 4% of its budget. The underspending is as a result of a saving on CoE due to the non-implementation of the salary / wage increases and the under collection of revenue and the consequent limitation on spending against self-financing.

Revenue Management was negatively affected by COVID-19. With office closures and frontline service offering focused on birth and death registration in the initial lockdown levels, revenue collected fell sharply from the revised projected R621,7 million to R370,9 million in the period under review. Of this amount, R54,3 million (R192 million in 2019/20) was collected by Dirco on behalf of the department. However, of this amount only R14,7 million was deposited into the NRF. This further contributed to the lower-than-expected revenue collection.

The department uses the Integrated Receipting Engine (IRE) to record local revenue

received. This system allows for integration into BAS and enables the department to match a transaction with a payment. The IRE system was upgraded during the year under review and IRE version 3 was successfully piloted at the Akasia large office. The new version will be rolled out in the new financial year.

Supply chain management

The SCM unit likewise excelled in responding to the Covid pandemic. In the scramble to procure PPE, the unit had to ensure compliance to numerous and frequently changing Treasury prescripts. In the absence of clear guidelines, the unit had to learn and adapt quickly to changed market conditions, product ranges, availability of stock, delivery times and prices.

Thirteen bids were awarded in the period under review. These bids were for antivirus licenses, cleaning services, the development of a tariff framework, cash-in-transit, a learner management system and e-learning, media monitoring services, biometric access control management scanners, migration of Documentum from SARS, travel management and the Microsoft Enterprise Agreement LSP. The table below indicates the broad-based black economic empowerment (B-BBEE) status levels of the successful bidders:

B-BBEE status	Percentage
B-BBEE level 1	69,23%
B-BBEE level 2	23,08%
B-BBEE level 3	7,69%
EME	38,46%
QSE	23,08%
Other	38,46%

The department uses the Logistical Information System (Logis) for procurement.

4.1.3 Transversal Information Technology Management

Purpose: To manage information resources and provide technology solutions to enable the Department to achieve its mandate

Automated Biometric Information System (ABIS)

Technology upgrade of the HANIS to ABIS:

ABIS project phase 1 seeks to implement ABIS with fully functional and operational functionalities currently on HANIS. All DHA data stored on HANIS should be migrated to ABIS in its totality, readily usable form, with no duplication of data and no compromise on the integrity of data. The planned go live date was estimated in February 2020 and because of delays the system was not launched.

In the 2020/21 financial year the following were achieved (milestone-based achievements):

- Delta 2 data has been successfully extracted migrated into ABIS
- 50 million records of HANIS data is migrated into ABIS
- Interfaces of the systems that will integrate with ABIS are developed

Below is the achievement / progress aligned to the Data migration and Interfaces processes:

- 50 million records of the HANIS data migrated into ABIS.
- Extraction and migration of the remaining HANIS Data (Delata2 data) is in progress.
- Six Interfaces of the systems that will integrate with ABIS are developed.
- End-to –end Testing of the Interfaces is in progress.

The ABIS will record at least five biometrics; that is, fingerprints, palm print, facial, iris and photo recognition. It is envisaged that, in future, the DNA and child footprint will be added in the ABIS.

ABIS Biometric modalities as per the contract are as follows:

Fingerprints, Photo, IRIS, Palm Print, Infant footprint.

ABIS will cater for additional features and capabilities to perform facial recognition and latent searches.

National Identity System (NIS)

NIS is intended to be an integrated and digitised National Identity System that is secure and contains biometric and biographic data details of every person recorded on the system for citizens and non-citizens.

The NIS concept document was developed and it defines NIS as a new backend system which is intended to be a master source of information for the management systems of the Civic Services and Immigration Services.

The NIS target for 2020/21 was removed from the APP pending the confirmation of procurement process for NIS. The Cabinet memo has been prepared for further engagements on the revival of the Cuban project for NIS development in 2021/22.

Live Capture functionality for efficient processing of IDs, passports and birth registration

The department continues to roll out live capture system to enable processing of Smart ID cards and passports. The system was rolled out to banks, DHA offices and mobile units. The total number of DHA modernised offices is now 196 and 26 banks across the country.

Mobile units were improved and live capture functionality to issue ID and passports were introduced to 100 mobile units and are functional. The automation on mobile units has assisted the department to increase the footprint and be able to reach the remote rural areas.

The e-Home Affairs (e-channel) portal, inclusive of a booking system, continues to be a channel most preferred by those with internet access, as being commended through social media platforms.

Biometrics Movement Control System (BMCS) at the ports of entry

The biometric solution continues to be the priority for the department. The department partially rolled out the BMCS to four international airports, namely: OR Tambo, King Shaka, Cape Town and Lanseria. The system is continually tested and bugs are fixed as and when there is a need. BMCS was successfully linked to eVisa system.

eVisa developed onto live capture system

Live capture was enhanced and eVisa [Phase 1: temporary residence permit (TRV)] module was developed. The payment gateway was added on the module which will allow visa paying countries to be able to use the new permit system. The module was further integrated to Advance Passenger Processing and Central List Orchestrator (CLO).

Challenges

eVisa system could not be rolled out to identified countries due to COVID-19 regulations that minimised the movement in and outside the country. The department is planning to roll out in the new financial year depending on easing of regulations.

Roll-out of the electronic collaboration and meeting platform

In response to COVID 19 Level 5 lock-down announcement, an electronic collaboration and meeting platform (Ms Teams) was promptly configured and activated for continued support to business that had to ensure service delivery.

4.1.4 Office Accommodation

The general state of office accommodation is poor. In an attempt to improve the situation at 15 of its most problematic offices, a project was registered with the Presidential Infrastructure Committee.

The department's head office staff is located in various buildings in Pretoria. To improve

coordination and reduce reliance on leased accommodation, a decision was taken to register a PPP with National Treasury to build, operate and transfer a new head office complex on a suitable piece of state-owned land. A transaction adviser was appointed and the feasibility study was completed. However, a unitary payment shortfall was identified. The department has reprioritised budget from its baseline to cover the unitary payment and have informed National Treasury that funding was secured.

The PPP process in respect of refugee reception centre suffered a similar budgetary constraint fate. The purpose of this PPP is to build, operate and transfer a refugee reception centre on a piece of state-owned land close to the Lebombo border. The transaction adviser submitted its feasibility study and the department will reconsider its options, given the budget constraints.

Programme performance tables

Table 4.1.1

Programme 1: Administration									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Biometric functionality implemented at ports of entry equipped with the EMCS	Number of selected ports of entry with BMCS implemented	BMCS (biometric solution) developed onto live capture	Achieved The biometric solution was piloted at OR Tambo and King Shaka international airports eVisa holders and South Africans were processed. The solution was also piloted at Lanseria International Airport	4 airports	Not Achieved 0 Contract (work order) for procurement of IT equipment signed.	-4	The finalisation of changes and enhancements as requested by business were delayed due to the lockdown as developers could not continue with work. Business was only allowed to test the new changes in QA environment during lockdown level 3.	Due to target COVID-19, the target had to be revised.
								Time constraints on the rollout will not allow 100% installation of BMCS in ports. EMCS to also remain functional as a fallback/ contingency plan to ensure service continuity until the final decommissioning	

Programme 1: Administration									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	eVisa system designed and implemented	Number of selected countries with functional eVisa system activated	NA	Not Achieved The eVisa/ ePermit was piloted in India. Clients were successfully processed from application and receiving their e-Visas to entering OR Tambo and exiting through the BMCS	10	Not Achieved 0	-10	Due to COVID-19 lockdown and non-movement between the countries, the infrastructure assessment was not done The target to be deferred to next financial year 2021/22 because of the uncertainties of the current COVID-19 Lockdown conditions	The annual target dealing with the eVisa rollout for 2020/21: "10 selected countries with functional eVisa system activated" was relegated to the DHA Annual Operational Plan for 2020/21 due to the fact that the activities to ensure the rollout are not attainable due to COVID-19.
									The DHA is expected to travel to the identified countries for the installation of the system (backend activities), change management and ensuring that the system is functional in missions

Programme 1: Administration									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Policy and legislation developed in support of a risk-based and developmental approach to immigration	Submission of the OSBP Policy to Cabinet for approval	NA		OSBP Policy submitted to Cabinet for approval	Not Achieved The Policy unit is working with the BMA:PMO to finalise the policy. Presentations were made to the BMA Steerco. Inputs are being considered.	OSBP Policy not submitted to Cabinet for approval	Quarter 1 target reviewed in light of the impact of the COVID-19 pandemic	COVID-19 necessitated a review of the annual and quarterly targets
DHA positioned to contribute positively to a capable and developmental State	Counter-corruption strategy for the DHA implemented	Percentage of reported cases on fraud and corruption finalised within 90 working days	75,4%	Achieved 74,6%	66 %	Achieved 70.8 %	+ 4,8	Officials continued to work remotely and were able to perform satisfactorily	Changes to the annual target due to the fact that offices are not fully operational, the unavailability of records and budget cuts
DHA positioned to contribute positively to a capable and developmental State	Counter-Corruption Strategy for the DHA implemented	Number of TRAs conducted in accordance with the requirements of MISS and / or MPSS	83	Achieved 64	60	Not Achieved 0	-60	Travelling and the conducting of physical interviews were not possible due to COVID-19 No TRAs were conducted during this period due to lockdown restrictions	The target has been reviewed to align with the new realities on the ground

Programme 1: Administration									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
DHA positioned to contribute positively to a capable and developmental State	Counter-Corruption Strategy for the DHA implemented	Number of vetting files referred to SSA for evaluation	538	Achieved 444	416	Not Achieved 19	-397	<p>Travelling and conducting of interviews were not possible due to COVID-19. The number of vetting files to be referred to SSA and the levels have been amended. Only Confidential applications for security clearances will be dealt with.</p> <p>These applications offer an opportunity for documentary enquiries and telephonic contact with the subjects and their respective references.</p>	Targets for the remaining quarters have been revised to harmonise Vetting operations with the regulations under lockdown

Programme 1: Administration									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
Secure population register to empower citizens, enable inclusivity, economic development and national security	Policy and legislation developed in support of the population register	Submission of the Official Identity Management Policy to Cabinet for approval	NA	<p>Achieved</p> <p>The draft policy was presented to the JCPS, Economic Sectors Employment and Infrastructure Development, and GSCID clusters</p> <p>The draft policy was approved by the Minister and submitted to Cabinet</p>	Official Identity Management Policy submitted to Cabinet for approval	<p>Not Achieved</p> <p>The Official Identity Management Policy has been updated and was submitted to Minister for approval in the next quarter</p>	Not applicable	The Official Identity Management Policy will be incorporated into the Green Paper on Citizenship and Civil Registration which will be gazetted for public comments in 2021/22. COVID-19 necessitated the review of quarterly targets.	Not applicable
				A revised Cabinet memorandum on the draft policy will be resubmitted to Cabinet to reflect key departmental achievements around modernisation					

Programme 1: Administration									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Policy and legislation developed in support of citizenship and civil registration	Submission of the Marriage Policy to Cabinet for approval	NA	New PI	Draft Marriage Policy submitted to Cabinet for approval	Not Achieved The draft Marriage Policy was presented to Civic Services management on the 5th of June 2020	Draft Marriage Policy not submitted to Cabinet for approval	The impact of the COVID-19 pandemic	COVID-19 necessitated a review of the annual and quarterly targets.
DHA positioned to contribute positively to a capable and developmental State	Policy and legislation developed in support of a repositioned DHA	Submission of the DHA Bill to Cabinet for approval	NA	Not achieved Revised DHA Bill presented to: <ul style="list-style-type: none"> the departmental and inter-departmental workshops the JCPS and Governance, State Capacity and Institutional Development clusters 	DHA Bill submitted to Cabinet for approval	Not Achieved The 2019 annual target of submitting the DHA Bill to Cabinet for approval for public consultation was not achieved. During Q1 the Bill was revised to include Minister's comments	The Minister directed the department to revise the Bill	The DHA Bill will be resubmitted to the Minister for approval and submission to Cabinet	COVID-19 necessitated a review of the annual and quarterly targets.

Programme 1: Administration									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
				<ul style="list-style-type: none"> Minister and Deputy Minister 					

Programme 1: Administration									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
DHA positioned to contribute positively to a capable and developmental State	Revised Service Delivery Model implemented in line with a repositioned DHA	Approval of service delivery model by Minister	NA	New PI	Service delivery model approved by Minister	<p>Not Achieved</p> <p>The request for the open tender for the appointment of the service provider for the development of the Service Delivery Model approved by BAC on 17 February 2020.</p> <p>The Bid Specification committee meeting for the development of the Bid specifications was scheduled in March 2020, however, due to COVID-19 lockdown, specifications could not be developed and presented to BAC</p>	The BAC could not meet for the development of the Bid specifications due to COVID-19 lockdown and regulations	Bid specifications developed and presented to BAC and tender was advertised during Q2 of the financial year	Due to COVID-19 lockdown regulations and restrictions, the appointment of the service provider has been delayed by six months. The appointment of the service provider will be finalised during the 3rd quarter of the financial year.

Programme 1: Administration									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
DHA positioned to contribute positively to a capable and developmental State	DHA Access Model implemented through Footprint Optimisation Plan	Phased implementation of DHA Access Model through Footprint Optimisation Plan	NA	Not achieved The draft DHA access model together with the second draft of the preliminary national results for the geographic accessibility study were presented to Exco on 24 February 2020. The third draft of the national results were received from the CSIR on 24 March 2020. Awaiting delivery of the final draft of both the national and provincial reports from CSIR.	DHA Access Model implemented (relevant phase) through Footprint Optimisation Plan: Project plan submitted to DPW for submission to National Treasury	Not Achieved Geographic accessibility study report verified and methodological inaccuracies identified and discussed with CSIR on the 12th June 2020. Methodology document on the Accessibility modelling developed and approved by both parties on the 7th July 2020.	*Due to COVID-19 lockdown, CSIR only submitted the Geographic Accessibility study report on the 24th May 2020. *The report could not provide the analysis required for the development of DHA Access Model.	*CSIR to conduct accessibility modelling in line with the approved methodology during Q2. *Revise DHA Access Model in line with accessibility modelling results and Access Model submitted to DDG:IP&S. *DHA Access Model presented to Exco and model approved by the Minister.	The CSIR submitted the final report on the geographic accessibility study on 24 May 2020. During the verification of the findings of the study, it was established that CSIR had not applied all accessibility models. The DHA Access Model could therefore not be finalised. The CSIR will conduct the remaining accessibility models and provide the final results by end of quarter 2.

Programme 1: Administration									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
DHA positioned to contribute positively to a capable and developmental State	Strategic communications interventions implemented through the DHA communication strategy and action plan	Compliance with set number of interventions implemented in support of communication strategy and action plan	Plan fully implemented	<p>Achieved</p> <p><u>Media engagements</u></p> <p>53 media engagements conducted</p> <p><u>Campaigns</u></p> <p>4 campaigns conducted</p> <p><u>Izimbizo</u></p> <p>9 Izimbizo conducted</p>	<p>DHA communication strategy and action plan implemented through:</p> <ul style="list-style-type: none"> • 28 Media engagements, • 6 Izimbizo and • 3 Campaigns 	<p>Not Achieved</p> <p>12 Media engagements conducted</p> <p><u>Izimbizo</u></p> <p>0</p> <p><u>Campaigns</u></p> <p>0</p>	<p><u>Media engagements</u></p> <p>16</p> <p><u>Izimbizo</u></p> <p>-6 Izimbizo</p> <p><u>Campaigns</u></p> <p>-3 Campaigns</p>	COVID-19 lockdown restrictions	Media engagements are reduced from 28 to 20

Table 4.1.2

Programme 1: Administration								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
DHA positioned to contribute positively to a capable and developmental State	Revised Service Delivery Model implemented in line with a repositioned DHA	DG approval of concept document, including the development of an implementation project plan, on the revised service delivery model	NA	New PI	Concept document, including the development of an implementation project plan, on the revised service delivery model approved by DG	Achieved The Concept document, including the implementation plan for the development of the Service Delivery Model approved by the DG	Not applicable	Not applicable

Programme 1: Administration								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
DHA positioned to contribute positively to a capable and developmental State	DHA Access Model implemented through Footprint Optimisation Plan	Ministerial approval of Revised DHA Access Model	NA	Not achieved The draft DHA access model together with the second draft of the preliminary national results for the geographic accessibility study were presented to Exco on 24 February 2020. The third draft of the national results were received from the CSIR on 24 March 2020 Awaiting delivery of the final draft of both the national and provincial reports from CSIR	Revised DHA access model approved by Minister	Achieved The Revised DHA Access Model presented to EXCO on the 25th January 2021 and the model was supported. The Revised DHA Access Model was presented to the DG and the Minister on 10 March 2021 and issues pertaining to efficient access to DHA services were raised	Not applicable	Not applicable

Programme 1: Administration								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
						The DHA Hybrid Access Model was approved by the DG and the Minister with an understanding that the model will be further referred in 2021/22 to incorporate the issues raised by the Minister regarding efficient access to service of DHA by citizens		
DHA positioned to contribute positively to a capable and developmental State	Strategic communications interventions implemented through the DHA Communication strategy and action plan	Compliance with set number of interventions implemented in support of communication strategy and action plan	Plan fully implemented	<p>Achieved</p> <p><u>Media engagements</u></p> <p>53 media engagements conducted</p> <p><u>Campaigns</u></p> <p>4 campaigns conducted</p> <p><u>Izimbizo</u></p> <p>9 Izimbizo conducted</p>	DHA communication strategy and action plan implemented through: 20 Media engagements; 6 Izimbizo; 3 Campaigns	<p>Achieved</p> <p><u>Media engagements</u></p> <p>53 Media engagements conducted</p> <p><u>Izimbizo</u></p> <p>8 Outreach engagements conducted</p> <p><u>Campaigns</u></p> <p>4 Campaigns conducted</p>	<p><u>Media engagements</u></p> <p>33</p> <p><u>Izimbizo</u></p> <p>2</p> <p><u>Campaigns</u></p> <p>1</p>	Increased demand for more communication interventions based on the communication environmental developments

Programme 1: Administration								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure population register to empower citizens, enable inclusivity, economic development and national security	Policy and legislation developed in support of the population register	Submission of the Official Identity Management Policy to Minister for submission to Cabinet	NA	<p>Achieved</p> <p>The draft policy was presented to the JCPS, Economic Sectors Employment and Infrastructure Development, and GSCID clusters</p> <p>The draft policy was approved by the Minister and submitted to Cabinet</p> <p>A revised Cabinet memorandum on the draft policy will be resubmitted to Cabinet to reflect key departmental achievements around modernisation</p>	<p>Achieved</p> <p>Official Identity Management Policy submitted to Minister for submission to Cabinet</p>	Submission for the OIDM Policy was approved by the Minister on 30 March 2021	Not applicable	Not applicable

Programme 1: Administration								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
DHA positioned to contribute positively to a capable and developmental State	Policy and legislation developed in support of a repositioned DHA	Gazetting of DHA Bill for public consultation	NA	<p>Not achieved</p> <p>Revised DHA Bill presented to:</p> <ul style="list-style-type: none"> the departmental and inter-departmental workshops the JCPS and Governance, State Capacity and Institutional Development clusters Minister and Deputy Minister 	DHA Bill gazetted for public consultation	<p>Not Achieved</p> <p>Bill was submitted to DG for consideration and onward submission to Minister for approval. However, it transpired that the target will still not be achieved as it reflected that Bill must be submitted to Minister instead of publication in Gazette. This had impact on other documentation that were required to obtain Cabinet approval</p>	External consultation took longer due to Lockdown	<p>There were outstanding documents (legal opinion), and consultations, required for submission with the Cabinet Memo which was not obtained</p> <p>A pre-liminary legal opinion has been requested from the Office of the Chief State Law Adviser and consultations are being arranged with the National School of Government.</p> <p>Cabinet Memo has been revised.</p>

Programme 1: Administration								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Biometric functionality implemented at ports of entry equipped with the EMCS	Number of selected ports of entry with BMCS implemented (partial implementation)	BMCS (biometric solution) developed onto live capture	Achieved The biometric solution was piloted at OR Tambo and King Shaka international airports eVisa holders and South Africans were processed. The solution was also piloted at Lanseria International Airport	BMCS partially rolled out to 4 airports (70% of counters at each airport)	Not Achieved BMCS Servers were installed and configured in two airports User theoretical training was provided Service provider for IT equipment contracted	Delays in appointing the service provider to procure IT equipment	Service provider appointed in March 2021 The target will be rolled over to FY 2021/22
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	eVisa system designed and implemented	eVisa phase 1 integration with Advance Passenger Processing Payment Gateway and CLO completed	NA	Not Achieved The eVisa/ ePermit was piloted in India. Clients were successfully processed from application and receiving their e-Visas to entering OR Tambo and exiting through the BMCS	eVisa phase 1 (TRV tourist) integrated with <ul style="list-style-type: none"> • APP • Payment gateway and • CLO 	Achieved APP integration has been completed and able to communicate between APP system and BMCS exchanging the flight number and communicate between APP to eVisa to exchange the eVisa generated by the eVisa system	None	None

Programme 1: Administration								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Efficient asylum seeker and refugee system in compliance with domestic and international obligations	NIS designed and operational (including immigration services component)	Appointment of service provider to develop Asylum Seeker and Refugee System	NA	New PI	Service provider contracted to develop Asylum Seeker and Refugee System	<p>Not Achieved</p> <p>Service provider not appointed</p> <p>The procurement process is on hold to address proper processes</p>	<p>A number of delays to ensure SCM compliance including Bid Evaluation put on hold due to the role played by SITA during the tender specification</p> <p>SITA's position s that they played a review role which does not require the official appointment of members since the tender is an agent procurement</p> <p>DHA's position is that the members who participated in the tender specification/ review need to be officially appointed to avoid non-compliance</p>	DG, CFO and ADDG: IS to provide a directive on the process to be followed on the Tender
DHA positioned to contribute positively to a capable and developmental State	Counter-Corruption Strategy for the DHA implemented	Number of DHA business processes evaluated to identify possible vulnerabilities to fraud, corruption and security breaches	NA	New PI	2 DHA business processes evaluated to identify possible vulnerabilities to fraud, corruption and security breaches	<p>Achieved</p> <p>2 DHA business processes evaluated to identify possible vulnerabilities to fraud, corruption and security breaches</p>	Not applicable	Not applicable

Programme 1: Administration								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
DHA positioned to contribute positively to a capable and developmental State	Counter-corruption strategy for the DHA implemented	Percentage of reported cases on fraud and corruption finalised within 90 working day	75,4%	Achieved 74,6%	50% of reported cases on fraud and corruption finalised within 90 working days	Achieved 70,55% of reported cases on fraud and corruption finalised within 90 working days	20,55%	Constant monitoring and additional effort by the Investigators produced the actual outcome
DHA positioned to contribute positively to a capable and developmental State	Counter-Corruption Strategy for the DHA implemented	Number of TRAs conducted in accordance with the requirements of MISS and / or MPSS	83	Achieved 64	27	Achieved 31	4 extra TRAs were conducted. The actual performance stands at: 119%	Additional resources were utilised from within the branch
DHA positioned to contribute positively to a capable and developmental State	Counter-Corruption Strategy for the DHA implemented	Number of vetting files referred to SSA for evaluation	538	Achieved 444	400	Achieved 533	133 extra files were submitted. The actual performance stands at: 134%	Confidential files as they were given priority over Secret and Top Secret files due to reduced contact with applicants and other referees

Strategy to overcome areas of under performance

Departments should provide the strategies to address under performance.

Indicator	Strategies to address underperformance
Gazetting of DHA Bill for public consultation	Attend to outstanding major activities (obtaining legal opinion and consultation with the NSG) delaying progress towards attainment of the target by monitoring progress bi-weekly.
Number of selected ports of entry with BMCS implemented (partial implementation)	<p>BMCS servers were installed and configured in four airports and system rolled out to OR Tambo, Cape Town, King Shaka and Lanseria International Airports to limited counters.</p> <ul style="list-style-type: none"> • Five machines were installed – two at Arrivals and three at Departures at Cape Town International Airport • Two machines were installed at Departures and two at Arrivals at King Shaka International Airport • Four machines were installed at Arrivals and four at Departures at ORTIA • One machine was installed at Arrivals and one at Departures at Lanseria • User theoretical training was provided
Appointment of service provider to develop Asylum Seeker and Refugee System	SITA non-compliance to the SCM policies in appointment of bid specification committee members had a negative impact to the evaluation process which led to the department requesting cancellation of the tender and exemption from SITA procurement processes.

Budget programme	Intervention	Geographic location (province/ district/ local municipality) (where possible)	No. of beneficiaries (where possible)	Disaggregation of beneficiaries (where possible)	Total budget allocation per intervention (R'000)	Budget spent per intervention (R'000)	Contribution to the outputs in the app (where applicable)	Immediate outcomes
1	PPE	Administration	600	-	R7 592	R7 568	Administration Officials enabled to perform support services	Administration Services rendered for lockdown levels 5 through to level 1

Linking performance with budgets

Sub-programme expenditure

Sub- programme name	2020/2021			2019/2020		
	Final appropriation	Actual expenditure	(Over)/Under expenditure XE "expenditure"	Final appropriation	Actual expenditure	(Over)/Under expenditure XE "expenditure"
	R'000	R'000	R'000	R'000	R'000	R'000
Ministry	21 332	21 332	-	35 399	35 399	-
Management support services	236 176	228 566	7 610	207 004	207 004	-
Corporate services	670 543	632 288	38 255	848 830	848 746	84
Transversal information technology management	884 721	872 069	12 652	873 048	873 046	2
Office accommodation	450 001	450 001	-	567 522	567 522	-
Total	2 262 773	2 204 256	58 517	2 531 803	2 531 717	86

4.2 Programme 2: Citizen Affairs

Citizen Affairs covers the activities of the Civic Services Branch at national and provincial level. This involves the provision and management of identity and status services for citizens and permanent residents. Clients have to be serviced at various sites, including local and mobile offices, health facilities and bank branches.

Purpose: To provide secure, efficient and accessible services and documents for citizens and lawful residents.

Sub-programmes:

- Citizen Affairs Management
- Status Services
- Identification Services
- Services to Provinces
- Represented Political Parties Fund
- Electoral Commission

Institutional outcomes:

- The list of departmental outcomes in Programme 2 are:
- Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations
- Secure population register to empower citizens, enable inclusivity, economic development and national security

4.2.1 Sub-Programmes

Citizens Affairs Management provides for the overall management of the branch for both head office and frontline offices and provides policy direction, sets standards and manages back-office processes.

Status Services (back-office status services) regulates all matters relating to the NPR. These include maintaining an accurate population register of all citizens and immigrants who have acquired the right to permanent residence; registering births, deaths and marriages; amendment of personal particulars on the NPR, providing travel and citizenship documents and determining and granting of citizenship.

Identification Services (back-office ID processing) oversees issues relating to identity such as fingerprints, photographs, biometrics and identity documents by establishing and maintaining the NISs.

Service delivery to provinces provides for all civic, immigration and refugee affairs functions in the provinces. This entails providing a client interface for the collection and processing of applications, issuing enabling documents that are available on demand (for example temporary identity certificates) and conducting quality assurance of, for example, immigration and civic services applications.

4.3 Summary of Main Achievements Per Sub-Programme:

4.3.1 Sub-Programme Status Services

4.3.1.1 Birth registration

A key strategy coordinated by Civic Services is to ensure a credible, accurate and secure NPR with a single point of entry within 30 days of birth. To drive this strategy, the department has enhanced the methods and practices introduced for the national

population registration campaign launched during 2010 and pursued some of the following initiatives:

- Conducting outreach programmes in rural areas, schools, farms and informal settlements,
- Development and implementation of provincial birth optimisation programmes,
- Intensification of birth registration at health facilities,
- The piloting of online birth registration at selected live capture offices, and
- Daily performance updates on births registered to provincial and office management.

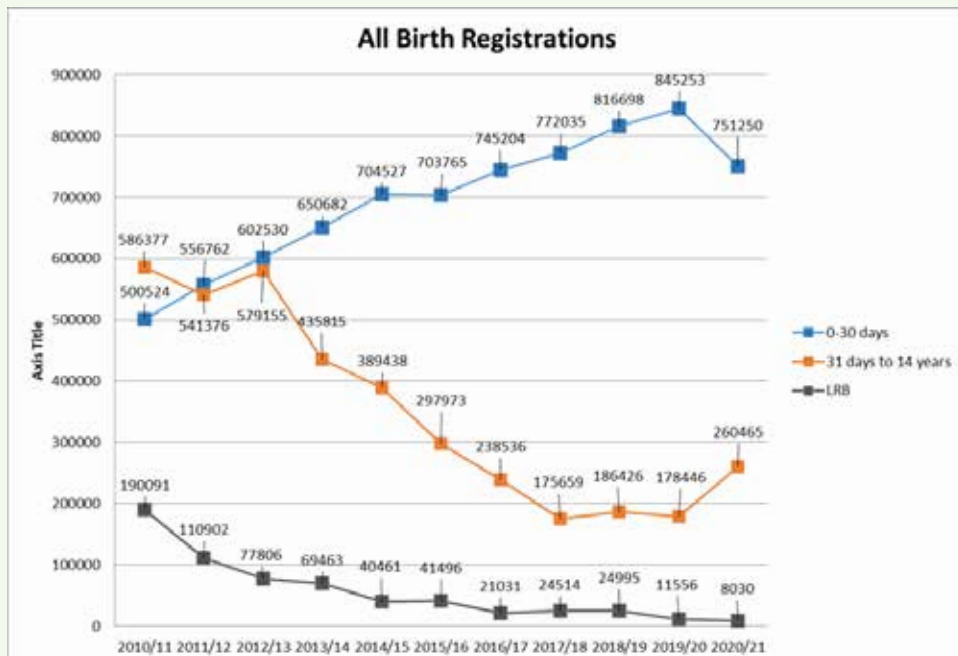
The review period started after lockdown level 5 was implemented on 26 March 2020. In terms of the Disaster Management Act Regulations issued at the time, Citizen Affairs services were limited to issuance of birth, death and temporary identity certificates. Registration services was therefore limited during April 2020. Lockdown level 4 was implemented with effect from 1 May 2020 and the registration of births was implemented from this point and was allowed to continue until the end of the financial year. A partial limitation of birth registrations was implemented again on 29 December 2020 when the pandemic reached the second wave. Registrations during this period were mainly limited to birth and death registrations at health facilities as opposed to DHA offices. This partial limitation was again uplifted on 1 March 2021, when the country returned to adjusted lockdown level 1 and registration at local offices was ramped up from this point. The following graph, representing registration of all age groups, illustrates the impact of the various lockdown levels on the registration of births:



Two distinct periods of pent-up demand for birth registration services are observed. The first period occurs during May and June of 2020 where it is observed that the registration rate is higher than the average rate of registration. The first period occurred after level 4 lockdown was implemented and registration services was permitted. The second period occurs after 1 March 2021 when the country returned from lockdown level 3 to adjusted level 1.

The unique circumstances brought about by the pandemic required unique responses from government. During the first quarter of 2020-21, departments were allowed the opportunity to revise their APPs. Citizen Affairs therefore reduced the target of birth registration within 30 calendar days from 810 000 to 750 000. Our main reason for this decrease was the fact that birth registration was not permitted during level 5 lockdown and at the time, it was relatively uncertain how long the country would remain in the lockdown levels 4 or 5 and how the pandemic would continue to affect service delivery. In reducing the target, the department was also mindful of birth occurrence

statistics released by Statistics South Africa annually, wherein birth registration ranges between 960 000 and 1,6 million¹. We therefore anticipated that the pandemic would not significantly reduce demand for birth registration services. Instead, we anticipated that the pandemic would merely create pent-up demand for services immediately after hard lockdowns were relaxed and also increase the number of persons registering births outside the 30-calendar day legal requirement. This point is best illustrated when we break down the different registration categories, namely, (i) registration with 30 calendar days, (ii) registration between 31 days and 14 years, and (iii) registration above 15 years. The following graph reflects the overall registration of births over a five-year period:



1 P0305 Recorded Live Births 2019, Statistics South Africa, 19 October 2020

2 Audited results – refer to 2019-20 Annual Report

During the 2019-20 review period, the ²percentage of births registered within 30 calendar days compared against the total births registered for the same review period was 81,65%. This percentage reduced to 73,67% during the 2020-21 review period. The percentage of births registered in the age group 31 days to 14 years was 17,24% during the 2019-20 review period and this increased to 25,5% during the 2020-21 review period. Interestingly, however, is the fact that the percentage of births registered above 15 years has not witnessed an increase over previous review periods and accounted for 0,79% of the total births registered during the 2020-21 review period. We are now entering into a position where the department can make policy proposals as far as the late registration of births system is concerned and possibly implement stricter process controls as the demand for services in this category is now at the lowest point since the inception of the national population registration campaign launched during 2010.

Outreach programmes: Minister and DHA senior managers visited provinces and health facilities to encourage birth registration. DHA had regular meetings with the Department of Health to acquire birth occurrence report with the Department of Health as part of the importation of the existing MoU to acquire birth occurrence reports and to participate in their programmes related to child births. DHA messengers, including the Minister were constantly on community radio stations to encourage birth registration. Electronic messages were showed on the national television and outdoor screens during soccer matches.

Development and implementation of provincial birth optimisation programmes: The department developed and implemented birth registration optimisation plans. Officials were deployed to provinces to assist in birth registration. Due to inadequate human

resource capacity at provinces, head office employees were deployed to work at the front line on Saturdays, Sundays and public holidays to register births.

Intensification of birth registration at health facilities: Provinces insured that where DHA has footprint within health facilities, officials are permanently deployed where there is connectivity and also work rotationally where there is no fully functional connectivity for birth registration.

The piloting of online birth registration at selected live capture offices: Live capture birth registration was piloted in 27 offices. The aim of live birth registration was to create paperless birth registration. This has encouraged mothers to immediately register the birth of their children as the process was simple, easy and paperless.

Daily performance updates on births registered to Provincial and Office Management: The department has daily performance updates which reflect provincial performance against set targets. These enabled provinces to monitor their progress or shortfall and thereby close all gaps relating to the achievement of birth registration targets.

We also collected birth registrations at 412 local offices of the department and 391 health facilities during the review period. Jointly, 803 registration sites registered births during the review period (including health facilities) was.

One of the largest threats facing the operational environment during the review period (and going forward) is the reduction of human capital at local offices. Between April 2020 and March 2021, 168 line function posts were vacated and could not be filled due to acute funding shortages. As the department is unable to fill vacant posts in the front line, the number of registration officers in terms of section 4(1) of the Births & Death Registration Act 1992, as amended is diminishing without the possibility of replacement over the short to medium term.

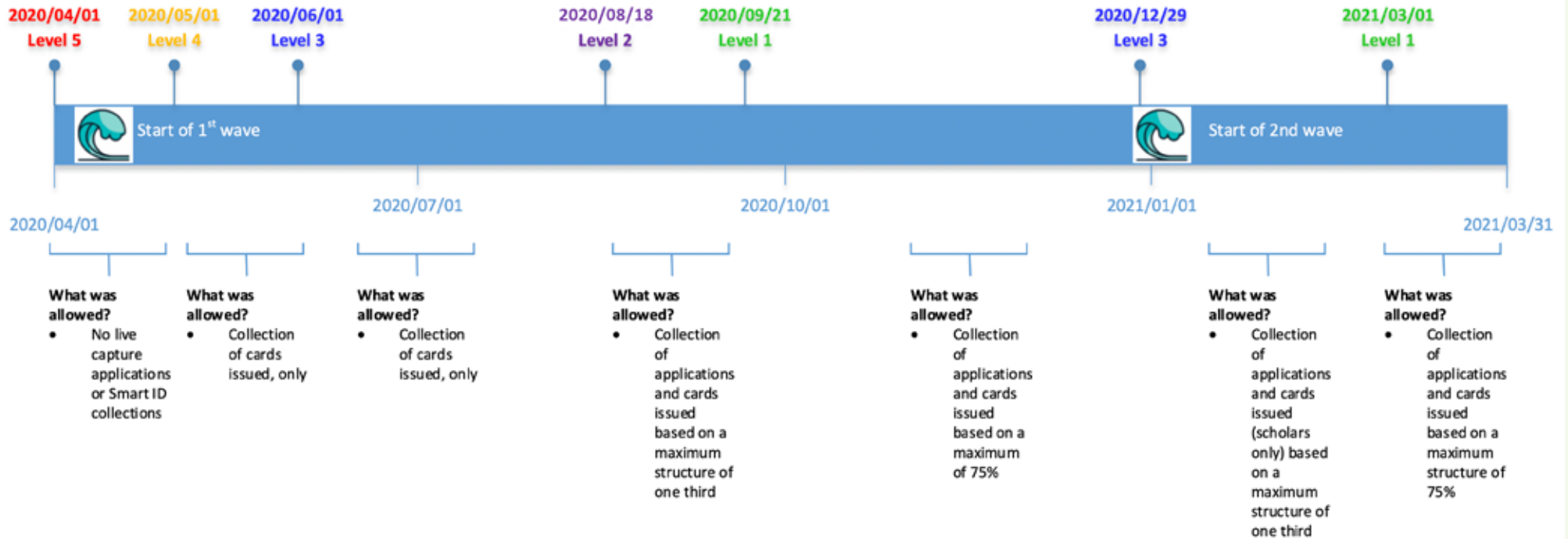
4.3.2 Sub-programme Identification Services

4.3.2.1 Issuance of smart ID cards to citizens

Live capture targets had to be reviewed downward during the first quarter of 2020-21. The branch considered resources available in front line offices and whether applications can be captured during COVID-19 protocols such as social distancing rules and infection rates. We were also mindful of known systemic challenges on the live capture systems when the target revision was conducted.

The methodology applied before level 5 lockdown was that each front-line official should collect 28 applications per day. This was revised downward in terms of lockdown level as well as the anticipated staffing levels approved by the DPISA. We agreed that no applications should be collected from the public during lockdown levels 5, 4 & 3 and assumed it would be safe to resume application collections during levels 2 & 1. However, the number of applications to be collected per front line official was influenced by the percentage of establishment approved by the DPISA. For example, if the department operates with one-third of the establishment during lockdown level 2, the number of applications to be collected by a front-line official is one-third of 28 applications, which is approximately nine applications per day.

The infographic below provides a basic outline of the various lockdown levels; what services were permitted and at which prescribed operational capacity levels:

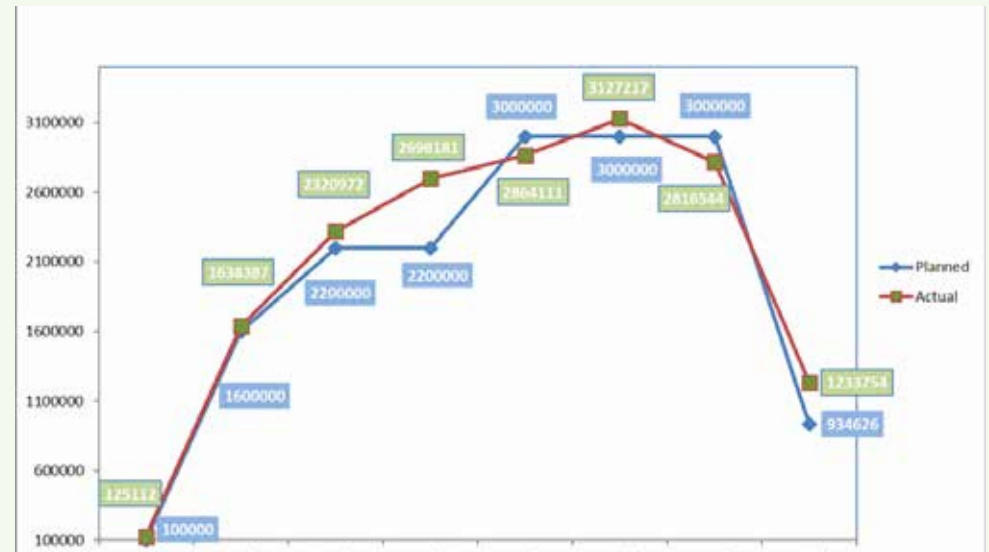


We therefore calculate that the annual target was 934 626, considering the variables listed above. The department managed to issue 1 233 754 smart ID cards during the review period.

Expansion of the number of live capture offices was also affected during the review period. The number of Home Affairs front line offices with live capture technology is 198 offices (up from 194 during the preceding review period). Twenty-eight banks also operated during the review period. This brings the cumulative total number of offices or banks with the live capture system to 226 facilities by the end of the review period (this is an increase of five additional service locations compared to the previous financial year).

We previously reported that live capture solutions were implemented in 100 mobile units and that these units were exclusively used for non-paying service requests. This was due to testing of point-of-sale (POS) systems shortly before lockdown commenced. We were therefore restricted from implementing the POS systems in the mobile units. We are happy to report that the POS systems have now been implemented and this reduces conveyance of large amounts of cash in the mobile units. The mobile units are now in full operation. Our mobile units collected 9 061 Smart ID card re-issues and 39 386 Smart ID first applications during the review period totalling 48 447 smart ID card applications.

The number of smart ID cards issued during the review period is depicted in the graph below:



By the end of March 2021, a total of 16 824 278 South African citizens had been issued with Smart ID cards since inception in 2013.

4.3.2.2 Green barcoded identity documents (ID first and re-issues)

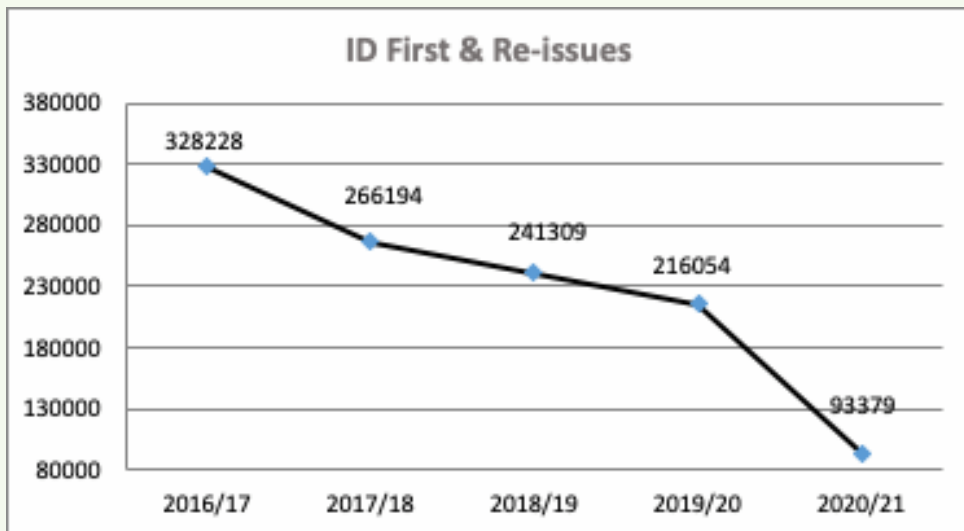
Demand for the green barcoded identity documents continued to decline during the review period, inevitably also due to the pandemic and related lockdown restrictions. Continued expansion of live capture functionality to additional service locations and the rollout of mobile technology for the collection of Smart ID card applications are likely to continue gradually reducing the number of green barcoded identity documents issued over the medium term. This will create the ideal environment to implement the ID Discontinuation Strategy and phase out the issuance of these enabling documents by 2024/25, as approved in the strategy.

The branch could not finalise the requisite developments for the uptake of Smart ID card applications in respect of naturalised citizens, permanent residents as well

as refugees during the review period. Accordingly, the department has included the accelerated rollout of the Smart ID card to eligible persons as a priority in the DHA APP 2021-22, with the aim of ultimately discontinuing with the green barcoded identity documents.

It is still intended to work towards phasing out the green barcoded identity documents in the medium term. Ample work will still be required in attracting cooperation from South African citizens to replace their green barcoded identity documents. However, until an executive decision is taken in this regard, all green barcoded identity documents remain valid in terms of section 25 (1) of the Identification Amendment Act, 2000.

The graph below depicts a decline in the number of identity documents issued to citizens over the past five financial years.

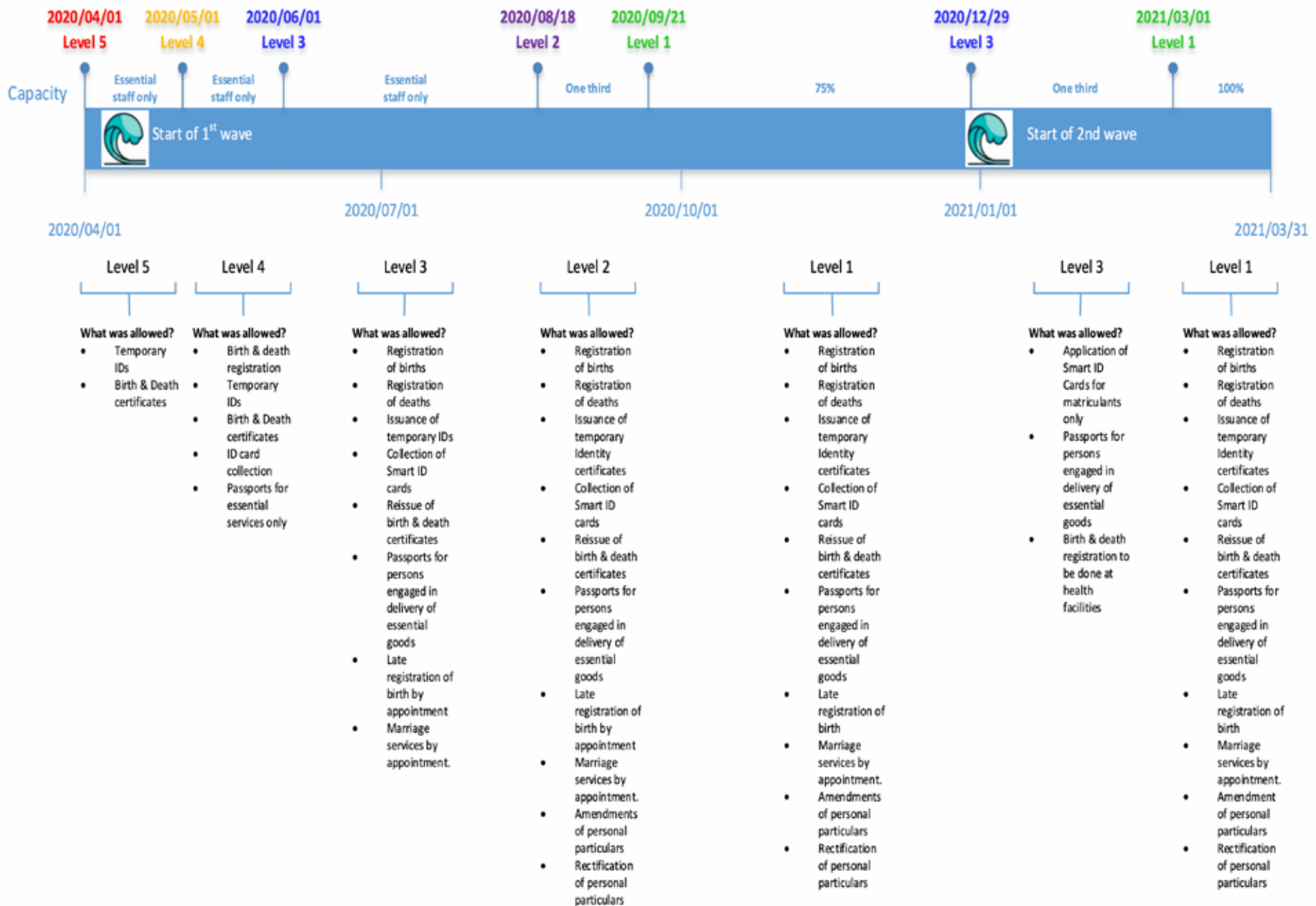


Of the 93 379 green identity documents issued during 2020/21, 63 371 were first ID issues and 30 008 were ID re-issues.

4.3.3 Sub-Programme Service Delivery to Provinces

4.3.3.1 Customer interface and COVID-19

As is expected, it was a particularly challenging year characterised by uncertainty and fear of the unknown. Due to swift efforts implemented by National Government, a level of certainty started emerge during lockdown levels 5 and 4 as the economy was slowly re-opened, and therefore our services to DHA customers. The infographic below illustrates the various lockdown levels, permitted staff capacity as well as the permitted services and products to our customers.



A snap survey was conducted among provincial management during the fourth quarterly review and the responses received expose some of the intricacies faced at grass root level in the service delivery environment.

Survey question	Provincial responses
How did the pandemic affect the front-line operations?	<ol style="list-style-type: none"> 1. An atmosphere of anxiety prevailed resulting in a slowdown in service deliver, 2. Disruption of services brought about by the lockdowns, 3. Staff became increasingly fearful of customers due to potential spread of the virus, 4. A shortage of cleaning personnel in front line offices, 5. Increased customer dissatisfaction and increased conflict between customers and DHA front line personnel, 6. Scheduling implemented in order to comply with permitted staffing levels resulting in fatigue among personnel, 7. Restricted services offered during levels 5 and 2 resulted in an influx of customers during levels 1 thereby impeding our ability to effectively implement social distancing, 8. Fatalities among personnel increased the shortage of personnel (26 front line personnel were lost due to COVID-19).

Survey question	Provincial responses
What challenges arose as a result of the pandemic?	<ol style="list-style-type: none"> 1. Accumulation of leave credits due to shift systems and rotation resulting in increased leave liability, 2. Funds had to be diverted away from service delivery interventions for procurement of personal protective equipment, 3. Production losses, 4. Delays in some services, for example amendments which were only permitted during levels 2 or 1,

Survey question	Provincial responses
	<ol style="list-style-type: none"> 5. Non-achievement of targets, especially during levels 5 & 4, 6. Non-adherence to COVID-19 regulations by customers, especially as far as social distancing in queues is concerned, 7. Emotional and physical wellbeing of employees deteriorating due to the prevailing circumstances, 8. Communication strategies not adequately and timeously coordinated, 9. Remunerated overtime projects had to be launched in order to achieve some targets thereby reducing much needed funding for the filling of critical vacancies in the front line, 10. The immergence social platforms such as Microsoft Teams or Skype thereby increasing the number of virtual meetings, 11. Inconsistency in implementation of instructions / guidelines, 12. Strained relations with union shop stewards and representatives due to short notice of decisions, lack of personal protective equipment, etc.

Survey question	Provincial responses
What pre-existing challenges were worsened as a result of the pandemic?	<ol style="list-style-type: none"> 1. There is a miss-alignment between the structure and DHA strategy. 2. There are insufficient cleaning personnel and managers at grass root level, 3. Lack of funding, especially under CoE, 4. Inadequately coordinated communication, 5. Office infrastructure not suitable for front line operations, 6. IT infrastructure challenges leading to system downtimes.

In responding to some of the challenges identified, Provincial Management improvised as far as practically possible. Under circumstances where offices had to close due to COVID-19 infections detected, mobile units were deployed to provide basic services. Where practically possible, COVID-19 training was also provided to front line officials to allay fears and rather educate. Personnel emotionally affected by the pandemic were encouraged to enrol with the Department's Employee Wellness Programme for assessment. Procurement and distribution of personal protective equipment but was gradually ramped up after procurement guidelines were released by the National Treasury. Provinces also embarked on an overtime project during March 2021 in order to address the pent-up demand for birth registration services.

As with all unfamiliar encounters, new lessons have been learnt. The fourth industrial revolution has now ushered in rapid rollout of video conferencing, thereby changing the way we interact in the workplace. Investment in the DHA IT infrastructure is critical

to maintain and improve in the future. However, as indicated herein, the number of video conferences will have to be balanced and coordinated to ensure that service delivery is not impacted. We have also learnt that cleaning personnel are critical to organisations, especially in ensuring the cleanliness of local offices. We would need to focus on ensuring that all offices have the recommended minimum number of cleaning personnel. Risk management and business continuity strategies in the service delivery environment have now become mainstream and important dealing with the uncertainties of the pandemic and simultaneously ensuring that basic services are delivered to customers. Our COVID-19 training efforts to front line personnel should be updated and ramped up to ensure that all front line employees are adequately trained in COVID-19 protocols. While much uncertainty still prevails regarding the pandemic, the past 12 months have equipped the service delivery environment with the necessary knowledge to take service delivery to our customers forward.

Programme performance tables

Table 4.3.1

Programme 2: Citizen Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Births registered within prescribed period of 30 calendar days	Number of births registered within 30 calendar days	816 698	Achieved 845 253 births registered within 30 calendar days	810 000	Not Achieved 144 681	-665 319	Revise the target for birth registration within 30 days. The target may not be achieved under the current lockdown conditions.	Civic Services were not allowed to register births during level 5 of the lockdown. Birth registration commenced with effect from 1 May 2020 during level 4. Should provinces revert back to levels where birth registration is not possible, the target will be reduced with the target of the respective office(s) in the affected provinces. The original quarterly target was 205 948 and was revised downward to 144 681 in the addendum due to the national lockdown. The addendum was approved on 8 July 2020.

Programme 2: Citizen Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Eligible citizens (including naturalised citizens and holders of permanent residence permits) are issued with smart ID cards	Number of smart ID cards issued to citizens (including naturalised and holders of permanent residence permits) 16 years of age and above	3 127 217	Not Achieved 2 816 544 ID smart cards were issued to citizens 16 years and above.	3 000 000	Not Achieved 22 903	-2 977 097	<p>On 26 March 2020 the president of the Republic of South Africa announcement a lockdown (Alert level 5).</p> <p>*In adherence to the call to limit the spread of the pandemic, DHA temporarily suspended certain of its services. The services targeted were among others, the intake of Smart ID card applications.</p> <p>*All 22 903 Smart ID cards issued during Q1 were applied for and accepted by branches before the national lockdown commenced on 26 March 2020.</p> <p>*The lockdown similarly affected the printing of documents and dispatch thereof to front offices.</p>	<p>During level 2 the target will be calculated based on resources available in offices and whether applications can be captured, social distancing rules and infection rates. Current methodology with full capacity is 28 applications per day per FLO. If the establishment is only a third, the target will be set against one-third of the establishment which will be (33% of 28 applications to be captured), i.e. 9 applications per day per FLO. During level 1 the target will be calculated based on resources available in offices and whether applications can be captured, social distancing rules and infection rates. Current methodology with full capacity is 28 applications per day per FLO.</p>

Programme 2: Citizen Affairs

Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
								<p>*On 1 May 2020 when lockdown level 4 was introduced only collection of Smart ID card services applied for, printed and dispatched were allowed 2 977 097.</p>	<p>If the establishment is only a half, the target will be set against half of the establishment which will be (50% of 28 applications to be captured) i.e. 14 applications per day per FLO. However, if the offices are fully functional the target will be set at 28 applications per day per FLO. Should provinces revert back to levels where smart ID card issuance is not possible, the target will be reduced with the target of the respective office(s) in the affected provinces. The Q1 target was initially set at 780 000 and was revised when the APP was re-tabled on 8 July 2020. The Q1 target was therefore revised in terms of the lockdown levels and per published regulations which included staff capacity (If services were prohibited, no targets were set.</p>

Programme 2: Citizen Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
									However, if the regulations allowed services to continue that target was aligned to lockdown levels and allowable capacity as per DPSA circulars.)
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Adult passports issued as per set standards	Percentage (%) of machine-readable adult passports (new live capture system) issued within 13 working days (from date of receipt of application until passport is scanned at office of application)	91,88%	Achieved 95,31% of machine-readable passports (new live capture system) for adults issued within 13 working days (745 331 of 782 047)	90%	Not Achieved 10,97 %	-79,03%	*Lockdown *Reduced staff at PDC *GPW operating on skeletal staff *GPW reduced frequency of printing of passports	During level 3 the passport target will be 90% of adult passports issued within 42 working days. Passports are being captured but only for special conditions. GPW is only printing documents once a week and is not fully functional during level 3. During level 2 the target will be calculated based on resources in offices and whether applications can be captured. Provided that applications are captured and GPW prints at least twice a week target could be set as follows: 90% of adult passports issued within 32 working days.

Programme 2: Citizen Affairs

Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling (08 July 2020)	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
									<p>During level 1 the target will be calculated based on resources in offices and whether applications can be captured. Provided that applications are captured and GPW and Skynet are fully functional target will be set as follows: 90% of adult passports issued within 13 working days. The Q1 target was initial set at 90% of passports issued within 13 working days and was revised in terms of lockdown levels on 8 July 2020.</p>

Table 4.3.2

Programme 2 : Citizen Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Births registered within prescribed period of 30 calendar days	Number of births registered within 30 calendar days	816 698	Achieved 845 253 births registered within 30 calendar days	750 000	Achieved 606 569 births registered within 30 calendar days	-143 431	<ul style="list-style-type: none"> • The total number of births registered within 30 calendar days during 2020-21 was 751 250 (144 681 for Q1 and 606 569 from Q2 to Q4). The actual annual deviation is therefore 1 250. • Head office deployments to KwaZulu-Natal, Gauteng and Western Cape. • Constant monitoring of target. • Regular meeting with provincial managers and Department of Health. • Paid overtime on Saturdays and Sundays (weekends). • Voluntary work on Saturdays by DHA officials. COGTA Support in KZN.

Programme 2 : Citizen Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Eligible citizens (including naturalised citizens and holders of permanent residence permits) are issued with smart ID cards	Number of smart ID cards issued to citizens (including naturalised citizens and holders of permanent residence permits) 16 years of age and above	3 127 217	Not Achieved 2 816 544 ID smart cards were issued to citizens 16 years and above.	Level 2 With: <ul style="list-style-type: none"> • One-third capacity: 249 480 (per quarter) • 50% capacity: 388 080 (per quarter) • Full capacity: 776 160 (per quarter) Level 1 With: <ul style="list-style-type: none"> • One-third capacity: 249 480 (per quarter) • 50% capacity: 388 080 (per quarter) • Full capacity: 776 160 (per quarter) 	Achieved 1 210 851 ID Smart cards were issued to citizens 16 years and above.	276 225	<ul style="list-style-type: none"> • The annual target varied in terms of lockdown levels and by year end was 934 626. The branch issued 1 210 851 Smart ID Cards between 1 July 2020 and 31 March 2021. Adding the first quarter performance of 22 903 to 1 210 851 takes the annual performance to 1 233 754 and the deviation is therefore 299 128. • As of 08th February 2021, the average Daily Performance was increased by the implementation of Augmented Change Request where the first-time applicants are linked to parent/s on Function 192 and the parents verified Green, then the bulk of those applications will be transferred to GPW for printing.

Programme 2 : Citizen Affairs

Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
								<ul style="list-style-type: none"> • Overtime duty that was performed in January and February assisted in reducing backlog at back office and contributed to the over-achievement of Smart ID card target. • From 1 March 2021, the branch ramped up head office staffing from 50% to 75% after lockdown level 1 was re-implemented. • GPW was engaged and performed overtime duty until the 1st week in March 2021 to eliminate the backlog. • Despite the achievement of the target, there is still a challenge relating to System Downtimes, Offline and slowness. The unit is continuously logging errors through Service desk.

Programme 2 : Citizen Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Adult passports issued as per set standards	Percentage (%) of machine-readable adult passports (new live capture system) issued within 42 working days for applications collected and processed within the RSA (from date of receipt of application until passport is scanned at office of application)	91,88%	Achieved 95,31% of machine-readable passports (new live capture system) for adults issued within 13 working days (745 331 of 782 047)	90% of machine-readable adult passports issued within 42 working days	Achieved Level 3: 93,09% Machine-readable passports were issued within the recommended turnaround times, as prescribed by the DMA regulations and the DHA APP Addendum, as follows: 22 851 machine-readable passports were issued within 42 working days and 1 695 above. The total issued was 24 546.	Level 3: 3,09%	<ul style="list-style-type: none"> Engagement of Stakeholders: Skynet and GPW. Overtime work during the months of January and February 2021. Close monitoring of performance. From 1 March 2021, the branch ramped up head office staffing from 50% to 75% after lockdown level 1 was re-implemented.

Programme 2 : Citizen Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Adult passports issued as per set standards	Percentage (%) of machine-readable adult passports (new live capture system) issued within 32 working days for applications collected and processed within the RSA (from date of receipt of application until passport is scanned at office of application)	91,88%	Achieved 95,31% of machine-readable passports (new live capture system) for adults issued within 13 working days (745 331 of 782 047)	90% of machine-readable adult passports issued within 32 working days	Achieved Level 2: 85,77% 2 609 machine-readable passports were issued within 32 working days and 433 above. The total issued was 3 042.	Level 2: (4,23%)	<ul style="list-style-type: none"> The handover messages between GPW and dispatch did not function between 7 & 11 September 2020 thereby delaying issuance of passports. The carryover of applications collected before lockdown level 5 commenced (26 March 2020) remained on the system and increased the turnaround time when production commenced.
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Adult passports issued as per set standards	Percentage (%) of machine-readable adult passports (new live capture system) issued within 13 working days for applications collected and processed within the RSA (from date of receipt of application until passport is scanned at office of application)	91,88%	Achieved 95,31% of machine-readable passports (new live capture system) for adults issued within 13 working days (745 331 of 782 047)	90% of machine-readable adult passports issued within 13 working days	Achieved Level 1: 94,98% 108 385 machine-readable passports were issued within 13 working days and 5 724 above. The total issued was 114 109.	Level 1: 4,98%	<ul style="list-style-type: none"> 100% of GPW officials were requested to return to work in areas where there is demand for services. Daily monitoring of staff at the passports back office and PDC. Regular interaction with stakeholders; GPW and Skynet via WhatsApp.

Programme 2 : Citizen Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Policy and legislation developed in support of citizenship and civil registration	Gazetting of Marriage Policy for public comments	NA	New PI	Not Achieved Draft Marriage Policy gazetted for public comments	Minister approved the Cabinet memorandum to Cabinet for the approval of the public consultation process	The draft policy was not gazetted for public comment	During Q3, the Executive authority withdrew the policy, which was resultantly not submitted to the clusters for further consultation
Secure population register to empower citizens, enable inclusivity, economic development and national security	Policy and legislation developed in support of citizenship and civil registration	Submission of the Citizenship Discussion Paper to Minister for approval	NA	New PI	Achieved Citizenship Discussion Paper submitted to Minister for approval	The Citizenship discussion paper was submitted to the Minister for approval	No deviation	The Executive Authority will consider the discussion paper and provide the way forward on the matter
Secure population register to empower citizens, enable inclusivity, economic development and national security	Policy and legislation developed in support of citizenship and civil registration	Submission of the Civil Registration Discussion Paper to Minister for approval	NA	New PI	Achieved Civil Registration Discussion Paper submitted to Minister for approval	The Civil Registration discussion paper was submitted to the Minister for approval	No deviation	The Executive Authority will consider the discussion paper and provide the way forward on the matter

Strategy to overcome areas of under performance

Indicator	Strategies to address underperformance
Gazetting of Marriage Policy for public comments	The Green Paper on Marriages in South Africa will be gazetted for public comments during the 1st quarter of the 2021/22 financial year. The DHA has scheduled series of consultative engagements with various government and non-government stakeholders at provincial and national level on the policy proposals in the Green Paper on Marriages in South Africa.

Reporting on the institutional response to the COVID-19 pandemic

The table below provides information regarding the external and internal interventions that were implemented in response to the COVID-19 pandemic.

Table: Progress on institutional response to the COVID-19 pandemic

Budget programme	Intervention	Geographic location (province/ district/ local municipality) (where possible)	No. of beneficiaries (where possible)	Disaggregation of beneficiaries (where possible)	Total budget allocation per intervention (R'000)	Budget spent per intervention (R'000)	Contribution to the outputs in the APP (where applicable)	Immediate outcomes
2	To provide funding for procurement of PPE for all staff members as an intervention to protect them against possible infections from the Corona virus.	Civic Services branch (incl of provinces)	5 627	<ul style="list-style-type: none"> • CS head office 670 • EC 632 • FS 349 • GP 1 204 • KZN 603 • LP 608 • MP 394 • NW 415 • NC 244 • WC 508 	18 671	18 675	<ol style="list-style-type: none"> 1. Births registered within prescribed period of 30 days 2. Eligible citizens (including naturalised citizens and holders of permanent residence permits) issued with smart ID cards. <p>Adult passports issued as per set standards</p>	<p>As at 31 March 2021, the number of infections were 47 employees out of a total number of 5 627 staff members (incl of provinces).</p> <p>All three targets were achieved</p>

Linking performance with budgets

Sub-programme expenditure

Sub- programme name	2020/2021			2019/2020		
	Final appropriation	Actual expenditure	(Over)/Under expenditure XE "expenditure"	Final appropriation	Actual expenditure	(Over)/Under expenditure XE "expenditure"
	R'000	R'000	R'000	R'000	R'000	R'000
Citizen Affairs management	37 352	37 352	-	55 527	55 426	101
Status services	608 695	391 761	216 934	1 050 951	1 050 951	-
Identification services	259 820	255 453	4 367	285 243	285 243	-
Service delivery to provinces	2 066 530	2 039 703	26 827	2 094 967	2 094 967	-
Electoral commission	2 100 534	2 100 534	-	2 012 749	2 012 749	-
Represented political parties fund	162 723	162 723	-	157 760	157 760	-
Total	5 235 654	4 987 526	248 128	5 657 197	5 657 096	101

4.4. Programme 3: Immigration Affairs

Purpose: Facilitate and regulate the secure movement of people through the ports of entry into and out of the Republic of South Africa. Determine the status of asylum seekers and regulate refugee affairs.

Sub-programmes:

- Immigration Affairs Management
- Admission Services
- Immigration Services
- Asylum Seekers

Institutional outcomes:

- Programme 3 contributes to the following outcome:
- Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments

The functions of immigration are managed within a legal framework.

- **Immigration Act 13 of 2002** (as Amended 2004, 2007 and 2011) as well as the regulations promulgated in terms thereof which came into effect on 26 May 2014.
- **Refugees Act 130 of 1998** (determination of refugees' status and the issuance of refugee enabling documents). Amendments have been introduced to the Act under Government Gazette No 42932 as published on 27 December 2019).

The core mandate of the DHA is to be the custodian of citizenship, status and identity; and to manage immigration securely and efficiently in the interest of economic development and national security. The provision of protection to asylum seekers and refugees is a separate mandate because it is an area of international migration that has its own Act and is grounded in international laws that have been ratified by the South African Parliament.

Immigration Services determines the status and identity of foreigners; facilitates the movement of people through ports of entry; regulates immigration through permitting and movement control systems; and provides consular services abroad. Immigration officers are present at ports of entry and at offices in provinces. The branch has an inspectorate function that is responsible for enforcing the Immigration Act 13 of 2002 and Regulations. Immigration Affairs is also responsible for processing and determining the status of asylum seekers and refugees, and operates refugee reception centres in 5 provinces. It is also responsible for the determination of the status of asylum seekers and refugees and the issuing of related visas, confirm and provide enabling documents in the form of Section 22 and Section 24 visas to qualifying clients. Furthermore, the branch is responsible for managing a holding facility (Lindela) for illegal immigrants awaiting deportation after due processes have been followed.

With regard to services rendered abroad, the DHA is represented in 32 missions and is assisted by the Dirco where it is not represented. In addition, DHA has sourced an external business partner to render frontline services for acceptance of visa and permitting applications. The service is rendered through a business partner VFS Global who has expertise in the management of VACs locally and abroad. Currently DHA is represented by VFS Global in 18 international territories through 45 VACs and a further 15 VACs within South Africa.

Currently, only applications made and received in South Africa are adjudicated at head office while those made at missions are finalised at the point of application. The solution to achieve the desired levels of efficiency within these high-volume travel nodes, rests with the intervention of systems and electronically routing e-permitting applications to a centralised adjudication hub that will be based at head office in South Africa. The department will centralise this once the e-Permitting solution is fully implemented.

The role fulfilled by VFS Global is limited, as they may only provide administrative assistance in the form of receiving applications and collecting biometric data from applicants in support of their application. It is then transferred to the department for purposes of adjudication and taking a decision on the outcome of the application. This is a mandated function of the department as prescribed within the Immigration Act 13 of 2002 (as amended) and it may not be delegated to a third party. With this understanding, VFS Global delivers the following services on behalf of the department:

- Online application process
- Appointment booking through call centre
- Biometric solution and enrolment
- Dedicated Website
- Online track and trace
- Media and stakeholders' engagement.

The Minister of Home Affairs has oversight over three statutory bodies: The Immigration Advisory Board, the Refugee Appeal Authority South Africa (RAASA) and the Standing Committee on Refugee Affairs (SCRA). The main responsibility of these bodies is to

assist the department in discharging its mandate with regard to the Immigration Act of 2002 and the Refugees Act 130 of 1998.

DHA's Immigration Branch is responsible for control over the admission of foreigners for purposes of visitation, work, study, business and residence into South Africa as well as their departure from South Africa.

The immigration policy aims to do the following:

- Discourage illegal migration into South Africa by encouraging foreign nationals to apply for relevant permits to legalise their stay in the country,
- Create an enabling environment for foreign direct investment in South Africa,
- Attract scarce skills required by the economy, in accordance with the 2014 vision of eradicating poverty and underdevelopment,
- Temporary and permanent residence permits issue as expeditiously as possible and according to simplified procedures,
- Ensure that security considerations are fully satisfied and the State regains control over the immigration of foreigners to South Africa,
- Ensure that economic growth is promoted through the employment of needed foreign labour; foreign investment is facilitated; the entry of exceptionally skilled or qualified people is enabled and academic exchange programmes in the South African Development Community (SADC) are facilitated,
- Ensure that tourism is promoted,
- Ensure that the contribution of foreigners to the South African labour market does not adversely affect existing labour standards and the rights and expectations of South African workers,

- Ensure that a policy connection is maintained between foreigners working in South Africa and the training of South African citizens and,
- Ensure that a human-rights-based culture of enforcement is promoted.

Immigration Services is responsible for the regulation of migration through designated ports of entry and via foreign missions, as supported through its issuance of a range of visa and permits which prescribe conditions of entry into the RSA based on the category of the application made. The Corporate Accounts unit assists public and private organisations with applications for the importation of scarce skills and business permits.

Immigration Services is also responsible for the determination of the status of asylum seekers and refugees and the issuing of related visas, confirming and providing enabling documents in the form of Section 22 and section 24 visas to qualifying clients.

The inspectorate function is responsible for enforcing the Immigration Act, and must ensure that all foreign nationals (in view of the fact that some would enter to reside permanently, for example, retirement, and not necessarily for visiting) are legally residing within the Republic, and in the event of transgressions, enforce immigration legislation through measures which may include detaining them and in the event that their undocumented or illegal status is confirmed, to effect deportations. The inspectorate also manages a world-class holding facility for persons who may be detained and are awaiting deportation. This facility has been opened for inspection by international bodies such as International Red Cross, Doctors without Borders and the UNHCR as well as bodies such as the South African Human Rights Commission, elected representatives and members of the judiciary to confirm that all persons processed through the holding facility will be treated with dignity, will be offered protection in the form of accommodation, meals, medical treatment and access to legal representation.

The management of migration is an international phenomenon that provides opportunity for growth, expansion and economic investment to flourish, but it also poses risk to security of the citizens and the sovereign integrity of the State if it is not well managed.

The management of international migration as a global phenomenon provides an opportunity for foreign direct investment and national economic growth. However, it is also associated with a plethora of economic and transnational organised crime security threats which undermine South Africa's sovereign integrity and the welfare of her citizens. Since 2008, Immigration has adopted a risk-based approach in the execution of its mandate, applying a model that is based on a concentric elimination of risks through application of systems, country profiling, and analysis through liaison, applied business processes and placement of key resources within key international hubs. The management of immigration must be risk-based and intelligence led – integrated across international borders and domestic environments. The purpose of adhering to a risk methodology is to ensure that persons travelling to the country can be profiled well in advance, testing the credibility of travel documentation, personal identity and running background checks on the possible listings against national or international stop lists. Systems are powerful tools for development and for socio-economic inclusion, which contributes in turn to social stability and cohesion. Secure identity systems can enable e-commerce and government, drastically reduce fraud and costs, and thus attracting investment and giving the country a competitive edge. Knowing who is in your country, and why, is critical for national security and stability in a globalised world characterised by rapid movements of people, goods, and even spreading epidemics (such as the case with the prevalent COVID-19 global phenomena).

A risk-based methodology is thus underpinned by a seamless interface of technology, reporting systems and proactive management by Immigration Services.

Streamlining and securing international migration:

The White Paper on International Migration (WPIM) provides a re-envisioned policy and framework giving a comprehensive review of immigration and related legislation. There are elements of the WPIM that require only administrative action and are already being implemented. However, those elements of the WPIM that require major changes could not be implemented immediately, pending the finalisation of a new legislation.

Following Cabinet's approval of the WPIM on 29 March 2017, the department undertook the development of a new draft Immigration legislation which was developed in the 2019/20 reporting cycle. However, in 2020, a decision was taken to review the White Paper cognisance of continental, international, and regional developments.

As a result, during 2020/2021, the department developed concept papers and discussion papers on international migration and refugee protection to inform the development of the Green Paper on International Migration and Refugee Protection in 2021/2022 performance cycle

International engagements:

Policy and cooperative governance: Immigration Services is involved in numerous international engagements through participation in various bilateral and multilateral forums.

Bilateral level: This includes regular engagements with all SADC countries and other African countries. It also involves bilateral engagements with other countries outside of Africa in line with South Africa's foreign policy, as directed by Dirco.

Multilateral level: Engagements take place at a number of forums such as:

- African Union (AU) – AU Summit of Heads of States and Government (Presidential invites);
- United Nations– particularly, the UN High Level Dialogue on Migration and Development - (September-December 2021);
- SADC –the Ministerial Committee of the Organ on Politics, Defence and Security Cooperation, scheduled for 19-20 July 2021, virtual.

African Union and Agenda 2063: South Africa, working through the African Union and SADC, remains committed to the facilitation of Free Trade and secured Free Movement of People as identified in Agenda 2063 as part of the first 10 years flagship projects to be accelerated for implementation.

The free movement of people and implementation of the African passport are regarded as some of the pillars of African integration and accelerated growth of intra-African trade which aim at transforming Africa’s laws, through removal of visa requirements, promoting the issuance of a single visa by member states and ultimately a single African passport.

Management of Asylum Seekers and Refugees:

Administration of refugees and asylum seekers within the DHA is managed in line with the 1996 Constitution, the Refugees Act, 1998, 1951 UN Convention on the status of refugees and its 1967 Protocol and the 1969 OAU (AU) Convention on refugees.

Refugees enjoy all the human rights contemplated in the Bill of Rights except the right to vote.

Administration of refugees and asylum seekers within the DHA is managed by a chief director within the Immigration branch with four directorates, namely:

- Business Operational Support
- Information and Cooperation Management (Country of origin reports)
- Repatriation and Integration
- Stakeholder Management

Currently there are **five** Refugee Reception Offices (RRO):

- Musina RRO – Limpopo,
- Desmond Tutu RRO – Gauteng,
- Durban RRO – KwaZulu-Natal,
- Gqeberha RRO – Eastern Cape, and
- Cape Town RRO – Western Cape (the latter office is currently in the process of being re-opened).

Key operations at refugee reception offices include the following:

- Receive and capture new asylum applicants (including Biometrics with photo and full set of fingerprints stored in Hanis)
- Book clients that cannot be assisted on the same day
- Adjudicate asylum claims
- Grant Refugee status
- Refer Manifestly Unfounded, fraudulent, and abusive decisions to the SCRA
- Refer Unfounded Decisions to the RAASA
- Process failed asylum seekers through the Immigration Act
- Extend permits of clients awaiting final decisions

- Prepare and communicate SCRA and RAB decisions to asylum seekers
- Join declared family members
- Process resettlements and voluntary returns of refugees and asylum seekers
- Receive applications for and hand over Refugee ID and Travel Documents to persons granted refugee status
- Prepare submissions for SCRA reviews of refugee status in line with country of origin reports
- Prepare submissions for refugees applying to be refugees indefinitely
- Administer transgressions (over-stayers, lost permits).

Following the implementation of the referred amendments to the Refugee Act (130 of 1998), the business unit has since observed a drastic decline in the number of new asylum applicants as more efficiencies at RROs, RAASA and SCRA were starting to make impact. The first three months of 2020 recorded only 2 414 new asylum applicants most of them were dependents born in the country and dependents that had reached the age of maturity, in comparison to the same period in 2019 wherein the unit recorded 5 118 newcomers. All RROs frontline services were suspended with the commencement of COVID-19 Lockdown in March 2021 and the status remains as such until the end of the year under review.

Management of the Inspectorate:

Administration of the inspectorate within the DHA is managed by a Chief Director within the Immigration branch with two directorates, namely:

- Directorate: Deportations:
- Directorate: Law Enforcement

The mandate for deportation of undocumented or illegal foreign nationals in the RSA is managed by the Director: Deportations. Besides the coordination of deportations to the country of origin, scope is provided to manage visa and entry stop lists, receive and adjudicate appeals against deportations, prohibitions, undesirability and to consider applications seeking upliftment of status. Deportation is costly both by road and air. International flights are limited to destinations that cannot be supported by road transportation. Given the cost of such deportations to the State, measures are continually being explored, through bilateral engagements, for governments to accept the return of their undocumented or illegal nationals at their own cost. An increase in deportees purchasing their own tickets for road or air transport has been noted in recent years and is continually encouraged.

Within the mandate of central law enforcement, inspectorate officials undertake analysis, inspectorate investigations, special investigations such as assisting with immigration aspects in high profile criminal cases and joint operations within the security cluster. The unit has participated in joint investigations into syndicates involved in illegal migration and collusion with officials, civics cases involving acquisition of RSA documents illegally and the detection of international fugitives from justice, investigate cases involving terror suspects and trafficking in persons. The department also cooperates with international bodies and foreign governments to ensure that potential illegal foreigners or terror suspects are detected. The inspectorate completed a total of 288 law enforcement operations / inspections for the annual reporting cycle. This was achieved through departmental operations conducted under our own mandate, and those conducted under a joint mandate with other sectors of the security cluster.

Inspectorate officials were deployed to identified, highly critical border line areas of Beit Bridge, Maseru Bridge, Ficksburg, Van Rooyens Gate and Lebombo. This deployment was done in collaboration with other elements of the security community, including

SANDF from 2 January 2021 to 21 February 2021. This operation was particularly successful, resulting in arrest of 13 352 persons attempting to enter South Africa through non-designated ports of entry or simply illegally by crossing the borderline between South Africa and her neighbouring territories.

Our inspectorate officials are also trained to assist with the detection and fraudulent use of fake passports and identification documents. This is specialised and passports are often made to appear genuine at face value, however, a proper investigation would reveal embedded flaws that enable the department to timeously react to institute appropriate measures to prevent further distribution and use. Such instances involve criminal cases that require our officials to testify in prosecution cases to ensure conviction of the perpetrators.

In the course of the year (2020) the department attempted to purchase the Lindela holding facility for R73 million rand which was the agreed fee set and agreed with the Liquidators who were overseeing the sale of African Global Operation (AGO) assets. The sale, as reported in 2019, did not conclude due to a legal challenge on the manner that the auction of AGO assets was undertaken. An open bid for a facility management company to run the facility was conducted in 2020 and was not concluded due to difficulties with regard to the bid. A new process will be initiated in 2021. The current facilities management company has been given a one-year extension on the contract to run Lindela. This contract expires at the end of January 2022.

Due to the ongoing COVID-19 pandemic and the restrictions on traveller movement, the number of deportations from the Lindela holding facility and direct deportations saw significant reductions in the deportation figures. The unit was not able to reach its set deportation targets as a result.

Management of Admission Services:

The mandate of the Chief Directorate: Port Control is the facilitation of the legal entry and departure of all persons into and out of the Republic through designated ports of entry.

Port Control focuses on facilitating the movement of bona fide visitors and tourists with the highest possible degree of certainty, security and efficiency in support of national security, priorities and interests while preventing illegal migration through the ports of entry.

The Republic of South Africa shares borders with six countries, namely, Lesotho, eSwatini, Mozambique, Zimbabwe, Botswana and Namibia.

There are 72 designated ports of entry (11 airports, eight harbours and 53 land ports) that play a critical role in generating employment within the economy, stimulating international trade, investment and tourism.

The functions performed at a designated port of entry, include:

- facilitation of travellers' entry and departure through immigration;
- stakeholder management (Government and industry stakeholders, including subcommittees of the BMA);
- international relations (cross-border liaison with counterparts of the neighbouring countries);
- reporting – including statistics and analysis of trends;
- ensuring the issuance of administrative conveyance fines;
- participation in the modernisation efforts of the department to ensure transition

to best practice international standards in the management and processing of migration.

Movement of persons and goods is managed efficiently and effectively through the border with the participation of other border management stakeholders who have clear responsibilities at the port of entry and borderline. By building risk assessment profiles and conducting analysis against watch-lists, it enables governments to make fast, accurate and informed decisions to secure borders while protecting legitimate travel, tourism and trade.

Port operations during the period under review was heavily impacted by what has become a global pandemic (COVID-19). It was a period characterised by the closure of borders in South Africa, across all modalities, in order to manage the spread of the virus. Central to the decision on the closure of borders was the availability and capacity of health officials at ports, simply because we are dealing with a health pandemic. At the onset of the lockdown levels only 18 land ports of entry operational 1 airport, 2 seaports and 35 land ports of entry was closed. The number of ports operational at end of the financial year - 20 land ports, all maritime ports and 5 airports. This was approved due to them having the capacity to deal with the inflow of travellers with regards to the compulsory health protocols required to enter South Africa.

While facilitating the legitimate movement of travellers and goods, border management staff are also faced with threats posed by transnational crime, terrorism, illegal migration, corruption, pandemics and environmental hazards.

The impact of COVID-19 during the reporting period had a significant impact on international, continental and inter-regional movements which largely account for the reduction of port of entry movements. In context, it is relevant to note that only **4 510 182** traveller movements (**3 024 251** foreign nationals and 1 485 931 citizens) occurred

in the reporting period. Comparatively, there is a significant decrease of comparative traveller movements (-789,75%) from previous years, whereas in 2019/2020 a total of 40 129 330 traveller movements, (29 349 114 foreign nationals and 10 780 216 citizens) was recorded.

Where ports of entry were operational (20 in total for the reporting period) a strong regime was put in place to regulate different categories of travellers into and out of South Africa. Because South Africa operates in a region, it was absolutely critical to be aware of what happens in neighbouring countries with regard to cross-border movement in general and restrictions of movements in particular.

Management of Visas and Permits

Permitting renders a critical function supporting macro-economic investment and attraction of skills. The effective and efficient issuance of critical skills visas is a priority but with attention also being given to the overall improvement of turnaround times for issuance of other categories of permits and visas. Permitting is also responsible for providing policy direction and setting standards with regard to issuing of temporary residence visas and permanent residence permits.

In this way, the department is supporting economic stimulus and simplification of the visa regime through the attraction of sought-after academics, scientific and engineering skills. It is also an area where the department has made substantial investment to define the regulatory environment and enabling conditions under which priority applications can be processed within a targeted and monitored turnaround period.

The function performed by permitting is critical in respect of supporting the development of the economy and adding to the stimulus of trade, investment and tourism. It also facilitates attraction and retention of critical skills according to risk-based approach

to enhance economic growth through skilled labour and investment, tourism, cross-border trades, business in consultation with key government departments and stakeholders. The department is in the process of reviewing the current critical skills list. Academic assistance has been requested from the Department of Higher Education and Training to help with a research-based methodology that will ensure that the final list is informed by thorough research.

Permitting supports intergovernmental policy to enhance bilateral and multilateral relations with countries that are of interest to South Africa and encourages contacts between business, representatives of cultural, scientific and educational and research institutions. It manages the process of visa exemption agreements that promote intra-regional trade, attract investment for development, promote cross-regional infrastructure projects and remove the costs of overlapping regional memberships by harmonising integration programmes.

To promote investment and economic opportunity, the department maintains a long established partnership with the Gauteng Provincial Government's Gauteng Growth and Development Agency (GGDA) and Visa Facilitation Services (VFS) to serve corporate clients at the DHA Premium visa and Permit Services Centre, at GGDA's Gauteng Investment Centre in Sandton. Similar initiatives have also taken place in the Western Cape and KwaZulu-Natal in partnership with VFS and the Department of Trade, Industry and Competition. As a key deliverable of the Inter-Ministerial Committee on Investment, the department is also a member of the national one-stop-shop that was opened as part of efforts by government to ease the way of doing business in South Africa, and to attract investors.

The DHA contributes to the one-stop-shop centres by offering investors and their families reduced turnaround times for visas by establishing a dedicated centre at its

back office to deal with applications received from the centres and offer immigration-related advice. The service is focused on supporting large corporates, businesses, organisations, and employers who make an important contribution to the economy in infrastructure, manufacturing, energy, retail, professional and financial services, research and development, and knowledge production.

The Immigration Act 13 of 2002 requires any foreign national who enters the country and who is not a holder of a visa or a permanent residence permit, to produce a port of entry visa. As such, the DHA processes temporary visa applications in respect of visitor's visa, relative's visa, medical treatment visa and retired person's visas in accordance with published timeframes while permanent residence applications are dealt with under Sections 26 and 27 of the Act, which make provision for 11 different categories under which an application for a permanent residence permit can be lodged.

Exemptions and waivers require a client to substantiate his or her case and show exceptional circumstances in a form of a motivation. The circumstances are investigated, verified and forwarded to the Minister of Home Affairs for a decision. The decision on such cases is thus solely at the discretion of the Minister.

The department has also made provision for a person that may be aggrieved by the decision of the department to decline his or her application for a visa or permanent residence permit, to apply for a review of the decision, or submit an appeal application against that decision. Appeals may be submitted twice – first to the DG, and if they are rejected on the first appeal, clients may appeal to Minister of Home Affairs.

The Appeals unit was established in response to the requirements for the department to demonstrate better efficiency in its management of such appeals and the turnaround times in which they are concluded. A performance target has been set by the

department to monitor achievement against this objective and to satisfy sustainable maintenance of the turnaround.

Special dispensations get considered by the DHA when there are exceptional circumstances that must be considered. Special dispensation applications are handled in accordance with section 31(2)(b) of the Immigration Act of 2002, in terms of which the Minister of Home Affairs may “grant a foreigner or a category of foreigners the rights of permanent residence for a specified or unspecified period when special circumstances exist which justify such a decision.” The special dispensation does not grant the holder the right to apply for permanent residence. Women, children and persons with disability who are eligible are assisted with applications. Currently the department has granted special dispensations for approved categories of Zimbabwean and Lesotho nationals (and partially to Angolan cessation categories) which is subject to review within the prescribed periods as stated within the respective dispensations.

Modernisation: Immigration Services

Since 2017 the department has undertaken an extended roll out of its Phase 1 biometric programme from key airports to now include selected land ports of entry based on their strategic importance for facilitation of high-volume movements. In 2018, it was reported that the department would prioritise the development of its eVisa solution as a technology foundation for the future and alignment of our management of migration to internationally applied and accepted best practice principles. In 2019, the department reported that alongside its development of an eVisa solution, is the design of an entirely new BMCS which is to replace the current eMCS used for recording of traveller movements through designated ports of entry. The difference in the two systems is that the BMCS will be a totally DHA-controlled system hosted on the departments Live Capture Platform with access to biometric data contained

within the present-day HANIS and the future ABIS system. The migration away from the eMCS system is a significant step and places future control of the movement control system within the domain of the department. The system is currently being deployed at selected counters at Oliver Tambo-, Cape Town-, King Shaka- and Lanseria International Airports.

How we manage a future state of immigration services is of utmost importance to the developmental agenda of the State, and in this regard the following status is highlighted:

Implementation of BMCS, eVisa and eGates

The modernisation journey to improved immigration systems reached a milestone in September 2019 when an eVisa prototype was launched in Kenya, and later in December 2019, in India. Both launches were managed under limited and controlled conditions given the security imperative that an eVisa holds for the integrity of legitimised international travel. This was more of an expanded testing opportunity rather than a pilot, and it provided valuable insight to technical integration deficiencies within the port of entry systems where validation of a traveller against a departmental risk engine is required. A risk-based approach resides at the core of DHA’s strategy, and any new systems development must have access to risk engine data providing checks and identity verification as a frontline of defence. The prototypes tested in Kenya and India have set the stage for further deployment of the models as soon as the global crisis of COVID-19 subsides. However, the process has been delayed, and by 31 March 2020, the roll out of the eVisa solution could not be scaled to envisaged, production-status release within the identified inter-continental travel nodes of China, India and Nigeria.

The department will ensure it delivers on its commitments made by the President during the 2019 State of the Nation Address (SONA) address where the priority of

eVisa and technology enabled strategies define the trajectory of our transition to world-class services that provide a gateway for economic growth, investment and improvement of conditions that invite tourism into South Africa and the continent.

During the report period Immigration e-Gates were successfully piloted at Cape Town International Airport in conjunction with Airports Company South Africa (ACSA). The innovation makes it possible for South African passport holders, as a first phase, to perform self service Immigration when entering or departing from South Africa through biometric verification instead of reporting to an Immigration officer. The system is aimed at relieving the pressure on Immigration staff at the airport whilst at the same time facilitating the movement of citizens through the port of entry. e-Gates would be extended to O R Tambo and King Shaka International Airports in the next financial year and to select foreign passport holders as soon as the required technological developments have been completed.

4.4.1.1 Border Management Authority

In July 2020, the President assented to the Border Management Authority (BMA) Act, 2020 which enables the establishment of a BMA in South Africa. The BMA is premised on a new policy paradigm of integrated border management and will be responsible for frontline border law enforcement functions, except customs related functions, within the South African border environment.

The BMA is a strategic intervention aimed at addressing and circumventing threats and risks which prevail in the border environment. The Authority will be incrementally rolled out at ports of entry, the land and maritime border environment from the 2021/22 financial year and will be characterised by a command-and-control structure; and will have its own organisational identity and culture.

A BMA Project Management Office (PMO) was established by the Department in 2013 to drive the establishment of the BMA. In the 2020/21 financial year, the BMA PMO was responsible for four targets in the Department's APP.

Incremental roll out of the Border Management Authority

For the 2020/21 financial year, the Department had planned to roll out the BMA to four ports of entry; five segments of the land borderline; and one community crossing point. The BMA could not be established and rolled out as the BMA Act, 2020 must come into force first, through a Commencement Proclamation, before the establishment and roll out of the BMA. In this regard, the President signed a BMA Commencement Proclamation in December 2020 which only allows for the appointment of a Commissioner and Deputy Commissioners for the BMA; and not the operationalisation of the entire BMA Act, 2021.

In addition, relevant border law enforcement functions which will be executed by the BMA need to be transferred to the Minister of Home Affairs through a Section 97 Presidential Proclamation. The current draft proclamation needs to be revised to remove reference to identified pieces of legislation which pose challenges to some departments.

Redevelopment of six (6) land ports of entry as one-stop border posts (OSBPs)

The redevelopment of six land ports of entry as OSBPs project is being pursued as a PPP. The project is aimed at improving efficiencies at the following ports of entry with regard to the movement of persons and goods:

- Beit Bridge port of entry (bordering with Zimbabwe);
- Ficksburg port of entry (bordering with Lesotho);

- Kopfontein port of entry (bordering with Botswana);
- Lebombo port of entry (bordering with Mozambique);
- Maseru Bridge port of entry (bordering with Lesotho); and
- Oshoek port of entry (bordering with eSwatini).

The PPP process entails four stages:

- Feasibility phase;
- Procurement phase;
- Contractual phase (commercial & financial close); and
- Commencement of construction / redevelopment.

The project is currently in the procurement phase. For the 2020/21 financial year, the department had planned to appoint multiple private parties to redevelop the six ports of entry however, the target could not be achieved as the department is addressing outstanding matters related to the procurement documentation.

National Targeting Centre for the BMA

One of the key principles informing the establishment of the BMA is that the authority should balance the facilitation of legitimate trade and travel functions while simultaneously addressing security risks. In this regard, the BMA Act, 2020 prescribes the establishment of a NTC for the BMA that will integrate/coordinate border law enforcement intelligence and operations, manage border risks holistically and operate a national risk management tool.

To date, a Business Case for the NTC was approved by the Minister of Home Affairs in the previous financial year whilst during the 2020/21 financial year, an NTC

establishment plan was approved by the acting DG for consultation; requests for the nomination of NTC steering committee members were sent to relevant organs of State; and a draft NTC Implementation Protocol was prepared.

The BMA PMO had envisaged that the NTC steering committee would lead the establishment of the NTC and therefore drive the preparation and finalisation of the NTC's implementation protocols with relevant organs of State however, this could not be done. This resulted in the non-achievement of the target.

One Stop Border Post Policy

The DHA is responsible for the designation and management of the country's 72 ports of entry. As part of efforts to ensure the effective, efficient and secure management of ports of entry in the country, in December 2018 Cabinet approved the OSBP framework which directs the DHA to spearhead the redevelopment of six key commercial land ports of entry as OSBPs. The main objective of OSBPs is to enhance trade facilitation, without compromising national security or revenue collection, through the efficient movement of goods and persons. The main advantage of OSBPs is faster border clearance which in turn will improve trade competitiveness and the movement of persons. The department has developed a draft policy on the OSBP that was approved by Cabinet for public consultation during the 2020/21 financial year. The OSBP policy was gazetted in December 2020 for public consultation allowing the public to submit written inputs by March 2021. Furthermore, the DHA convened a Ministerial workshop in February 2021 with government and non-government stakeholders on the OSBP policy. The DHA initiated the consultation on the OSBP policy with the National Economic Development and Labour Council (Nedlac) in February 2021.

Programme performance tables

Table 4.4.1

Programme 3: Immigration Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	BMA rolled out at selected ports of entry and designated segments of the land borderline	Number of ports of entry, land borderline segments and community crossing points with BMA roll out	Draft Section 97 Presidential Proclamation prepared	Target discontinued	BMA rolled out to: <ul style="list-style-type: none"> • 4 ports of entry • Along 5 segments of the land borderline • 1 community crossing point 	Not Achieved The BMA Bill, 2016 was adopted by Parliament in March 2020. The Bill was subsequently submitted to the Office of the President for assent and signing. Feedback in this regard is awaited. The BMA cannot be launched or established until the BMA Act is in place.	The BMA Bill, 2016 is awaiting assent and signing by the president.	Delays in the approval of the BMA Bill	Delays in the approval of the BMA Bill

Programme 3: Immigration Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Measures introduced to drive intelligence- and risk-led border management	Establishment of NTC	NA	Achieved The NTC business case was submitted to the Minister via the office of the acting DG	NTC established	Not Achieved This quarterly target has been moved to the 2nd quarter following the revision of the Department's APP. In quarter 1, a final edit of the approved NTC business case commenced	Target moved to quarter 2	The final approved NTC business case has laid a firm foundation to prepare the Establishment Plan. The draft NTC establishment plan will be submitted to the A/DG for approval in the 2nd quarter.	The BMA PMO proposes to amend the quarterly targets for the following reasons: Considering the constriction of the financial year owing to the COVID-19 pandemic, the BMA PMO seeks to focus on the establishment of an oversight body (NTC Steering Committee) and concluding implementation protocols which will inform/ guide the establishment and operations of the Centre. The NTC business case already outlines the operating model and macro-organisational structure. Once the NTC Steering Committee is established, it will guide the incremental NTC establishment process

Programme 3: Immigration Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	PPP concluded to redevelop six land ports	Appointment of a preferred bidder for the redevelopment of six priority land ports of entry	Draft Section 97 Presidential Proclamation prepared	<p>Not Achieved</p> <p>National Treasury's PPP manual prescribes the appointment of a transaction adviser for PPP projects to undertake and advise on technical aspects of the project</p> <p>A transaction adviser was appointed in May 2019 and the SLA was finalised in March 2020</p>	Preferred bidder appointed for the redevelopment of six priority land ports of entry	Not applicable			The BMA PMO proposes to amend the annual target for the following reasons: The appointment of multiple bidders will ensure the sufficient allocation and management of project risks viz-a-viz the appointment of one bidder. This procurement approach will ensure that challenges which may arise for any one party will not jeopardise the continuity of the project. The appointment of multiple bidders will ensure that the equity (the private party's own finance contribution) requirements of the project are spread especially in light of the current economic climate. One private party may not be able to raise enough equity for the project. Given the geographical spread of the project, it would be difficult for one bidder to execute and manage the project effectively

Programme 3: Immigration Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
				Pending the finalisation of the SLA, the transaction adviser had halted work on the project, resulting in the non-achievement of the annual target					
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Enforcement of compliance of departmental legislation through law enforcement operations/ inspections	Number of law enforcement operations/ inspections conducted to ensure compliance with immigration and departmental legislation	221	Achieved 222	200	Not Achieved 2	-198	Not achieved due to COVID-19 national Lockdown Identify places to conduct inspections in compliance with COVID-19 regulations.	Annual target remains the same, the quarterly targets were reviewed. The annual target comprises of the baseline for quarter 1 and the revised quarter 2 to quarter 4 targets.

Programme 3: Immigration Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitment	Immigration legislation implemented to give effect to the White Paper on International Migration	Submission of Immigration Bill (including amendments to Refugees Act) to Cabinet for approval for public consultation	Draft SEIAS report for Draft Immigration Bill	Achieved Draft Immigration Bill presented to Exco and submitted to Minister in March 2020 for approval	Immigration Bill (including amendments to the Refugees Act) submitted to Cabinet for approval for public consultation	Not Achieved Consultation was only undertaken with Nedlac in May 2020 and could not be undertaken with the JCPS Cluster as the target has been discontinued.	Consultation with the JCPS Cluster was cancelled based on the decision of the Ministerial management meeting to withdraw the target from the APP.	The target has been replaced by a target to develop the Discussion Paper for the White Paper on Management of International Migration and Refugee Protection.	A need has been identified for new mandate policy papers that will inform the drafting of new legislation. For this reason, the Minister has directed the DHA to develop a new policy on nationality (citizenship), international migration and refugee protection. The directive also emanates from a legal opinion on section 4(3) of the Citizenship Act, Refugees Act (amendments) and Refugees regulations. The target replaces the target: "Immigration Bill (including amendments to the Refugees Act) submitted to Cabinet for approval for public consultation" in the approved APP for 2020/21. The target was replaced by the following targets: Refugee Protection Policy Discussion Paper submitted to Minister for approval; and

Programme 3: Immigration Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
									International Migration Policy Discussion Paper submitted to Minister for approval
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Permanent residence permits delivered according to set standards	Percentage (%) of permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application) (Above applications refer to: CR)	95,1%	Achieved 95,8% (8 142 out of 8 497)	85 %	Not Achieved 27,1 %	-57,9%	Revised targets based on applicable lockdown level.	Q1: applications received from 15 August until 07 November 2019, review date: April until end of June 2020. Q1 performance at 23% finalised. Q2: applications received from 8 November 2019 until 12 February 2020, review date: July until end of September 2020. Only 1,99% of applications finalised. Applications not processed within the prescribed timeframe due to COVID-19 lockdown = 59,82%. Applications to be processed within 8 months = 40,17% Q3: applications received from 13 February until 15 May 2020, review date: October until end of December 2020. Only 670 applications received by 25 March 2020 and no further Q3 applications received thereafter due to lockdown.

Programme 3: Immigration Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
									<p>Q4: applications received 18 May until 13 August 2020, review date: January until end of March 2021. No Q4 applications received due to lockdown. Applications will be finalised as they are received. Applications are regarded as adjudicated when outcomes are in-scanned at office of application (Front Offices - VFS). The front offices were closed during lockdown levels 5, 4 and 3. However, during the enhanced lockdown level 3, front offices opened for collection of outcomes on 01 July 2020. This will help clear outcomes and ensure that outcomes are in-scanned for applications finalised during Q2 and onwards. Front offices to receive applications from 03 August 2020 provided the prevailing lockdown level at that time allows.</p>

Programme 3: Immigration Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
									The number of officials allocated for the APP target are adequate to adjudicate all applications received during the quarter under review. Due to lockdown, only APP staff members are in full operation. Other staff members not working on APP targets are not in full operation
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Temporary residence visas delivered according to set standards	Percentage (%) of critical skills visas adjudicated within 4 weeks for applications processed within the RSA (from date of receipt of application until outcome is in scan at VFS Centre - office of application)	88,5%	Achieved 86,7% (4 707 out of 5 431)	85 %	Achieved 86,5 %	86,5% (262 out of 303) of critical skills visas adjudicated within 4 weeks for applications processed within the RSA (from date of receipt of application until outcome is in scan at VFS Centre - office of application)	There are no Q2 applications. Applications will be finalised as and when received during the appropriate lockdown level that allows for submission of applications, which is yet to be determined	Q1: Critical skills visas: applications received 02 March until 02 June 2020, review date: April until end of June 2020. Q1 performance at 74% finalised. Q2: Population dates: 03 June 2020 until 02 September 2020. No applications received for Q2, Q3 and Q4 so far since the office was closed on 26 March 2020 due to lockdown. Applications will be finalised as they are received, with a projected date of receipt to be from 03 August 2020 until end of financial year.

Programme 3: Immigration Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
							<p>There is a dedicated team that work on critical skills visas only. The team receive applications daily and management monitors performance of the team on a daily basis. Management performs reconciliation of applications received online with a report from VFS.</p> <p>For Q1, there were fewer applications received, and were finalised</p>		<p>Applications are regarded as adjudicated when outcomes are in-scanned at office of application (Front offices - VFS). The front offices were closed during lockdown levels 5, 4 and 3. During the enhanced lockdown level 3, front offices will open for collection of outcomes on 01 July 2020. This will help clear outcomes and ensure that outcomes are in-scanned for applications finalised during Q2 and onwards. Front Offices are planned to receive applications from 03 August 2020 provided the prevailing lockdown level at that time allows. If so, with Q2 applications having a population date of 03/06/2020 to 02/09/2020, this means that applications for Q2 will be received for adjudication.</p>

Programme 3: Immigration Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
									<p>The number of officials allocated to the APP target are adequate to adjudicate all applications received during each quarter under review. Capacity to adjudicate APP applications is adequate throughout the lockdown levels. With the baseline of 74%, the Permitting business unit could not increase the target per level per quarter due to IS challenges relating to online transfer of applications from IS to Immigration Management Services for adjudication. With the timeframe of only 4 weeks, the annual target is lowered to 82%.</p>

Programme 3: Immigration Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Temporary residence visas delivered according to set standards	Percentage (%) of business and general work visas adjudicated within 8 weeks for applications processed within the RSA (from date of receipt of application until outcome is in scan at VFS Centre - office of application)	97,9%	Achieved 98,2% (1 444 of 1 471)	90%	Achieved 92 %	92% (108 out of 117) of business and general work visas adjudicated within 8 weeks for applications processed within the RSA (from date of receipt of application until outcome is in scan at VFS Centre - office of application) Business and General Work visas only. The team receive applications daily and management monitors performance of the team on a daily basis.	There are no Q2 applications. Applications will be finalised as and when received during the appropriate lockdown level that allows for submission of applications, which is yet to be determined	1: applications received 06 February until 05 May 2020, review date: April until end of June 2020. Q1 performance at a projected 91% finalised. Q2: Population dates: 06 May 2020 until 05 August 2020. No applications received for Q2, Q3 and Q4 so far since the office was closed on 26 March 2020 due to lockdown. Applications will be finalised as they are received, with a projected date of receipt to be from 03 August 2020 until end of financial year. Applications are regarded as adjudicated when outcomes are in-scanned at office of application (front offices - VFS). The front offices were closed during lockdown levels 5, 4 and 3. During the enhanced lockdown level 3, front offices will open for collection of outcomes on 01 July 2020.

Programme 3: Immigration Affairs									
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	*Actual achievement 2020/2021 until date of re-tabling	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
							For Q1, there were fewer applications received, and were finalised		This will help clear outcomes and ensure that outcomes are in-scanned for applications finalised during Q2 and onwards. Front Offices are planned to receive applications from 03 August 2020 provided the prevailing lockdown level at that time allows. If so, with Q2 applications having a population date of 06/05/2020 to 04/08/2020, this means that applications for Q2 will still be received for adjudication, although very limited. The number of officials allocated for the APP target are adequate to adjudicate all applications received during each quarter under review. Capacity to adjudicate APP applications is adequate throughout the lockdown levels. With the baseline at 91%, the annual target remains unrevised at 90%.

*Actual achievement must be reported in relation to the performance information reflected in the originally tabled APP until date of re-tabling (In the instance where a department has re-tabled an APP in the financial year under review).

Table 4.4.2

Programme 3 : Immigration Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Enforcement of compliance of departmental legislation through law enforcement operations/ inspections	Number of law enforcement operations/ inspections conducted to ensure compliance with immigration and departmental legislation	221	Achieved 222	200	Achieved 288	88 Increased inspections while deployed to the borderline areas in Quarter 4 allowed for an increase in the number of inspections/ operations	The unit will assess whether the actual achievement for 2020/21 can be maintained which will allow for the target to increase in 2022/23.

Programme 3 : Immigration Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Permanent residence permits delivered according to set standards	Percentage (%) of permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application) (Above applications refer to: critical skills (s27b), general work (s26a) and business (s27c) only)	95,1%	Achieved 95,8% (8 142 out of 8 497)	Level 3 60% of permanent residence applications adjudicated within 8 months Level 2 63% of permanent residence applications adjudicated within 8 months Level 1 65% of permanent residence applications adjudicated within 8 months	Not Achieved 43,7% (793 of 1 815) permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)	-41,3%	No new applications have been received for processing since March 2020. Permitting is currently working on the backlog applications which have accrued since 2016.

Programme 3 : Immigration Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Temporary residence visas delivered according to set standards	Percentage (%) of critical skills visas adjudicated within 4 weeks for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)	88,5%	Achieved 86,7% (4 707 out of 5 431)	82% of critical skills visas adjudicated within 4 weeks	Achieved 91,1% (2 299 of 2 523) of critical skills visas adjudicated within 4 weeks for applications processed within the RSA (from date of receipt of application until outcome is in scan at VFS Centre - office of application)	6,1%	In quarter 4 all adjudicators in the business unit were on duty daily and as a result were able to finalise the applications within the turnaround time, except on two or three occasion where the workplace had to shut down due to Covid infections.

Programme 3 : Immigration Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Temporary residence visas delivered according to set standards	Percentage (%) of business and general work visas adjudicated within 8 weeks for applications processed within the RSA (from date of receipt of application until outcome is in scan at VFS Centre - office of application)	97,9%	Achieved 98,2% (1 444 of 1 471)	90% of business and general work visas adjudicated within 8 weeks	Not Achieved 83,3% (570 out of 684) of business and general work visas adjudicated within 8 weeks for applications processed within the RSA)	-6,7%	<p>The business unit could only finalise fewer applications as officials only started returning to the office during lockdown level 3, but still, in a very limited capacity. The business unit had to observe the COVID-19 health and safety requirements whereby social distance necessitated officials working on a rotation basis.</p> <p>Quarter 4 was specifically affected by the verification of visas issued abroad. With most missions closed or either operating in limited capacity most of our verification requests were either not responded to or came in late after the turnaround time had passed.</p>

Programme 3 : Immigration Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Policy and legislation developed in support of a risk-based and developmental approach to immigration	Submission of Refugee Protection Policy Discussion Paper to Minister for approval	NA	New PI	Refugee Protection Policy Discussion Paper submitted to Minister for approval	Achieved Refugee Protection Policy Discussion Paper submitted to Minister in March 2021	None	None
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Policy and legislation developed in support of a risk-based and developmental approach to immigration	Submission of International Migration Policy Discussion Paper to Minister for approval	NA	New PI	International Migration Policy Discussion Paper submitted to Minister for approval	Achieved International Migration Policy Discussion Paper submitted to Minister in March 2021	None	None

Programme 3 : Immigration Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	BMA incrementally rolled out at selected ports of entry and designated segments of the land borderline	Number of ports of entry, land borderline segments and community crossing points with incremental BMA roll out	Draft Section 97 Presidential Proclamation prepared	Target discontinued	BMA incrementally rolled out to: <ul style="list-style-type: none"> • 4 Ports of entry • 5 Segments of the borderline • 1 Community crossing point 	Not Achieved The target was not achieved however, the following milestones were achieved: The assent of the BMA Act, 2020 by the president; and	The BMA was not rolled out to: <ul style="list-style-type: none"> • 4 ports of entry; • 5 segments of the land borderline; and • 1 Community Crossing Point. 	The BMA Act, 2020 was assented by the President in July 2021. The BMA could not be established as the BMA Act, 2020 must come into force first, through a Commencement Proclamation, before the establishment and roll out of the BMA.

Programme 3 : Immigration Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
						The signing of a BMA Commencement proclamation by the president which allows for the appointment of a Commissioner and Deputy Commissioners for the BMA		<p>In this regard, the President signed a BMA Commencement Proclamation in December 2020 which only allows for the appointment of a Commissioner and Deputy Commissioners for the BMA; and not the operationalisation of the entire BMA Act, 2021.</p> <p>In addition, relevant border law enforcement functions which will be executed by the BMA need to be transferred to the Minister of Home Affairs through a Section 97 Presidential Proclamation. The current draft proclamation needs to be revised to remove reference to identified pieces of legislation which pose challenges to some departments</p>

Programme 3 : Immigration Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Measures introduced to drive intelligence and risk-led border management	Incremental establishment of the NTC	NA	Achieved The NTC business case was submitted to the Minister via the office of the acting DG	NTC incrementally established	Not Achieved The target was not achieved however the following progress was made towards its achievement: <ul style="list-style-type: none">• An NTC establishment plan was approved by the acting DG in September 2020;• Requests for the nomination of NTC Steering Committee members were sent to relevant organs of State however, little feedback was received from departments; and	NTC was not incrementally established	A steering committee is required to lead the establishment of the NTC however, the committee could not be established due to little feedback received in response to the request for relevant departments to nominate senior officials to serve on the committee. The BMA PMO had envisaged that the steering committee would drive the preparation and finalisation of the NTC's implementation protocols with relevant organs of State however, this could not be done

Programme 3 : Immigration Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
						<ul style="list-style-type: none"> A draft NTC Implementation Protocol was prepared by DHA Legal Services. <p>Due to the absence of an NTC Steering Committee, the draft Implementation Protocol prepared by DHA Legal Services could not be processed further for conclusion with relevant organs of State</p>		

Programme 3 : Immigration Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	PPP concluded to redevelop six land ports of entry	Appointment of multiple preferred bidders for the redevelopment of six land ports of entry	Pre-qualified bidders selected	<p>Not Achieved</p> <p>National Treasury's PPP manual prescribes the appointment of a transaction adviser for PPP projects to undertake and advise on technical aspects of the project</p> <p>A transaction adviser was appointed in May 2019 and the SLA was finalised in March 2020</p> <p>Pending the finalisation of the SLA, the transaction adviser had halted work on the project, resulting in the non-achievement of the annual target</p>	Multiple preferred bidders appointed for the redevelopment of six land ports of entry	<p>Not Achieved</p> <p>This target was not achieved however, an initial draft of the RfP documentation was prepared by the Transaction Adviser. Outstanding issues on the RfP are currently being addressed by the department</p>	Multiple preferred bidders were not appointed for the redevelopment of six land ports of entry	<p>This target could not be achieved as the department is addressing outstanding information which is required for the finalisation of the draft Request to Proposal (RfP) documentation which will ultimately be issued to the market for responses.</p> <p>These issues include, inter alia, land and site clearances, water use licenses, environmental impact assessment.</p> <p>These issues could not be resolved by the end of the financial year as there are dependencies on other stakeholders such as the departments of Public Works and Infrastructure; and Water and Sanitation as well as the affected municipalities.</p>

Programme 3 : Immigration Affairs								
Outcome	Output	Output indicator	Audited actual performance 2018/2019	Audited actual performance 2019/2020	Planned annual target 2020/2021	**Actual achievement 2020/2021	Deviation from planned target to actual achievement 2020/2021	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Policy and legislation developed in support of a risk-based and developmental approach to immigration	Gazetting of OSBP Policy for public comments	NA	New PI	OSBP Policy gazetted for public comments	Achieved The OSBP Policy was gazetted in December 2020 for public comments	None	None

Strategy to overcome areas of under performance

Indicator	Strategies to address underperformance
85% permanent residence applications adjudicated within 8 months for applications collected within the RSA	No new applications have been received for processing since March 2020. There is no remedial action that can be implemented. Permitting is currently working on the backlog applications which have accrued since 2016.
90% of business and general work visas adjudicated within 8 weeks for applications processed within the RSA (from date of receipt of application until outcome is in scan at VFS Centre - office of application)	The business unit had to observe the COVID-19 health and safety requirements whereby social distance necessitated for an official to work on a rotation basis. Quarter 4 was specifically affected by the verification of visas issued abroad. With most missions closed or either operating in limited capacity most of our verification requests were either not responded to or came in late after the turnaround time had passed. Officials return to the office in full capacity and the spread of COVID-19 is kept at minimal.
85% of critical skills visas adjudicated within 4 weeks for applications processed within the RSA	Officials return to the office in full capacity and the spread of COVID-19 is kept at minimal.
Number of ports of entry, land borderline segments and community crossing points with incremental BMA roll out	The BMA PMO to undertake the necessary regulatory and legislative requirements to ensure the establishment and roll out of the BMA in the new financial year.

Indicator	Strategies to address underperformance
Incremental establishment of the NTC	The BMA PMO to: a) Continue to follow-up on the nomination of representatives to serve on the NTC Steering Committee; and b) Table the draft NTC Implementation Protocol prepared by DHA Legal Services with the NTC Steering Committee once established.
Appointment of multiple preferred bidders for the redevelopment of six land ports of entry	The department, with support from GTAC, will continue to (a) engage with key stakeholders such as National Treasury, and DPWI; and (b) mobilise the PICC to assist with resolving project bottlenecks and expediting processes where appropriate.

Reporting on the institutional response to the COVID-19 pandemic

The Immigration branch was allocated a budget amounting to **R2 040 000** for procurement of PPE under COVID-19 protocols. The protective equipment was distributed and issued to all immigration officials rendering services at ports of entry and inspectorate officials in the provinces. Provision was also made for PPE to be provided to our officials at head office performing permitting adjudication and to some officials working within the Asylum and Refugee Reception Offices (which were partially operational for administrative purposes).

The following PPE was procured:

- Face Cloth Masks
- Sanitizers
- Thermometers
- Disposable Masks
- Surface Disinfectants
- Face Shields

- Rechargeable Batteries
- Spray Bottles
- Gloves

All the above mentioned items were procured using allocated budget to the branch.

The following items were procured through the budget of property during the period of February - March 2020:

- Sanitisers
- Disposable Masks
- Gloves

All the PPE has been distributed as per a database and a stock count is retained by the Immigration Services support office.

Table 4.4.3: Progress on institutional response to the COVID-19 pandemic

Budget programme	Intervention	Geographic location (province/ district/ local municipality) (where possible)	No. of beneficiaries (where possible)	Disaggregation of beneficiaries (where possible)	Total budget allocation per intervention (R'000)	Budget spent per intervention (R'000)	Contribution to the outputs in the app (where applicable)	Immediate outcomes
3	PPE	Immigration Services	2 500	-	R2 041	R2 040	Immigration Officials enabled to perform frontline and back-office services	Immigration Services rendered for lockdown levels 5 through to level 1

Linking performance with budgets

Sub-programme expenditure

Sub- programme name	2020/2021			2019/2020		
	Final appropriation	Actual expenditure	(Over)/Under expenditure XE "expenditure"	Final appropriation	Actual expenditure	(Over)/Under expenditure XE "expenditure"
	R'000	R'000	R'000	R'000	R'000	R'000
Immigration Affairs Management	39 743	29 239	10 504	69 818	69 818	-
Admission Services	787 728	787 728	-	832 185	832 185	-
Immigration Services	275 571	275 571	-	244 143	244 143	-
Asylum Seekers	185 939	185 939	-	192 558	192 558	-
Total	1 288 981	1 278 477	10 504	1 338 704	1 338 704	-

5. TRANSFER PAYMENTS

5.1 Transfer payments to public entities

The department does not make transfer payments to any public entities.

Transfer payments to all organisations other than public entities

The department makes monthly transfer payments to the IEC, a Schedule 1 constitutional institution. The IEC, in turn, transfers funds to the Representative Political Parties Fund. As the IEC is a constitutional institution, the provisions of section 38(1) (j) of the PFMA does not apply. The department does not monitor the spending once the funds are transferred to the IEC.

The department pays motor vehicle licenses to various municipalities and TV licenses to the SABC. In addition, the department transferred payments to households. The payments to households is mainly for the payment of leave gratuities for officials who exit the department either through resignations, dismissals, death and claims against the State.

The table below reflects the transfer payments made for the period 1 April 2020 to 31 March 2021

Name of transferee	Type of organisation	Purpose for which the funds were used	Did the dept. comply with s 38 (1) (j) of the PFMA	Amount transferred
<i>Departmental officials</i>		Transfers to households	<i>N/A</i>	R25 680 863,21
<i>Various municipalities</i>	<i>Municipality</i>	Motor vehicle licenses	<i>N/A</i>	R1 926 281,77
<i>SABC</i>	<i>PFMA Schedule 2 entity</i>	TV licenses	<i>N/A</i>	R488 000,00
<i>Independent Electoral Commission</i>	<i>Constitutional Institution</i>	Elections	<i>N/A</i>	R2 100 534 000,00
<i>Represented Political Parties Fund</i>		Fund Political Parties	<i>N/A</i>	R162 723 000,00

All transfer payments which were budgeted for in the period 1 April 2020 to 31 March 2021 were made.

6. CONDITIONAL GRANTS

6.1 Conditional grants and earmarked funds paid

The department does not make conditional grants or pay earmarked funds.

6.2 Conditional grants and earmarked funds received

The department did not receive any conditional grant.

7. DONOR FUNDS

7.1 Donor funds received

The department did not receive any donor funds for the year under review. However, the department did receive donations in kind, especially in relation to combatting the COVID-19 pandemic. The details of the donations in kind received are set out in Annexure 1H below.

The department received a R70 million allocation from CARA in the 2017/18 financial year. This allocation provides for the procurement of vehicles for the Inspectorate, a case management system, biometric systems at ports of entry and equipment for the refugee reception centres. With the exception of procuring the vehicles, progress and expenditure on the other projects are slow and the department is in danger of losing the unspent funds. Renewed efforts will be made to ensure the allocation is spent in accordance with the project plans submitted.

8. CAPITAL INVESTMENT

8.1 Capital investment, maintenance and asset management plan

The department has, in the year under review, incurred the following expenditure relating to infrastructure:

- R27 million was spent on the rollout of the office refurbishments and modernisation infrastructure projects. This entails the reconfiguration of the layout of the offices, which includes changes to the public area, modification of counters and installation of new counters, power skirting, painting and signage. In addition, other major items are the construction of server rooms, the installation of back-up power generators, UPS units and air-conditioning in the server rooms. In an attempt to deal with office closures due to water supply interruptions, water tanks were installed at all offices.
- R6 million was spent on general maintenance of offices throughout the country.
- R43 million was spent by the DPWI on the construction of new offices and general improvements to state-owned properties. The DHA refunded the DPWI monthly.

The following infrastructure projects were completed in the financial year under review:

- Lusikisiki office
- Jan Kempdorp office
- Prieska office
- Modimolle office

The following infrastructure projects are in progress:

Project	Current stage	Expected completion date
Mokopane (LP)	Under Construction	31 August 2021
Thohoyandou (LP)	Under Construction	31 August 2021
Taung (NW)	Under Construction	04 November 2021

Considerable progress was made in ensuring the offices of the department are self-sustainable and able to function despite power or water interruptions. In this regard, the department initiated a project to install JoJo water tanks at all its offices. This is in addition to generators and UPS systems installed at our modernised offices.

The current state of some of the department's offices is poor and frequent transgressions of OHS legislation are cited. However, the department is dependent upon the Department of Public Works & Infrastructure for securing and maintaining suitable office accommodation. In order to reduce this dependency, the department intends to seek an exemption or an assignment from the GIAMA Act from the Minister of Public Works and Infrastructure in the new financial year.

Infrastructure projects	2020/21			2019/20		
	Final appropriation R'000	Actual expenditure R'000	(Over)/Under expenditure R'000	Final appropriation R'000	Actual expenditure R'000	(Over)/Under expenditure R'000
New and replacement assets	0	0	0	737	737	0
Existing infrastructure assets	0	0	0	0	0	0
- Upgrades and additions	0	0	0	0	0	0
- Rehabilitation, renovations and refurbishments	27 886	27 886	0	77 900	77 900	0
- Maintenance and repairs	6 390	6 390	0	10 900	10 900	0
Infrastructure transfer	0	0	0	0	0	0
- Current	0	0	0	0	0	0
- Capital	43 354	43 354	0	91 600	91 600	0
Total	77 630	77 630		181 237	181 237	0

It should be noted that all buildings occupied by the Department are either private leases or state-owned. The Department uses self-financing to fund office refurbishments.

PART C: GOVERNANCE



1. INTRODUCTION

The department is committed and maintains high standards of governance since these are fundamental to the management of public finances and resources. The department's clients want assurance that the department has good governance structures in place to effectively, efficiently and economically use the State resources funded by the taxpayers irrespective of the performance of the economy.

2. RISK MANAGEMENT

Risk management policy and strategy

The department has adopted a Risk Management Policy which is implemented through the Risk Management strategy. The Risk Management Policy was revised in 2019 and approved by the DG on 10 December 2019. The revision of the policy is done once every two-year periods. The Risk Management strategy that governs risk management activities within the department was revised and presented to the Risk Management Committee meeting in February 2020, it was recommended for approval by the DG. In March 2020, the country was put on hard lockdown due to the COVID-19 pandemic. During the lockdown, the Risk Management unit was required to facilitate compliance risk assessment on COVID-19 regulations in all the offices of the department and to facilitate the normal COVID-19 risk assessment in all the offices of the department. At this point, we found it necessary to revise the recommended Risk Management Strategy 2020/2021 because with the capacity in the unit it was not going to be possible to achieve some of the activities in the Risk Management strategy. The second revised Risk Management strategy 2020/2021 was not approved because the committee meetings that were scheduled for May 2020, August 2020 and November 2020 were not held due to the COVID-19 lockdown and the resignation of

one external member due to ill-health. Subsequently, the contract for the chairperson expired in July 2020. However, the old approved strategy remained in place so that there was essentially no gap left by this non-approval.

Risk management assessments

In the year under review, the department conducted the annual risk assessments at strategic and operational levels (e.g. Financial reporting, Ethics and Fraud, ICT and performance reporting risks) to review the existing risk profiles and to identify new and emerging risks. The risk registers were used to inform the annual risk-based internal audit plan.

Because the process of risk assessments is centred on the APP of the department, risks were identified for each strategic objective at a strategic level and on the annual targets at an operational level.

Risk management committee

The department's Risk Management Committee, consisting of senior management and external independent risk management experts who are not employed by the Public Sector, was in place. The committee operated through written terms of reference approved by the DG and reviewed on an annual basis. The committee is chaired by an external independent chairperson and meets on a quarterly basis. The committees' duties include providing oversight and advising management and the DG on the overall system of risk management.

The committee reviewed the risk mitigating strategies and progress on the implementation of risk action plans for each prioritised risk during each quarterly meeting throughout the financial year as well as the emerging risks and accordingly advises management and the DG. The committee also monitors the progress in terms

of the risk management implementation plan.

The Chairperson of the Risk Management Committee (RMC) also attends quarterly scheduled meetings of the department's audit committee. At each meeting of the audit committee, the Risk Management Committee chairperson and the Chief Risk officer table a report of the RMC. The audit committee reviews the RMC report and provides feedback on the issues reported therein.

During the year under review, the committee meetings that were scheduled for May 2020, August 2020 and November 2020 were not held due to COVID-19 lockdown and the resignation of one external independent member due to ill-health. Subsequently the contract for the external independent chairperson expired in July 2020.

External Independent Members of the RMC and the external independent chairperson were appointed in consultation with the Minister. The RMC meetings for February 2021 and May 2021 were held, some actions were closed and the risk registers are being revised for the year ahead.

Risk Management unit

The department has successfully implemented Risk Management software that will improve risk management operations across the department. The training was conducted for the risk nodal points and the Risk Management unit is supporting the risk nodal points on the utilisation of the Risk Management software across the department.

Although there is no tool currently to directly measure the value add of Risk Management in the department, the performance of the department has been improving gradually from 81% in 2015/16, 84% in 2016/17, to 86% in 2017/18. The performance achievement rate only declined in 2018/2019 to 73% and 75% in 2019/2020 and

68% in 2020/2021 due to several challenges experienced during those performance years.

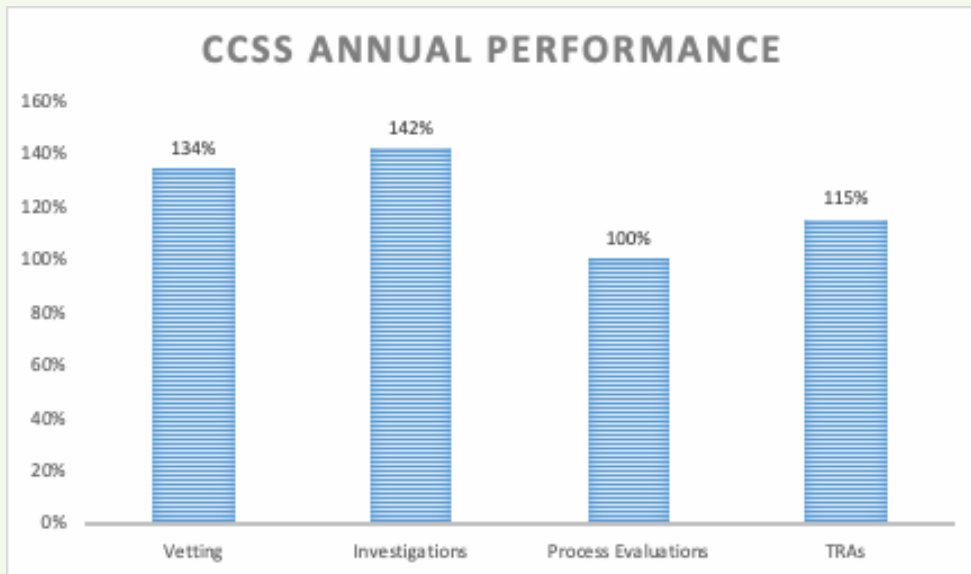
To ensure the improvement of the performance achievement rate going forward, the Risk Management unit is currently supporting management in identifying and reporting on the operational risks that may affect the achievement of annual targets. This will ensure the management and mitigation of the risks before they materialise. During the year under review, the department achieved 68% of its APP targets due to the challenges exposed by the impact of COVID-19 pandemic. The unit facilitated the assessment and monitoring of risks relating to the COVID-19 pandemic in all the offices of the department and will continue to do so in the 2021/2022 financial year.

The Risk Management unit has achieved 77% of level 3 of the department-specific approved risk maturity model. The business continuity project was initiated during the year under review to develop for implementation the business continuity management process within the selected areas in the department. The project aimed among others the transferring of skills to the current existing staff in the Risk Management unit.

3. FRAUD AND CORRUPTION

Purpose: The mandate of the Branch: CC&SS is to prevent and combat corruption in order to protect and promote the integrity of the department, as well as ensuring that DHA operations are conducted in a safe and corruption-free environment and the safeguarding of all DHA employees, clients and assets.

The branch had four targets in the department's 2020/21 APP, the breakdown of the performance is as follows:



The directorate: Prevention and Analysis conducted two process reviews aimed at identifying corruption loopholes within our business processes, and reports were submitted in this regard. In addition, awareness initiatives were conducted, aimed at raising awareness in respect of fraud and corruption, which are an integral part of combatting and ultimately eliminating corruption within DHA. The directorate also conducted Trend Analyses to identify corruption trends within the department.

The Directorate: Vetting has the responsibility of conducting security vetting investigations of DHA employees (both current and prospective) as well as pre-employment screening and to coordinate company screening. 533 files were referred to the SSA for evaluation in the 2020/2021 financial year. This represents 133 % of the revised target of 400 files which was bolstered by the Confidential files as they were given priority over Secret and Top Secret files due to reduced contact

with applicants and other referees. The positive responses by the officials and the successful awareness programme by the Administration section of the Directorate have contributed to the over-achievement of the target.

It should also be noted that the security grading template was revised and this led to an increase in the numbers of Confidential clearances that needed to be processed by the business unit.

The Chief Directorate: Security Services is, among others, tasked with the performance of TRAs, in accordance with the requirements of MISS and / or MPSS. Despite some initial challenges with regards to resources, The Chief Directorate conducted 31 Threat and Risk assessments, four more than was targeted.

The Chief Directorate: Investigations had a target of investigating and finalising 50% of all reported cases within 90 working days. The target was overachieved, with an actual performance of 70,88%.

4. MINIMISING CONFLICT OF INTEREST

All SMS members submitted their financial disclosures for the period under review. Six MMS members did not disclose their financial interests and two were given written warnings and four final written warnings. All officials within SCM and Finance disclosed their financial interests. The auditor-general provided the department with information pertaining to employees doing business with the State. Letters were written to the named officials and no evidence existed that officials did conduct business with the State. However, the department is still conducting their own investigation.

In its effort to minimise conflict of interest, SMS, MMS members and some officials

in SCM and Finance are compelled by law to disclose all their financial interests; and all departmental officials are required by law to obtain approval from the Head of the Department prior to conducting business outside the public service on an annual basis. During the year under review, all SMS members submitted declarations of financial interest in terms of the Public Service Regulations 2001, as amended. This was conducted through online process. The Department concluded the process of investigating under-disclosure by SMS members and informal disciplinary processes were invoked.

5. CODE OF CONDUCT

The implementation of the Code of Conduct as provided for in the Public Service Regulations 2016 is mandatory. The DHA therefore applies the Code of Conduct and other legal frameworks as part of its strategic intervention to enforce acceptable conduct among its workforce. In this endeavour, the counter-corruption measures and disciplinary processes are applied.

To this end, disciplinary procedures were applied in the financial year 2020/21 resulting in the registration of 43 cases of misconduct. Twenty-eight (65%) of the registered cases were presented before the presiding officers. Of the 28 cases finalised during the period in question, 17 were finalised within 60 days and eight cases were finalised outside the targeted period. The sanctions imposed included among others, 24 dismissals and four suspensions without salary, two officials were found not guilty of misconduct, three officials resigned prior to hearings commencing.

In the dispute resolution processes, 44 disputes were finalised. Out of the 44 disputes finalised, 30 (68%) awards were ruled in favour of the department and 14 (32%) were against the Department.

In the grievance resolution processes, a total 40 grievances were registered. Thirty-seven thereof were registered by employees on salary levels 3 to 12 and three were on salary levels 13 to 16 (SMS Members). Twenty (50%) were finalised and 20 (50%) were not resolved. With the application of strict disciplinary measures, the Department has registered a significant decline in deviant conduct among its workforce. Due to COVID-19 the number of cases and grievances has declined.

6. HEALTH SAFETY AND ENVIRONMENTAL ISSUES

SHERQ management policy implemented:

As part of the employee wellness programme, SHERQ management policy was implemented as provided hereunder.

The department continued with internal assessments aimed at identifying occupational and potential health risks in terms of Section 8 of the Occupational Health and Safety Act 85 of 1993.

- Safety and Health Environment (SHE) committee meetings were held in all three Provinces and Hallmark and BVR offices.
- COVID-19 Office Inspection were conducted in eight five Provinces: NW, L, MP, KZN, and WC.
- SHE Representatives were appointed and trained in some Provinces including head office.
- 592 officials were vaccinated.
- COVID-19 protocol measures monitored in all provinces such: daily Screening and Scanning, PPE distribution, and social distancing.

7. PORTFOLIO COMMITTEES

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
1.	28 Apr 2020	DHA services rendered during COVID-19;	Observation of COVID-19 Protocols	
2.	07 May 2020	DHA 2020/21 APP; Lindela Repatriation Centre & Shuttered DHA Offices;		
3.	11 May 2020	IEC & GPW 2020/21 APPs		
4.	19 May 2020	Roll out of one-stop border post, refugee processing facility, liquidation of Lindela Repatriation Facility and EMCSs		
5.	29 May 2020	Repositioning of department; DHA Budget:		
6.	02 Jun 2020	Allegations of corruption against GPW Acting CEO; and Update on EOH, ABIS & VFS contracts		Matter sent to Public Service Commission and Hawks
7.	09 Jun 2020	DHA Quarter 4 performance;		
8.	25 Jun 2020	IEC on impact of Constitutional Court ruling allowing independent candidates to be elected to the National Assembly and provincial legislatures		
9.	07 Jul 2020	DHA, IEC & GPW 2020/21 Special Adjustment Budget;	Impact of Budget Reduction on delivery of services by DHA	
10.	14 Jul 2020	IEC on its readiness for 2021 Local Government Elections		
11.	21 Jul 2020	Implementation of Concourt judgement; & Remuneration of IEC Commissioners; GPW oversight report		
12.	18 Aug 2020	Timeline for implementation of Concourt judgement; PPE Procurement & outstanding matters; MDB on 2021 LGE	Corruption in the PPE procurement	PC was assured that there was no corruption on the part of DHA procurement
13.	25 Aug 2020	ABIS progress		
14.	06 Oct 2020	DHA 2020/21 Quarter 1 performance of 2020		
15.	20 Oct 2020	Refugee situation in Cape Town: stakeholder engagement;		PC decided that refugees be either re-integrated or repatriated to their countries of origin
16.	23 Oct 2020	Electoral Laws Amendment Bill: legal opinion on inclusion of essential service; DHA Revised APP		
17.	27 Oct 2020	Ministers of Home Affairs & Communications on steps taken to deal with people who were involved with ABIS / EOH contract		Forensic report will be presented to the PC

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
18.	17 Nov 2020	Prophet Bushiri & wife escape from SA: Ministry & department briefing; Electoral Laws Amendment Bill: IEC response to public submissions		More investigations need to take place
19.	26 Jan 2021	Beitbridge & Lebombo Oversight visits; DHA, IEC & GPW Audit Outcomes & 2019/20 Annual Reports	What was happening in the ports of entry was inhumane	Ports of entry were opened to the public at lower alert level 2 Ablution facilities were set Water provided
20.	09 Feb 2021	Readiness to open ports of entry		
21.	23 Feb 2021	Allegations about corporate permits issued to foreign national in North West; Impact of SONA on portfolio;		
22.	26 Feb 2021	Refugee situation in Cape Town: stakeholder engagement; Public Protector report on naturalisation; Permit/visa review		
23.	02 Mar 2021	Refugee bodies on their work & challenges concerning Refugees & Asylum Seekers;		
24.	09 Mar 2021	Electoral Laws A/B: NCoP amendments; Statelessness in SA; DHA report back on committee resolutions		
25.	16 Mar 2021	Joint Electoral Reform Workshop;		

8. SCOPA RESOLUTIONS

During the financial year under review, no resolutions were passed by the Standing Committee on Public Accounts in respect of the department.

9. PRIOR MODIFICATIONS TO AUDIT REPORTS

The department received an unqualified audit opinion for the 2019/20 financial year. While an unqualified audit opinion in itself is a significant achievement, the concern is the stagnation and the failure to bridge the gap to a clean audit outcome.

The following matters of emphasis were raised:

- Impairment of receivables
- Impairment of accrued departmental revenue
- Subsequent events (future implications of COVID-19)

This is as a result of material misstatements in the annual financial statements submitted for auditing and subsequently corrected by management.

The following areas with material non-compliance was found:

- Procurement and contract management;
- Quality of financial statements submitted for audit;
- Prevention of irregular expenditure.

Due to the COVID-19 pandemic, National Treasury extended the deadline for submission of the annual report and annual financial statements to 31 July 2020.

As a consequence, the audit was supposed to be concluded by 30 September 2020. However, the AGSA only signed off its audit report on 5 November 2020, given challenges experienced with the finalisation of the audit process at Dirco. COVID-19 and the travel restrictions also required the department and the AGSA to apply alternative audit procedures, especially in respect of the audit of foreign revenue collected at our missions abroad.

The AGSA also applied a reduced scope in its audit of performance information, given the constraints brought about by the COVID-19 pandemic. In this regard, only Programme 2: Citizen Affairs were audited. No material findings were raised on the usefulness or reliability of the reported performance information for Programme 2.

In order to address the AGSA findings, an audit action plan was developed and implemented. Progress against the audit action plan was monitored and presented to Exco and MMM. It is a concern that the late finalisation of the 2020/21 audit process could limit the usefulness and impact of the audit action plan. To counter this unfortunate situation, management placed greater emphasis on accurate reporting and monitoring of actions. Audi alteram partem letters were issued to managers that failed to report progress or did not implement the agreed upon actions by the due dates. Internal Audit also assisted by conducting a verification of the audit action plan against achievements claimed.

In addition, a financial statement submission plan was developed and communicated to the relevant managers to inform them of the reporting requirements and due dates. This plan was tracked to assess the status and progress made. An independent auditor was appointed to provide another layer of quality assurance on the accuracy and completeness of the annual financial statements to be submitted. This is in addition to the assistance provided by internal audit during this process.

10. INTERNAL CONTROL UNIT

The Internal Control Unit within the Directorate: Expenditure Management continued to ensure that only valid invoices are paid. It performs the following verification checks on payment vouchers:

- Check whether the invoice amount agrees with the order amount;
- Confirm that the expenditure approval was done by the duly delegated official;
- Reconcile the invoice to the order;
- Verify the validity of the contract where relevant; and
- Ensure that all the supporting documents are attached to the payment batch.

The unit remained operational during the COVID-19 pandemic. In order to strengthen this unit and broaden its scope, additional resources will be assigned. The location of the unit and its supporting standard operating procedures will be reviewed in the new financial year.

The department established loss control committees at national and provincial level. These committees consider reported cases of thefts and losses, irregular and fruitless and wasteful expenditure in accordance with the Frameworks on Irregular Expenditure and Fruitless and Wasteful Expenditure. The loss control committees function independently from the Internal Control Unit.

11. INTERNAL AUDIT AND AUDIT COMMITTEES

Key activities and objectives of the internal audit

The Chief Directorate: Internal Audit Services of the Department of Home Affairs obtains its mandate from the Public Finance Management Act (PFMA), Act No. 1 of 1999 as amended and its Treasury Regulations, as amended.

The purpose of Chief Directorate: Internal Audit Services is to provide independent, objective assurance and consulting services designed to add value and improve the Department's operations. It helps the Department accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

The Internal Audit Function reports to the Audit Committee and administratively to the Director General. The purpose, authority, and responsibility of the Internal Audit Function is defined in the Internal Audit Charter approved by the Audit Committee.

The scope of work of the Chief Directorate: Internal Audit Services is to determine whether the Department's network of risk management, control and governance processes, as designed and represented by Management, are adequate and functioning in a manner to ensure, amongst other things that:

- Risks are appropriately identified and managed;

- Interaction with the various governance groups within the Department and/or the Public Service occurs as appropriate;
- Significant financial, managerial, and operating information is accurate, reliable, and timely;
- Employees' actions are in compliance with policies, standards, procedures and applicable laws and regulations;
- Resources are acquired economically, used efficiently, and adequately protected;
- Programmes, plans and objectives are achieved effectively;
- Quality and continuous improvement are fostered in the Department's control process; and
- Significant legislative and/or regulatory issues impacting the Department are recognized and addressed appropriately.

Summary of audit work done

The 2020/21 Internal Audit annual coverage plan was approved by the Audit Committee on 27 February 2020. The Chief Directorate initially planned to conduct 30 audit projects for the 2020/2021 financial year and the projects were reduced from 30 to 24 due to time lost as a result of COVID-19 lockdown the revised annual coverage plan was approved the Audit Committee on the 23 July 2020. Internal Audit has completed 22 audit projects including 2 ad-hoc requests during the period under review.

Internal Audit scope of work completed covered the following areas:

- Financial audits conducted at Finance and Supply chain management branch such as review of financial statement and Procurement of COVID-19 goods and services;
- Compliance with COVID-19 regulations & other prescripts;
- Audits of performance information conducted at all branches;
- Operational audits such as review of national population register function and access management, Process of uplifting of undesirable and prohibited persons on the V-list, Visa adjudication audits and Roll out of online birth registration system in health facilities;
- Information Communication Technology audits which includes information security assessment, vulnerability assessment and network penetration test, VPN review, SQL database management review and data centre review.

Internal Audit also conducted follow up audits to ensure that efficient and effective internal controls are implemented and to ensure that the commitments made by the accounting officer to resolve Auditor General's findings are implemented.

Key activities and objectives of the audit committee

The Audit Committee must, in terms of paragraph 3.1.10 of the Treasury Regulations and its approved Audit Committee charter, review the following:

- The effectiveness of the internal control systems.

- The effectiveness of the internal audit function.
- The risk areas of the Department's operations to be covered in the scope of internal and external audits.
- The adequacy, reliability and accuracy of financial information provided to Management and other users of such information.
- Any accounting and auditing concerns identified as a result of internal and external audits.
- The Department's compliance with legal and regulatory provisions.
- The activities of the internal audit function, including its annual work programme, coordination with the external auditors (i.e. the Auditor-General), the reports of significant investigations and the responses of Management to specific recommendations.

The table below discloses relevant information on the audit committee members:

Name	Qualifications	Internal or external	If internal, position in the department	Date appointed	Date Resigned	No. of Meetings attended
Mr Tshepo Mofokeng	Bachelor of Commerce Bachelor of Accounting Certified Internal Auditor CA (SA), SAICA	External	N/A	20 October 2017	N/A	5 Meetings
Mr Charl de Kock	South African Institute of Professional Accountants (SAICA) Master's degree in IT Auditing Honours degree in Accounting	External	N/A	01 January 2016	31 January 2021	4 Meetings

Name	Qualifications	Internal or external	If internal, position in the department	Date appointed	Date Resigned	No. of Meetings attended
	Certified Information System Auditor Certified Internal Auditor Financial articles at external auditor firm					
Ms Mathukana Mokoka	B.Com (Accounting) CA (SA), SAICA	External	N/A	20 October 2017	30 September 2020	2 Meetings
Ms. Given Sibiyi	B.Com, B.Acc, CA (SA), SAICA	External	N/A	26 April 2018	N/A	5 Meetings
Mr. Justin Kettle	Bachelor of Commerce Accounting (Honours) CA (SA), SAICA	External	N/A	28 January 2019	N/A	5 Meetings

12. REPORT OF THE AUDIT COMMITTEE

The Audit Committee (“the Committee”) is established as an independent statutory committee in terms of the Public Finance Management Act (PFMA). The Committee functions within approved terms of reference and complies with relevant legislation, regulation and governance codes.

The Committee submits this report for the financial year ended 31 March 2021, as required by the Treasury Regulations 3.1.9 and 3.1.13 (b) and (c) issued in terms of sections 38 (1) (a)(i) and 76(4)(e) of the PFMA.

AUDIT COMMITTEE MEMBERSHIP

The Committee consists of five Independent Members and is chaired by Mr Tshepo Mofokeng.

In terms of section 77(b) of the PFMA, the Audit Committee must meet at least twice a year. The Committee strives to meet at least four times per annum as per its approved terms of reference. Five (5) meetings were held for the financial year ended 31 March 2021.

AUDIT COMMITTEE RESPONSIBILITY

The Audit Committee is satisfied that it has complied with its responsibilities as outlined in Section 38(1) (a) of the PFMA and Treasury Regulation 3.1. The Committee also reports that it has adopted and reviewed formal terms of reference as its Audit Committee charter, and has discharged all its responsibilities as contained therein.

THE EFFECTIVENESS OF INTERNAL CONTROLS

The PFMA requires the Accounting Officer to ensure that the department has and maintains effective, efficient and transparent systems of financial, risk management and internal control, whilst it is the Committee's role to review the effectiveness of internal controls and oversee risk management. Reviews on the effectiveness of the internal controls were conducted and they covered financial, operational, compliance and risk assessment.

In line with the PFMA, Internal Audit provides the Committee and management with reasonable assurance that the internal controls are appropriate and effective. This is achieved by evaluating internal controls to determine their effectiveness and efficiency, and by developing recommendations for enhancement or improvement. The Committee's review of the findings of the Internal Audit work, which was based on the enterprise risk assessments conducted at the department, revealed certain shortcomings in mitigating those risks, which were brought to the attention of the department.

Through the Committee's analysis of the audit reports and engagement with the department, the Committee reports that the system of internal controls for the period under review was not entirely adequate and effective in improving the control environment and to reduce the risk to an acceptable level.

The department is in the process of modernizing its systems and operations. The changes envisaged in improving service delivery through the modernization process, inevitably increase the risk profile as the Department positions' itself from being paper-based, to being a digitized organization.

Modernization initiatives to date have resulted in the improvement of turnaround

time for some of its basic services. These changes have resulted in increased risks for the department as it endeavours to achieve its objectives and the Committee acknowledges the executive authority and management's efforts to strengthen internal controls in some areas within the department. There is a great need for change and systems transformational management to enhance efficiency and effectiveness of the department's service delivery operation, in order to unlock value.

The Committee is concerned that in a number of instances the matters reported in prior years were not fully and satisfactorily addressed. Management has given assurance that effective corrective action will be implemented in respect of all internal control weaknesses and in addition a workshop between management and the Committee to address the significant shortcomings in the control environment is being arranged in this regard. The Audit Committee will monitor the corrective measures being implemented going forward.

An in-committee special meeting was held with the Accounting Officer to deal with some specific issues within the responsibility of the Committee.

The department has adopted anti-corruption measures to curb the frequency and magnitude of fraud and corruption. The Committee is still not satisfied with the prevention of fraud and these concerns have been raised with management. The Committee has requested that the detailed fraud prevention plan and progress reports on the action plans for addressing the fraud risks be tabled at each quarterly meeting of the Audit Committee

Discussions have been held with the Accounting Officer and management on steps to be taken to improve the internal control environment, as well making staff more accountable for areas under their control.

RISK MANAGEMENT

The Committee is responsible for the oversight of the risk management function. The Risk Management Committee reports to the Audit Committee on the Department's management of risk on a quarterly basis. The Risk Management Committee is chaired by a person that is a specialist and is independent of the Department of Home Affairs.

Due to the strategic importance of, and massive investment in the modernisation of information and communication technology (ICT) in the department, the Committee has monitored the risk register and progress reports on the respective action plans during the year under review. The Committee is still concerned that ICT risks, which include some audit issues that are not yet sufficiently addressed. The committee is however encouraged that post year-end the CIO was appointed.

The Committee has reviewed the strategic risk register and the reports from the Risk Management Committee and is concerned with the level of maturity of the risk management process.

The Committee concluded that management must take risk management seriously and embed the culture in their day-to-day activities to ensure that the strategic objectives of the department are achieved.

THE EFFECTIVENESS OF INTERNAL AUDIT

Internal Audit is responsible for reviewing and providing assurance on the adequacy and effectiveness of the internal control environment across all of the significant areas of the department and its operations.

The Committee is responsible for ensuring that the department's internal audit function

is independent and has the necessary resources, skills, standing and authority within the department to enable it to discharge its responsibilities effectively. The Internal Auditors have unrestricted access to the Committee.

The Committee reviews and approves the Internal Audit Plan annually. Internal audit's activities are measured against the approved internal audit plan and the Chief Audit Executive tables progress reports in this regard to the Committee.

In the year under review, the Internal Audit Activity developed and implemented a risk based strategic and operational coverage plan that encompassed the following areas:

- Financial audits conducted at Finance and Supply chain management branch such as review of financial statement and procurement of COVID-19 goods and services;
- Compliance with COVID-19 regulations & other prescripts;
- Audits of performance information conducted at all branches;
- Operational audits such as review of national population register function and access management, Process of uplifting of undesirable and prohibited persons on the V-list, Visa adjudication audits and roll out of online birth registration system in health facilities;
- Information Communication Technology audits which includes information security assessment, vulnerability assessment and network penetration test, VPN review, SQL database management review and Data Centre review.

Internal Audit also conducted follow up audits to ensure that efficient and effective internal controls are implemented and to ensure that the commitments made by the

accounting officer to resolve Auditor General's findings are implemented.

The internal audit overall opinion which was determined based on the audit results for the financial year under review indicates that the control environment is partially adequate and partially effective.

The Committee was satisfied that Internal Audit had appropriately and satisfactorily discharged its functions and responsibilities during the year under review.

QUALITY OF MANAGEMENT AND MONTHLY / QUARTERLY REPORTS SUBMITTED IN TERMS OF THE ACT AND THE DIVISION OF REVENUE ACT

The department presented and reviewed the financial management and performance (predetermined objectives) reports at its Quarterly Review Meetings. These reports were also tabled and reviewed at the Audit Committee meetings. The Committee reviewed these reports and raised questions and issues for clarity and explanations.

The Committee has suggested improvements to the reports mainly relating to financial and performance information

EVALUATION OF FINANCIAL STATEMENTS

The Committee reviewed the Annual Financial Statements of the department and is satisfied that they comply with the applicable Accounting Standards and that the accounting policies used are appropriate. The Annual Financial Statements were reviewed with the following focus:

- Significant financial reporting judgements and estimates
- Clarity and completeness of disclosure and whether disclosures made have been set properly in context;

- Changes in the Accounting Policies and Practices;
- Significant adjustments resulting from the Audit;
- Compliance with accounting standards and legal requirements;
- Explanation for the accounting treatment adopted;
- Reasons for year-on-year fluctuations;
- Asset valuations

The review of Annual Financial Statements and the Annual Report for the 2020/21 Financial Year was done at the Committee's meeting held on 28 May 2021.

EVALUATION OF THE FINANCE FUNCTION

Based on management's assertions and from assurance provided by Internal Audit, the Committee is partly satisfied with the adequacy and effectiveness of the Department's finance function during the year under review. There has been significant improvement in the internal controls within the function.

The Committee acknowledges that based on budgetary cuts, vacancies could not be filled, which resulted in the Department not being able to operate at its optimal level.

EXTERNAL AUDIT: AUDITOR - GENERAL SOUTH AFRICA

The Committee, in consultation with the Accounting Officer, noted to the terms of the Auditor - General South Africa's engagement letter, audit strategy and audit fees in respect of the 2020/21 financial year.

The Committee also monitored the implementation of the action plans to address matters arising from the Management Report issued by the Auditor-General South Africa for the 2019/20 Financial Year.

The Committee has also had in committee meetings with the Auditor-General of South Africa.

The Committee confirms that it has been actively involved throughout the audit process and is thoroughly apprised of the issues giving rise to the audit opinion.

The Committee has reviewed the department's implementation plan for audit issues raised in the previous year and concluded that such plan is partially effective as many of the audit findings have not been adequately resolved.

GENERAL

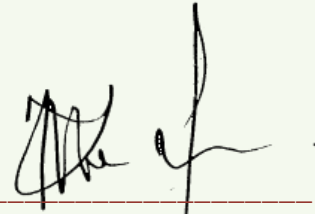
The Committee appreciates the enormity of the audit challenges associated with managing a large, geographically dispersed and complex entity. The Committee has requested management to take corrective measures to ensure that repeat audit findings are cleared timeously.

The Committee strongly recommends that the department must prioritise the adequate and effective implementation and frequent monitoring of the audit action plans for both internal and external audit in order to achieve the required effectiveness in governance, accountability and clean administration.

CONCLUSION

The Committee has reviewed the Auditor-General of South Africa's management and audit reports for the financial year ended 31 March 2021 and concurs with their conclusions. The Committee therefore accepts the audit opinion and conclusion expressed by the Auditor-General of South Africa on the annual financial statements, annual performance report and annual report.

Signed on behalf of the Audit Committee by:



Mr TM Mofokeng

Chairman of the Audit Committee

Date: 15 September 2021

13. B-BBEE COMPLIANCE PERFORMANCE INFORMATION

The following table has been completed in accordance with the compliance to the B-BBEE requirements of the B-BBEE Act of 2013 and as determined by the Department of Trade and Industry.

Has the Department / Public Entity applied any relevant Code of Good Practice (B-BBEE Certificate Levels 1 – 8) with regards to the following:		
Criteria	Response Yes / No	Discussion <i>(include a discussion on your response and indicate what measures have been taken to comply)</i>
Determining qualification criteria for the issuing of licences, concessions or other authorisations in respect of economic activity in terms of any law?	No	This is not in the mandate of the department
Developing and implementing a preferential procurement policy?	Yes	The departmental SCM policy incorporates the requirement of the B-BBEE Act, 2013 and the PPPFA Regulations, 2017
Determining qualification criteria for the sale of state-owned enterprises?	No	This is not in the mandate of the department
Developing criteria for entering into partnerships with the private sector?	Yes	The B-BBEE requirements are considered when preparing PPP agreements. No PPP agreements were entered into in the financial year under review
Determining criteria for the awarding of incentives, grants and investment schemes in support of Broad-Based Black Economic Empowerment?	No	This is not in the mandate of the department

The department annually submits a Compliance Reporting Matrix form to the B-BBEE Commission. Parts of this matrix form is not relevant to State departments. Nor does the department have a BEE certificate.

PART D:

HUMAN RESOURCE MANAGEMENT



1. INTRODUCTION

In support of the government outcomes-based approach to strategic planning, the DHA contributes directly to three of the 14 outcomes of government namely:

- All people in South Africa are and feel safe.
- Decent employment through inclusive economic growth.
- An efficient, effective and development oriented public service.

The Branch: Human Resource Management and Development responds to Outcome 12: An efficient, effective and development oriented public service. The main function of the branch is to provide and enhance service excellence through value added HR solutions, by attracting, developing and retaining key talent that is disciplined and security conscious.

The DHA has embarked on a repositioning program as a modern and secure department. This has a significant impact on the way that human resource operations are currently being conducted. To enhance, refocus and transition human resource, a refocusing and enhancement plan “galaxy map” was designed to establish strategic alignment between the Human Resource Strategy 2016-2021 and the DHA repositioning programmes.

The following objectives, inter alia, underpinned by a practical, implementable and measurable change management process as well as a Customer Relations Management (CRM) approach, that run a golden thread through the HEART beat of high performance, are pivotal to the implementation of the Galaxy Map:

- Establishment of an integrated, effective and efficient branch and a world-class

21st Century HR Team focused on the Business Value Proposition, Customer Value Proposition and the Employee Value Proposition (EVP);

- Ensure optimal engagement and productivity of employees in line with the DHA Operating Model;
- Improve processes in the delivery of human resource services;
- Ensure the decentralisation of human resource functions;
- Ensure targeted, focused and relevant reporting to enable strategic decision making.

2. OVERVIEW OF HUMAN RESOURCES

2.1 Human Resources Strategy

This Human Resources strategy intends to drive all people management practices, methods and processes in support of the Departmental goals, values and objectives. The HR value chain entails a deliberate approach to align, acquire, compensate, develop, deploy and retain staff throughout their life cycle in the DHA. Central to the strategy is the principle of integrated resource planning that serves to inform planning for resources within the DHA.

The Human Resources Strategic objectives linked to the MTSF remain similar over the 5-year period (2016-2021). They are reviewed year on year to ensure continuous alignment with the department’s strategic focus areas. The seven key HR priorities listed below, outlined in the strategy, aim to drive organisational culture change, effectiveness and enhance people management practices:

Talent Acquisition: recruiting for competence, qualification, organisational fit, motivation and attitude. Partner with line management and the introduction of an

e-recruitment process.

Human Resources Business Process and Systems: Develop and review core and support business processes to ensure alignment with organisational functions, to attain the modernised DHA business processes. Facilitate the implementation of SOPs to ensure consistent application of legislation, policies, and procedures.

Employee Health and Wellness: Facilitate the implementation of Employee Health and Wellness strategies to support employee performance.

Transformation and Change: Drive the change agenda and mainstream gender and disability.

Employee and Labour Relations: Drive a zero-tolerance approach towards corruption and ill-discipline. Create awareness on ethical conduct to ensure good conduct and attitude, thereby improving the image of the DHA.

Performance Management: Drive compliance and a high-performance culture to enhance work and performance ethic through the contracting, review and recognition of excellent performance (rewards and recognition), aligned to the Department's Moetapele Initiative.

Human Resources Development: Build skills levels and leadership capacity and capability suitable for a service oriented and security environment. Ensure compliance to the DPSA legislative framework on the recognition of improved qualifications.

2.2 Gender-based Violence and Femicide (GBVF)

President Cyril Ramaphosa approved the national strategic plan in April 2020 and all government departments are to implement the plan. The president further made the following commitment, "As government, we will continue to support this NSP by

ensuring that it is integrated into government planning processes, that the necessary resources are made available, and that it yields concrete and tangible results."

In the 2021 SONA, ending GBV was recognised as one of the key priorities for government and some of the interventions announced during SONA 2021 include:

- The introduction of three legislations in Parliament last year aimed at strengthening the Criminal Justice System.
- Reducing the backlog of GBV cases.
- Providing care and support to victims of GBV.
- Prioritising the economic empowerment of Women through setting aside 40% of public procurement to go to women-owned businesses.
- Launching of Private sector-led GBVF Response Fund.

In the furtherance of implementing the NSP, the president has also signed performance agreements with Ministers so as to implement the NSP across government. Along the same breath, the Minister of Home Affairs, Dr Aaron Motsoaledi, has signed a performance agreement with the president that has NSP indicators.

The department developed an implementation for the NSP in October 2020. This gives impetus for DHA to implement aspects of the NSP within the purview of its mandate (managing civil registration and status, managing international migration and protection of refugees) as well as to implement aspects of the NSP that cut across government departments.

In respect to the DHA mandate, the NSP raises concerns around marriages especially those which tend to affect females negatively e.g. forced marriages, fraudulent marriages and the marriages of minors.

Furthermore, the NSP also points to concerns about trafficking in persons, where DHA is expected to play a role as a member of the National Inter-sectoral Committee of Trafficking in Persons (NICTIP), a structure which has been put in place to curb trafficking in persons.

In respect to aspects of the NSP that cut across government departments, the DHA is expected to ensure that the NSP indicators are incorporated into its strategic plan and APP, NSP activities are allocated a budget, all its employees are vetted against sexual offences and violation of children's rights, ensuring that the department has enforceable sexual harassment policy and that sexual harassment cases are attended to swiftly, rolling out of GBV campaigns, implementation of behavioural interventions intended to prevent GBV incidents, raising awareness and generating acceptance of different forms of Sexual Orientation, Gender Identity and Expressions, rolling out of strategic interventions targeting men in their role as fathers, ensuring 50% representation of women at SMS level, ensuring 40% of procurement opportunities are set aside for women SMMEs, empowerment of women through training programmes and bursaries as well as undertaking relevant research.

- Some important events were held in the reporting period which were largely conceived by many as very progressive, namely:
- December 2020 – The webinar on Sexual Offences and Consent, presented by Ms Onicca Makwakwa – which dealt with the issue of consent in a simple, but profound way.

January 2021 – Webinar on Sexual Offences, DHA Processes for Dealing with Complaints and Steps on Dealing with Sexual Offences in the Criminal Justice System. The presenter, Adv Praise Kambula, dealt with different forms of sexual offences as provided for in the Sexual Offences Act and outlined their definitional elements.

The Implementation of the NSP on GBVF has now being elevated to the Department's APP and going forward the department is expected to achieve the following:

- Finalise the DHA Implementation Plan on GBVF.
- Host 13 Awareness sessions within the department on the issue of GBVF/ Sexual Harassment.
- Report monthly to the Department of Women, Youth and Persons with Disabilities on its progress in implementing the NSP.

2.3 Organisational Development

The DHA took a decision to improve its leadership capacity and capability by reviewing its leadership organisational structure in the 2009/ 2010 financial year. The Top Three Tiers (TTT) organisational structure was approved by the Minister of DHA and endorsed by the DPSA in April 2010, and resulted in, among others, the filling of top senior management positions. The structure for the salary levels 13 and below was also reviewed. The current DHA structure was approved on 30 September 2012.

In 2016 the Ministerial management meeting mandated the Branch: HRM&D to facilitate the review of the TTT organisational structure. A service provider, Moikabi Consulting, was appointed by the department to conduct the review of the TTT. The proposed TTT Functional Organisational Structure was approved by the Minister of Home Affairs on 17 February 2020. The signed proposed Functional Organisational Structure was sent to MPSA for consultation. The department has since received concurrence from MPSA in a letter dated 17 March 2020.

2.4 Human Resources Planning

Human Resources Plan (HRP) takes into consideration the staffing requirements for all programmes aligned to the strategic and policy obligations of the department. This includes determining the correct numbers and skills of staff required for the optimal utilisation of staff and the management of surplus and shortage of staff. Emanating from the transformative requirements of the department, the HRP also reflects on the creation of a multiskilled, representative and flexible workforce.

The DHA's Medium Term Expenditure Framework Human Resource Plan 2020/21 was approved and submitted to the DPSA. The MTEF HRP identified four key priorities which will assist managers in determining the impact of talent decisions and help in prioritising future workforce investments.

Hereunder are the priorities for implementation:

- Impact of the un-funding of posts on the remaining staff compliment, absenteeism assessed and reported
- Building leadership capability and capacity
- Development of an Integrated HR Plan
- Change management interventions on modernisation programme

The Department will monitor on a continuous basis the progress on the implementation of these priorities and will compile a report which will be sent to the DPSA.

2.5 Change Management Programme

The Change management Programme is responsible for supporting the department on managing significant changes. The programme manages the people side of change and drive the acceptance, readiness, and adoption of the new technology

implementations. During the 2020/21 financial year, the programme implemented the change management strategies of the following programmes/projects: modernisation programme, ABIS and BMA. The change management programme also embarked on the culture management interventions, as a start the programme developed a culture management framework for achieving organisational culture change. The framework serves as a blueprint for the leadership and others that are charged with implementing organisational change.

2.6 Employee Wellness Programmes

The employee wellness programmes are focused on implementing the government agenda in respect of health and wellness issues. These are implemented in terms of the National Strategic Plan 2017-2022. In lieu of the latter, the department has embarked on rolling out HIV and AIDS/STI/TB and other chronic diseases programmes as prescribed. Consequently, the following were achieved in the reporting year:

- **300** employees tested for HCT (0 tested positive).
- **500** employees were subjected to health screenings in collaboration with the Government Employees Medical Scheme (GEMS) [blood pressure, cholesterol, blood sugar, and body mass index (BMI)].
- **40** employees were subjected to blood screening and blood donation campaign/drive.
- **65 060** male condoms and **3 750** female condoms were distributed in all provinces and at the head office.
- **1 003** employees were infected with COVID-19. Sadly 32 employees passed on, 954 employees recovered from and 17 employees were still recuperating. COVID-19 health protocol measures were monitored such as daily health

screening and temperature scanning , social distancing , personal protective clothing , COVID-19 awareness brochures distributed.

- A total of four peer educators meetings/ information sharing sessions were held in virtually, all provinces participated.
- Wellness service provider (ICAS) contracted to offer wellness services in all Provinces but contract resumed on 16 June 2020.
- A functional 24-hour toll free line and eCARE (online wellness service) were made accessible for all employees and contributed enormously on the provisioning of care and support for employees and their immediate families.
- **224** employees received face to face counselling whereas **194** employees received telephone counselling services from ICAS.
- **150** employees consulted face to face counselling and therapeutic intervention with the Directorate: Employee Wellness.

A total of **9 000** employees were reached through online distribution of themed monthly desk drops addressing through the rolling out of the HIV/AIDS/ STI Management policy, Wellness Management Policy and Health and Productivity Policy and SHERQ. These policies and plans have been submitted to The Presidency and the DPSA as

prescribed and on applicable templates.

2.7 Employee Performance Management Framework

In terms of Treasury Regulations, the strategic plan must include measurable objectives and outcomes for an institution's programmes to drive compliance and a high performance culture. The PMDS Framework therefore seeks to enhance work and performance ethic through the contracting, review and recognition of excellent performance (rewards and recognition), aligned to the department's Moetapele initiative. The improved performance culture is evident in the level of compliance to the PMDS legislative frameworks. This is largely due to interventions such as creation of awareness, conducting audits, robust monitoring and evaluation.

Managers are continually encouraged to reward and recognise good performance which culminates in nominations of employees with exemplary behaviour and performance. The department encouraged managers in the respective business units to host reward and recognition ceremonies, to acknowledge good performance of officials.

In terms of the Incentive Policy Framework, performance incentives must be paid by 31 December each year. To this end, pay progression and performance bonuses

were paid to identified officials by the end March 2021. In support of the national requirements to manage underperformance, the Performance Management unit conducted the Performance Diagnostic Interview to identify the root cause of below norm performance, which ultimately assists managers and supervisors to improve employee performance on an acceptable level.

2.8 Building Leadership Capability and Capacity

During the financial year 2020/21, the Learning Academy planned to train 600 managers (junior, middle and senior) in leadership and management development programmes to improve performance, professionalise DHA officials and build leadership capacity and capability, commensurate with a future-fit DHA. This target was achieved as a total of 709 (403 junior, 256 middle, 50 senior) managers were trained and developed on the following training interventions: Ethics in the Public Service, Introduction to Strategic Planning & Management, Introduction to Leading Change, Introduction to Finance Management and budgeting, Writing for Government, Applied Risk Assessment and Identification, Emerging Management Development Programme, Project Management, Performance Management, Labour Relations, Strategic Sourcing, Information Technology Infrastructure Library, Labour Relations Management and Managing and Commissioning Evaluations.

To align with the requirements of a 21st Century leader and the intent of the DHA White Paper, the Branch: HRM&D has proclaimed the need for the Department leaders to practice “collective, authentic, servants, inspirational and accountable leadership”. These leadership styles would ensure a perception and practice of a cohort of “High Impact Leadership” to improve service delivery and reputational image of the Department. Initiatives to support the ‘High Impact Leadership’ include the development of the Leadership Development and Coaching and Mentoring Frameworks for the Department,

both earmarked for roll out and implementation in 2020/21.

As indicated above, due to the impact of the Corona Virus pandemic that called for the banning of gatherings larger than 100, the Leaders Forum earmarked for the 4th Quarter of the financial year, was held virtually. However, identified interventions aimed at enhancement of the department’s leadership capabilities, will continue to be rolled out in the 2020/21 financial year.

2.9 Youth Development

The department’s youth development programmes are aligned to the NDP’s call to “adopt a youth lens to provide young people with broader opportunities”. Due to the moratorium on filling of posts in the department, the youth development programmes have and continue to serve a dual purpose of improving youth employability and enhancing capacity.

For the period under review, the Department partnered with several stakeholders including the ACSA, the Gauteng City Region Academy and the Public Sector Education and Training Authority (PSeta) for the roll out and implementation of the DHA Cadet Programme. The Cadet Programme ensures that learners are trained on the National Certificate: Home Affairs Services (also referred to as the DHA qualification), which is registered at NQF Level 5; and are further exposed to the core business of the Department - Citizenship, Migration and Asylum Seeker Management through the experiential learning part of the qualification. The practical exposure of Cadets was aligned to the Festive Operations of the Department. Over and above the gathering of evidence for the completion of Portfolios of Evidence, which are part of the summative assessment of the DHA qualification, the impact hereof was the notably shorter queues, resulting from quicker processing times, at those identified ports of entry, during the Festive period.

The work-integrated learning programme is aimed at providing work-exposure to learners; the department, in collaboration with the Department of Higher Education and relevant SETAS and Institution of Higher Learning, placed learners across the department for periods ranging from 12-18 months.

The department further held a career exhibition which targeted youth on the 10th February 2020 in Maruleng. The intent of the Exhibition was to pitch the department as an Employer of Choice.

The branch also held CV writing workshops that targeted learners in the 4th quarter of the financial year.

Youth development initiatives will continue to serve the dual purpose of driving the national agenda of addressing youth unemployment through improving youth employability, by providing practical exposure in the department as well as enhancing capacity in the already constrained service delivery environment of the department during the 2020/21 financial year.

2.10 Knowledge and Information Management

a) Communities of practice (CoPs)

A community of practice (CoP) is a group that works together in the same field, who share a concern, a set of problems and deepen their understanding and knowledge of this area by interacting. In 2020/21, five CoPs were established in the department. The CoPs were established in the areas of Land Ports, Provincial Coordinators COVID-19, Airports Managers, Refugee Reception Centre Managers, Gauteng Marriage Officers. The overall intention of establishing the CoPs is to:

- Identify, document and address issues affecting areas of concern;
- Jointly explore innovative solutions to challenges and risks identified;
- Foster collaboration on identified interventions;
- Share lessons learned on day-to-day activities to promote best practice;
- Encourage and foster best practice among members of the CoP

b) Knowledge Harvesting

Knowledge Management is aimed at capturing the tacit knowledge of the officials as part of the institutional memory of the department. This is done through knowledge harvesting sessions with officials who are retiring, resigning and those who are deemed subject matter experts in the department. The knowledge gathered is used to support a process of change and improvement in services. It is further aimed at retaining and transferring this knowledge to other officials to enrich their knowledge towards enhanced performance and efficient and effective service delivery. In 2020, this process was aligned to the national early retirement strategy announced by the Department of Public Service and Administration. This targeted employees in the age category of 55 and above whose early retirement applications were approved. For the year under review, 32 knowledge harvesting sessions were conducted with retiring officials and subject matter experts, which included, among others, Junior, Middle and Senior Managers of the department.

c) Seminars

For the period under review, seminars were conducted in the quest to realise the department's ongoing efforts to transform culture, modernise

systems, processes and procedures and improve communication. Seminars were identified as a resourceful tool to share information towards improved knowledge and service delivery innovation. These seminars placed special emphasis on topical issues such as integrity, ethics and leadership in the workplace, among others. A total of eight (8) seminars were held across the department with various audiences and the topics were the following: Ethics and Anti-Corruption Initiatives in the Public Sector Individual, Worker Exposure and Workplace Risks (COVID-19), What are the responsibilities of Employers during COVID-19, COVID-19 and Mental Health in the South African Workplace (Peer Educators), The Role of DHA in Implementing the National Strategy Plan on Gender-Based Violence (GBV) and Juta Information session.

d) Development of case studies

Case Studies are used by Training Specialists as teaching tools to allow the application of theoretical concepts to be demonstrated, thus bridging the gap between theory and practice and encouraging active learning in the department. The cases capture best practices from experts within the department's core business with the goal of promoting common understanding and consistent application of legislative frameworks and processes thereby improving decision making and service delivery. In 2020/21, 8 case studies were developed on the following topics; trafficking in persons, birth registration of a child born to parents who are foreign nationals, birth registration (foreign national and a South African), application of cybersecurity in the department, personal amendments: changing the children's surnames, personal amendments: updating children's birth records, marriage registration after the one spouse is deceased and death registrations by funeral undertakers.

e) Information Resource Centre (IRC)

The department's Information Resource Centre (IRC) subscribed to different databases to ensure access to reliable, accurate and creditable information. These subscriptions include Juta Online, Sabinet Online Products, Springerlink, Inmagic Library System and a LIASA Membership as well as the procurement of certain books deemed as essential to satisfy the requests and needs of users. Further the IRC enjoys access to other free databases such as JSTOR, Directory of Open Access Book and HSRC Press which are accessible from the library's webpage on the intranet.

During the year under review, various awareness initiatives were undertaken through platforms such as the Department's Internal Communications email, distribution of pamphlets, presentations, and meetings as well as one-on-one email interventions. This resulted in an improved usage of the IRC, publications being downloaded from Juta i.e. gazettes, industrial law journal, Juta's unreported judgement, S. A. Case Law from 1838 to date, S. A. Law reports and workplace law. Other information requests included articles from journals, legislation and internal SOPs, among others.

2.11 Employment Equity

The department, during the reporting period, filled 122 positions. The majority of those employed were blacks (114), coloureds (4), Indian (1) and whites (3). In terms of gender representation of those employed, there were 61 females and 61 males.

The tables below depict the economically active population (EAP) as produced by the Commission on Employment Equity in its 2020/21 Employment Equity report:

Table 2.1: National EAP by gender and race

Race	Male	Female	Total
African	42,7%	36,2%	78,9%
Asian/Indian	1,7%	1,0%	2,7%
Coloured	5,3%	4,4%	9,7%
White	4,9%	3,8%	8,7%
Total	54,7%	45,3%	100%

Source: Statistics South Africa (QLFS 3rd Quarter, 2019)

The figures below indicate the difference in the expected representation and the current status of all the race groups:

Table 2.2: 2020/21 total workforce

Race	Female	Male	Total workforce by race	EAP compared to workforce
African	4 400 (51,52%)	3 082 (36,08%)	7 482 (87,60%)	8,7%
Coloureds	333 (3,90%)	219 (2,56%)	552 (6,46%)	-3,24%
Indians	59 (0,69%)	41 (0,48%)	100 (1,17%)	-1,53%
Whites	298 (3,49%)	109 (1,28%)	407 (4,77%)	-4,59%
Total	5 090 (59,59%)	3 451 (40,41%)	8 541	

Source: Persal

With regards to the status of the department on race and gender, there is no much difference from the last financial year. This is due to the fact that although the majority of the people employed in the period are blacks, this is compared to the majority of people who have been terminated in the period being blacks as well, 82,90%.

With regards to the 2012 Cabinet resolution on representation of women at SMS level

and disability target, the department performed as follows in the year under review:

- The disability status in the department for 2020/21 stands at 1,71%. This is because while 8 PWDs terminated in the period, the department only employed 1 PWD.
- Representivity on SMS level is at 72 (53,73%) (Male) and 62 (46,27%) (Female). The majority of those employed and promoted to the SMS are female.

The Directive on SMS positions and employment of people with disabilities within the department would remain in force until the department had achieved the required targets; namely: 50% of SMS being composed of women and 2% of the workforce being composed of PWD.

Table 2.3: 2020/21 gender representation at SMS level and people with disabilities status

Gender representation at SMS level			
Female	Male	Total SMS members	Target
62 (46,27%)	72 (53,73%)	134	50/50

People with disabilities		
DHA total workforce	Total employed people with disabilities	Target
8 541	151 (1,71%)	2%

2.12 Leave and Absenteeism Management

HRM&D presented a number of changes and challenges. Examples of these are the following:

- Participation in guiding the department through each lockdown level and priority area (such as vulnerable employees), requiring interpretation of numerous regulations (among other things), mapping a way forward, preparing relevant circulars with the inputs of key SMS members, and dealing with relevant enquiries, at record speed, amidst a time of much uncertainty and limited access to / direction from key national counterparts.
- Remote working arrangements of not only the branch, but also internal and external Teams (DPSA, other departments, etc.), on which the branch is dependent in the delivery of its services / achievement of objectives (e.g. delayed responses from the DPSA, delays in releasing departments' facilitating the transfers of newly appointed staff to the DHA, etc.), have complicated delivery.
- Changes in business focus areas on the side of core business, which has resulted in delays in further implementation of a number of projects which this branch had contracted to support.

2.13 Recruitment

At 31 March 2021, 164 posts were funded during the financial year including that of the DG. Of these posts - 134 (82%) were filled; and 30 (18%) were vacant. Of the 164 posts - 115 (70%) posts, were still within a 6 months' recruitment TAT.

- 45 (27%) had exceeded the 6 months' recruitment TAT, but were still within the 12 months' national recruitment TAT; and
- 4 (3%) had exceeded the 12 months' national recruitment TAT.

The target at an organisational level, of 90% of posts being filled within 6 months of being funded / vacated, has thus not been achieved.

- Monthly monitoring and management of progress in this regard, considering challenges brought about by the COVID-19 pandemic, have been ongoing. COVID-19 Protocols were introduced in relation to the departments recruitment process to ensure business continuity such as increased usage of virtual approaches to selection whilst safe-guarding candidates, selection committees and recruitment practitioners. The department regrettably was necessitated to discontinue its recruitment for a period of approximately three months during March and July 2020, due to the pandemic.

3. HUMAN RESOURCES OVERSIGHT STATISTICS

3.1 Personnel Related Expenditure

The following tables summarise the final audited personnel related expenditure by programme and by salary bands. In particular, it provides an indication of the following:

- amount spent on personnel
- amount spent on salaries, overtime, homeowner's allowances and medical aid.

Table 3.1.1: Personnel expenditure by programme for the period 1 April 2020 and 31 March 2021

Programme	Total expenditure (R'000)	Personnel expenditure (R'000)	Training expenditure (R'000)	Professional and special services expenditure (R'000)	Personnel expenditure as a % of total expenditure	Average personnel cost per employee (R'000)
Programme 1: Administration	2 206 355	548 504	1 283	22 877	24,9%	522
Programme 2: Citizen Affairs	4 987 526	2 162 886	366	449	43,4%	388
Programme 3: Immigration Affairs	1 278 477	799 967	0	92 052	62,6%	418
Total as on financial systems (BAS)	8 472 358	3 511 357	1 649	115 378	41,4%	411

Table 3.1.2: Personnel costs by salary band for the period 1 April 2020 and 31 March 2021

Salary band	Personnel expenditure (R'000)	% of total personnel cost	No. of employees	Average personnel cost per employee (R'000)
Lower skilled (Levels 1-2)	141	0,0040%	1	141
Skilled (Level 3-5)	144 947	4,13%	538	269
Highly skilled production (Levels 6-8)	2 644 168	75,30%	7 123	371
Highly skilled supervision (Levels 9-12)	551 179	15,70%	716	770
Senior and Top management (Levels 13-16)	164 486	4,68%	134	1 228
Contract (Levels 1-2)	0	0,00%	0	0
Contract (Levels 3-5)	1 318	0,04%	26	51
Contract (Levels 6-8)	0	0,00%	0	0
Contract (Levels 9-12)	2 897	0,08%	2	1 449
Contract (Levels 13-16)	2 221	0,06%	1	2 221
Total	3 511 357	100,00%	8 541	411

Table 3.1.3: Salaries, overtime, home owners allowance and medical aid by programme for the period 1 April 2020 and 31 March 2021

Programme	Salaries		Overtime		Home owners allowance		Medical aid	
	Amount (R'000)	Salaries as a % of personnel costs	Amount (R'000)	Overtime as a % of personnel costs	Amount (R'000)	HOA as a % of personnel costs	Amount (R'000)	Medical aid as a % of personnel costs
Programme 1: Administration	473 241	86,3%	4 620	0,8%	14 839	2,7%	25 988	4,7%
Programme 2: Citizen Affairs	1 795 633	83,0%	19 437	0,9%	93 158	4,3%	168 582	7,8%
Programme 3: Immigration Affairs	666 695	83,3%	11 148	1,4%	31 170	3,9%	59 583	7,4%
Total	2 935 569	83,60%	35 205	1,00%	139 167	3,96%	254 153	7,2%

The total Personnel cost per programme does not include all items reported under CoE costs, e.g. employer contribution on pension

Table 3.1.4: Salaries, overtime, home owners allowance and medical aid by salary band for the period 1 April 2020 and 31 March 2021

Salary band	Salaries		Overtime		Home owners allowance		Medical aid	
	Amount (R'000)	Salaries as a % of personnel costs	Amount (R'000)	Overtime as a % of personnel costs	Amount (R'000)	HOA as a % of personnel costs	Amount (R'000)	Medical aid as a % of personnel costs
Skilled (Level 1-2)	140	0,00%	0	0,00%	0	0,00%	0	0,00%
Skilled (Level 3-5)	116 036	3,30%	886	0,03%	9 631	0,27%	15 131	0,43%
Highly skilled production (Levels 6-8)	2 201 738	62,70%	31 251	0,89%	121 584	3,46%	222 421	6,33%
Highly skilled supervision (Levels 9-12)	486 822	13,86%	3 068	0,09%	7 952	0,23%	16 601	0,47%
Senior management (Level 13-16)	124 563	3,55%	0	0%	0	0,00%	0	0,00%
Contract (Levels 1-2)	0	0,00%	0	0%	0	0,00%	0	0,00%
Contract (Levels 3-5)	1 234	0,00%	0	0%	0	0,00%	0	0,00%
Contract (Levels 6-8)	0	0,00%	0	0%	0	0,00%	0	0,00%
Contract (Levels 9-12)	2 176	0,06%	0	0%	0	0,00%	0	0,00%
Contract (Levels 13-16)	2 860	0,08%	0	0%	0	0,00%	0	0,00%
Total	2 935 569	83,60%	35 205	1,00%	139 167	3,96%	254 153	7,24%

3.2 Employment and Vacancies

The tables in this section summarise the position with regard to employment and vacancies.

The following tables summarise the number of posts on the establishment, the number of employees, the vacancy rate, and whether there are any staff that are additional to the establishment.

This information is presented in terms of three key variables:

- programme
- salary band
- critical occupations (see definition in notes below).

Departments have identified critical occupations that need to be monitored. In terms of current regulations, it is possible to create a post on the establishment that can be occupied by more than one employee. Therefore, the vacancy rate reflects the percentage of posts that are not filled.

Table 3.2.1: Employment and vacancies by programme as on 31 March 2021

Programme	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Programme 1: Administration	1 071	1 050	1,96	29
Programme 2: Citizen Affairs	5 627	5 575	0,92	0
Programme 3: Immigration Affairs	1 919	1 916	0,16	0
Total	8 617	8 541	0,88	29

Table 3.2.2: Employment and vacancies by salary band as on 31 March 2021

Salary band	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Lower skilled (Levels 1-2)	0	1	0	0
Skilled (Levels 3-5)	538	538	0	26
Highly skilled production (Levels 6-8)	7 158	7 123	0,49	0
Highly skilled supervision (Levels 9-12)	725	716	1,24	2
Senior management (Levels 13-16)	141	134	4,96	1
Contract (Levels 1-2)	1	0	0	0
Contract (Levels 3-5)	32	26	18,75	0
Contract (Levels 6-8)	5	0	0	0

Salary band	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Contract (Levels 9-12)	12	2	83,33	0
Contract (Levels 13-16)	5	1	80	0
Total	8 617	8 541	0,88	29

Table 3.2.3 Employment and vacancies by critical occupations as on 31 March 2021

Critical occupation	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Identification experts	234	234	0	0
Information technology related	51	51	0	0
Legal related	19	19	0	0
Other information technology personnel	106	106	0	0
Regulatory inspectors	1 808	1 808	0	0
Total	2 218	2 218	0	0

3.3 Filling of SMS posts

The tables in this section provide information on employment and vacancies as it relates to members of the SMS by salary level. It also provides information on advertising and filling of SMS posts, reasons for not complying with prescribed timeframes and disciplinary steps taken.

Table 3.3.1 SMS post information as on 31 March 2021

SMS level	Total number of funded SMS posts	Total number of SMS posts filled	% of SMS posts filled	Total number of SMS posts vacant	% of SMS posts vacant
DG/ head of department	1	1	100	0	0
Salary Level 16	2	2	100	0	0
Salary Level 15	8	6	75	2	25
Salary Level 14	35	31	88,57	4	11,43
Salary Level 13	100	95	95	5	5
Total	146	135	92,47	11	7,53

Table 3.3.2 SMS post information as on 30 September 2020

SMS Level	Total number of funded SMS posts	Total number of SMS posts filled	% of SMS posts filled	Total number of SMS posts vacant	% of SMS posts vacant
DG/ head of department	1	0	0	1	100
Salary Level 16	2	2	100	0	0
Salary Level 15	8	6	75	2	25
Salary Level 14	35	30	85,71	5	14,30
Salary Level 13	102	90	88,24	12	11,76
Total	148	128	86,50	20	13,51

Table 3.3.3 Advertising and filling of SMS posts for the period 1 April 2020 and 31 March 2021

SMS Level	Advertising	Filling of posts	
	Number of vacancies per level advertised in 6 months of becoming vacant	Number of vacancies per level filled in 6 months of becoming vacant	Number of vacancies per level not filled in 6 months but filled in 12 months
DG/ Head of Department	1	1	0
Salary Level 15	2	0	0
Salary Level 14	6	2	4
Salary Level 13	13	4	6
Total	22	7	10

Table 3.3.4: Reasons for not having complied with the filling of funded vacant SMS - advertised within six months and filled within 12 months after becoming vacant for the period 1 April 2020 and 31 March 2021

Reasons for vacancies not advertised within six months
Not applicable

Table 3.3.5: Disciplinary steps taken for not complying with the prescribed timeframes for filling SMS posts within 12 months for the period 1 April 2020 and 31 March 2021

Reasons for vacancies not advertised within six months
Not applicable

Reasons for vacancies not filled within 12 months
Difficulty in attracting suitable candidates
Unavailability of panel members.
Loss of 3 months productivity due to the National COVID-19 lockdown, with recruitment being suspended from 27 March 2020 to 01 July 2020.
Unavailability of nominated candidates for interviews due to COVID-19 restrictions (virtual platforms had to be used for interviews).

3.4 Job Evaluation

The following table summarises the number of jobs that were evaluated during the year under review. The table also provides statistics on the number of posts that were upgraded or downgraded.

Table 3.4.1: Job evaluation by salary band for the period 1 April 2020 and 31 March 2021

Salary band	Number of posts on approved establishment	Number of jobs evaluated	% of posts evaluated by salary bands	Posts upgraded		Posts downgraded	
				Number	% of posts evaluated	Number	% of posts evaluated
Lower skilled (Levels 1-2)	0	0	0	0	0	0	0
Skilled (Levels 3-5)	538	0	0	0	0	0	0
Highly skilled production (Levels 6-8)	7 158	0	0	0	0	0	0
Highly skilled supervision (Levels 9-12)	725	10	1,38	0	0	0	0
SMS Band A	98	0	0	0	0	0	0
SMS Band B	34	0	0	0	0	0	0
SMS Band C	7	0	0	0	0	0	0
SMS Band D	2	0	0	0	0	0	0
Contract (Levels 1-2)	1	0	0	0	0	0	0
Contract (Levels 3-5)	32	0	0	0	0	0	0
Contract (Levels 6-8)	5	0	0	0	0	0	0
Contract (Levels 9-12)	12	0	0	0	0	0	0
Contract (Band A)	2	0	0	0	0	0	0
Contract (Band B)	1	0	0	0	0	0	0
Contract (Band C)	1	0	0	0	0	0	0
Contract (Band D)	1	0	0	0	0	0	0
Total	8 617	10	0,11	0	0	0	0

The following table provides a summary of the number of employees whose positions were upgraded due to their post being upgraded. The number of employees might differ from the number of posts upgraded since not all employees are automatically absorbed into the new posts and some of the posts upgraded could also be vacant.

Table 3.4.2: Profile of employees whose positions were upgraded due to their posts being upgraded for the period 1 April 2020 and 31 March 2021

Gender	African	Asian	Coloured	White	Total
Female	0	0	0	0	0
Male	0	0	0	0	0
Total	0	0	0	0	0

Employees with a disability	0
-----------------------------	---

The following table summarises the number of cases where remuneration bands exceeded the grade determined by job evaluation. Reasons for the deviation are provided in each case.

Table 3.4.3: Employees with salary levels higher than those determined by job evaluation by occupation for the period 1 April 2020 and 31 March 2021

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation
Administrative related	2	9	10	PSCBC resolution
Administrative related	5	11	12	PSCBC resolution
Bus and heavy vehicle drivers	1	7	8	Grade Progression
Cashiers tellers and related clerks	22	5	6	Grade Progression
Cashiers tellers and related clerks	4	6	7	Grade Progression
Cleaners in offices workshops hospitals etc.	1	4	5	Grade Progression
Clients inform clerks (switchb receipt inform clerks)	2	5	6	Grade Progression
Communication and information related	1	11	12	PSCBC resolution
Finance and economics related	2	9	10	PSCBC resolution
Finance and economics related	1	11	12	PSCBC resolution
Financial and related professionals	1	6	7	Grade Progression
Financial and related professionals	2	7	8	Grade Progression
Financial and related professionals	7	9	10	PSCBC resolution
Financial and related professionals	8	11	12	PSCBC resolution
Financial clerks and credit controllers	1	5	6	Grade Progression
Financial clerks and credit controllers	4	6	7	Grade Progression

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation
Human resources & organisat developm & relate prof	22	9	10	PSCBC resolution
Human resources & organisat developm & relate prof	2	11	12	PSCBC resolution
Human resources clerks	2	7	8	Grade Progression
Human resources related	5	9	10	PSCBC resolution
Human resources related	9	11	12	PSCBC resolution
Identification experts	2	6	7	Grade Progression
Information technology related	17	11	12	PSCBC resolution
Language practitioners interpreters & other commun	4	9	10	PSCBC resolution
Language practitioners interpreters & other commun	4	11	12	PSCBC resolution
Legal related	1	11	12	PSCBC resolution
Library mail and related clerks	1	6	7	Grade Progression
Library mail and related clerks	1	3	6	Structural amendment
Logistical support personnel	1	9	10	PSCBC resolution
Material-recording and transport clerks	1	6	7	Grade Progression
Other administrat & related clerks and organisers	3	5	6	Grade Progression
Other administrat & related clerks and organisers	267	6	7	Grade Progression
Other administrat & related clerks and organisers	28	7	8	Grade Progression
Other administration & related clerks and organisers	1	9	10	PSCBC resolution
Other administration & related clerks and organisers	1	11	12	PSCBC resolution
Other administrative policy and related officers	2	6	7	Grade Progression
Other administrative policy and related officers	18	7	8	Grade Progression
Other administrative policy and related officers	45	9	10	PSCBC resolution
Other administrative policy and related officers	28	11	12	PSCBC resolution
Other information technology personnel	41	9	10	PSCBC resolution
Regulatory inspectors	38	6	7	Grade Progression
Regulatory inspectors	1	9	10	PSCBC resolution
Secretaries & other keyboard operating clerks	5	6	7	Grade Progression

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation
Secretaries & other keyboard operating clerks	1	7	8	Grade Progression
Secretaries & other keyboard operating clerks	3	9	10	PSCBC resolution
Security officers	1	6	7	Grade Progression
Security officers	1	7	8	Grade Progression
Security officers	28	9	10	PSCBC resolution
Security officers	13	11	12	PSCBC resolution
Total number of employees whose salaries exceeded the level determined by job evaluation				661
Percentage of total employed				7,74%

The following table summarises the beneficiaries of the above in terms of race, gender, and disability.

Table 3.4.4: Profile of employees who have salary levels higher than those determined by job evaluation for the period 1 April 2020 and 31 March 2021

Gender	African	Asian	Coloured	White	Total
Female	269	28	6	119	422
Male	193	11	4	31	239
Total	462	39	10	150	661
Employees with a disability	4	3	1	7	15
Total number of Employees whose salaries exceeded the grades determine by job evaluation					None

3.5 Employment Changes

This section provides information on changes in employment over the financial year. Turnover rates provide an indication of trends in the employment profile of the department. The following tables provide a summary of turnover rates by salary band and critical occupations (see definition in notes below).

Table 3.5.1: Annual turnover rates by salary band for the period 1 April 2020 and 31 March 2021

Salary band	Number of employees at beginning of period- 1 April 2020	Appointments and transfers into the department	Terminations and transfers out of the department	% Turnover rate
Lower skilled (Levels 1-2)	1	0	0	0
Skilled (Levels 3-5)	560	12	33	5,89
Highly skilled production (Levels 6-8)	7 318	71	243	3,32
Highly skilled supervision (Levels 9-12)	720	18	34	4,72
SMS Band A	88	12	6	6,82
SMS Band B	28	0	1	3,57
SMS Band C	6	0	0	0
SMS Band D	2	0	0	0
Contract (Levels 1-2)	0	0	0	0
Contract (Levels 3-5)	54	4	28	51,85
Contract (Levels 6-8)	0	2	2	0
Contract (Levels 9-12)	6	1	6	100
Contract Band A	0	0	0	0
Contract Band B	2	0	0	0
Contract Band C	0	1	1	0
Contract Band D	0	1	0	0
Total	8 785	122	354	4,03

Table 3.5.2: Annual turnover rates by critical occupation for the period 1 April 2020 and 31 March 2021

Critical occupation	Number of employees at beginning of period-April 2020	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Administrative related	42	1	5	11,90
Building and other property caretakers	27	0	2	7,41
Bus and heavy vehicle drivers	100	0	4	4
Cashier tellers and related clerks	126	1	8	6,35
Cleaners in offices workshops hospitals, etc.	313	11	19	6,07
Clients inform clerks (switchboards reception inform clerks)	17	0	0	0
Communication and information related	2	0	0	0
Computer programmes	0	0	0	0
Finance and economics related	9	0	1	11,11
Finance and related professionals	75	2	0	0
Financial clerks and credit controllers	33	0	0	0
Food service aid and waiter	2	0	0	0
Head of department/chief executive officer	0	1	0	0
Human resources & organisational development & related professionals	81	1	5	6,17
Human resources clerks	65	1	2	3,08
Human resources related	25	0	1	4,00
Identification experts	239	0	3	1,26
Information technology related	40	16	1	2,50
Language practitioners, interpreters & other communication	11	0	0	0
Legal related	13	7	0	0
Library mail and related clerks	56	4	2	3,57
Light vehicle drivers	38	1	1	2,63
Logistical support personnel	22	0	0	0

Critical occupation	Number of employees at beginning of period-April 2020	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Material - recording and transport clerks	1	0	0	0
Messenger porters and deliveries	3	0	0	0
Other administration & related clerks and organisers	4 107	28	131	3,19
Other administrative policy and related officers	966	12	93	9,63
Other information technology personnel	98	8	0	0
Other occupations	2	0	0	0
Regulatory inspectors	1 851	13	62	3,35
Secretaries & other keyboard operating clerks	109	1	3	2,75
Security guards	46	0	2	4,35
Security officers	142	0	1	0,70
Senior managers	123	14	8	6,50
Trade labourers	1	0	0	0
Total	8 785	122	354	4,03

The table below identifies the major reasons why staff left the department.

Table 3.5.3: Reasons why staff left the department for the period 1 April 2020 and 31 March 2021

Termination Type	Number	% of total resignations
Death	73	20,62
Resignation	80	22,60
Expiry of contract	36	10,17
Dismissal - misconduct	24	6,78
Transfers to other public service departments	10	2,82
Retirement	125	35,31
Discharged due to ill-health	6	1,69
Total	354	100
Total number of employees who left as a % of total employment	4,03	

Table 3.5.4: Promotions by critical occupation for the period 1 April 2020 and 31 March 2021

Occupation	Employees 1 April 2020	Promotions to another salary level	Salary level promotions as a % of employees by occupation	Progressions to another notch within a salary level	Notch progression as a % of employees by occupation
Administrative related	33	0	0	25	75,76
Building and other property caretakers	27	2	7,41	25	92,59
Bus and heavy vehicle drivers	101	0	0	97	96,04
Cashier tellers and related clerks	122	2	1,64	102	83,61
Cleaners in offices workshops hospitals, etc.	312	1	0,32	284	91,03
Client inform clerks (switchboards reception inform clerks)	17	0	0	15	88,24
Communication and information related	2	0	0	2	100
Computer programmes	0	0	0	0	0
Finance and economics related	9	0	0	8	88,89
Finance and related professionals	75	1	1,33	46	61,33
Financial clerks and credit controllers	34	0	0	24	70,59
Food service aid and waiter	2	0	0	1	50
Head of department/chief executive officer	0	0	0	0	0
Human resources & organisational development & related professionals	86	2	2,33	71	82,56
Human resources clerks	65	1	1,54	60	92,31
Human resources related	21	1	4,76	18	85,71
Identification experts	238	0	0	193	81,09
Information technology related	39	11	28,21	22	56,41
Language practitioners, interpreters & other communication	11	0	0	10	90,91
Legal related	12	0	0	10	83,33
Library mail and related clerks	57	0	0	49	85,96
Light vehicle drivers	38	0	0	30	78,95

Occupation	Employees 1 April 2020	Promotions to another salary level	Salary level promotions as a % of employees by occupation	Progressions to another notch within a salary level	Notch progression as a % of employees by occupation
Logistical support personnel	21	0	0	20	95,24
Material - recording and transport clerks	1	0	0	1	100
Messenger porters and deliveries	3	0	0	3	100
Other administration & related clerks and organisers	4 098	22	0,54	3 685	89,92
Other administrative policy and related officers	983	23	2,34	680	69,18
Other information technology personnel	97	1	1,03	96	98,97
Other occupations	2	0	0	0	0
Regulatory inspectors	1 858	7	0,38	1 559	83,91
Secretaries & other keyboard operating clerks	107	0	0	86	80,37
Security guards	46	0	0	42	91,30
Security officers	143	2	1,40	132	92,31
Senior managers	124	8	6,45	83	66,94
Trade labourers	1	0	0	0	0
Total	8 785	84	0,96	7 479	85,13

Table 3.5.5: Promotions by salary band for the period 1 April 2020 and 31 March 2021

Salary band	Employees 1 April 2020	Promotions to another salary level	Salary bands promotions as a % of employees by salary level	Progressions to another notch within a salary level	Notch progression as a % of employees by salary bands
Lower Skilled (Levels 1-2)	1	0	0	0	0
Skilled (Levels 3-5)	560	1	0,18	533	95,18
Highly skilled production (Levels 6-8)	7 318	54	0,74	6 231	85,15
Highly skilled supervision (Levels 9-12)	720	21	2,92	631	87,64
Senior management (Levels 13-16)	124	8	6,45	84	67,74
Contract (Levels 3-5)	54	0	0	0	0
Contract (Levels 6-8)	0	0	0	0	0

Salary band	Employees 1 April 2020	Promotions to another salary level	Salary bands promotions as a % of employees by salary level	Progressions to another notch within a salary level	Notch progression as a % of employees by salary bands
Contract (Levels 9-12)	6	0	0	0	0
Contract (Levels 13-16)	2	0	0	0	0
Total	8 785	84	0,96	7 479	85,13

3.6 Employment Equity

Table 3.6.1: Total number of employees (including employees with disabilities) in each of the following occupational categories as on 31 March 2021

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Legislators, senior officials and managers	56	7	3	6	48	2	3	8	133
Professionals	155	11	1	8	173	9	3	16	376
Technicians and associate professionals	392	24	7	18	431	31	12	46	961
Clerks	1 304	88	19	36	2 695	225	33	211	4 611
Service shop and market sales workers	962	79	11	40	823	54	7	17	1 993
Skilled agriculture and fishery workers	0	0	0	0	0	0	0	0	0
Craft and related trades workers	0	0	0	0	0	0	0	0	0
Plant and machine operators and assemblers	119	6	0	1	8	0	0	0	134
Labourers and related workers	94	4	0	0	222	12	1	0	333
Elementary occupations	0	0	0	0	0	0	0	0	0
Total	3 082	219	41	109	4 400	333	59	298	8 541
Employees with disabilities	70	6	1	6	56	2	1	9	151

Table 3.6.2: Total number of employees (including employees with disabilities) in each of the following occupational bands as on 31 March 2021

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	4	1	0	1	1	0	0	0	7
Senior Management	49	6	3	5	47	2	3	9	124
Professionally qualified and experienced specialists and mid-management	298	21	11	24	227	19	9	27	636
Skilled technical and academically qualified workers, junior management, supervisors, foremen an superintendents	2 502	175	25	74	3 784	281	46	253	7 140
Semi-skilled and discretionary decision making	202	16	0	4	319	29	1	8	579
Unskilled and defined decision making	0	0	0	0	0	0	0	0	0
Contract (Top Management)	2	0	0	0	0	0	0	0	2
Contract (Senior Management)	17	0	2	1	11	2	0	1	34
Contract (Professionally qualified)	4	0	0	0	2	0	0	0	6
Contract (Skilled qualifications, junior management)	1	0	0	0	5	0	0	0	6
Contract (Semi-skilled)	2	0	0	0	4	0	0	0	6
Contract (Unskilled)	1	0	0	0	0	0	0	0	1
Total	3 082	219	41	109	4 400	333	59	298	8 541

Table 3.6.3: Recruitment for the period 1 April 2020 to 31 March 2021

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	0	0	0	0	0	0	0	0	0
Senior Management	6	0	0	0	3	1	0	2	12
Professionally qualified and experienced specialists and mid-management	5	0	0	0	2	0	0	0	7
Skilled technical and academically qualified workers, junior management, supervisors, foremen an superintendents	40	1	0	0	39	2	0	0	82
Semi-skilled and discretionary decision making	4	0	0	0	8	0	0	0	12

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Contract (Unskilled and defined decision making)	0	0	0	0	0	0	0	0	0
Contract (Top Management)	2	0	0	0	0	0	0	0	2
Contract (Senior Management)	0	0	0	0	0	0	0	0	0
Contract (Professionally qualified)	1	0	1	1	0	0	0	0	3
Contract (Semi-skilled & discretionary)	0	0	0	0	1	0	0	0	1
Contract (skilled & qualified)	0	0	0	0	3	0	0	0	3
Total	58	1	1	1	56	3	0	2	122
Employees with disabilities	1	0	0	0	0	0	0	0	1

Table 3.6.4: Promotions for the period 1 April 2020 to 31 March 2021

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	0	0	0	0	0	0	0	0	0
Senior Management	4	0	0	0	3	0	0	1	8
Professionally qualified and experienced specialists and mid-management	3	0	0	0	4	0	0	0	7
Skilled technical and academically qualified workers, junior management, supervisors, foremen and superintendents	22	5	0	1	37	2	0	1	68
Semi-skilled and discretionary decision making	0	0	0	0	1	0	0	0	1
Unskilled and defined decision making	0	0	0	0	0	0	0	0	0
Contract (Senior Management)	0	0	0	0	0	0	0	0	0
Contract (Professionally qualified)	0	0	0	0	0	0	0	0	0
Contract (skilled technical)	0	0	0	0	0	0	0	0	0
Total	29	5	0	1	45	2	0	2	84
Employees with disabilities	0	0	0	0	0	0	0	0	0

Table 3.6.5: Terminations for the period 1 April 2020 to 31 March 2021

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	0	0	0	0	0	0	0	0	0
Senior Management	3	0	0	0	3	0	0	1	7
Professionally qualified and experienced specialists and mid-management	9	4	1	2	14	0	0	1	31
Skilled technical and academically qualified workers, junior management, supervisors, foremen an superintendents	97	5	2	6	116	4	1	15	246
Semi-skilled and discretionary decision making	7	0	0	0	25	0	0	1	33
Unskilled and defined decision making	0	0	0	0	0	0	0	0	0
Contract (Top Management)	0	1	0	0	0	0	0	0	1
Contract (Senior Management)	0	0	0	0	0	0	0	0	0
Contract (Skilled qualified)	0	0	0	0	0	7	0	0	7
Contract (Semi-skilled)	7	2	0	0	12	5	0	1	27
Contract (Professionally qualified and experienced specialists and mid-management)	0	0	1	0	1	0	0	0	2
Total	123	12	4	8	171	16	1	19	354
Employees with disabilities	5	0	0	1	2	0	0	0	8

Table 3.6.6 Disciplinary action for the period 1 April 2020 to 31 March 2021

Disciplinary action	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Guilty	12	2	0	1	12	0	1	1	29
Not Guilty	0	0	0	0	2	0	0	0	2
Not Required	0	0	0	0	0	0	0	0	0
Resigned	3	0	0	0	0	0	0	0	3
Withdrawn	0	0	0	0	0	0	0	0	0

Disciplinary action	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Total	15	2	0	1	14	0	1	1	34

The total will not tally as the four employees suspended without pay also received final written warnings for the same misconduct. Hence the total is 34 and not 38.

Table 3.6.7: Skills development for the period 1 April 2020 to 31 March 2021

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Legislators, senior officials and managers	137	15	3	8	120	16	2	12	313
Professionals	28	3	0	1	28	2	0	4	66
Technicians and associate professionals	455	42	5	21	396	35	6	18	978
Clerks	592	22	9	8	865	35	14	28	1 573
Service and sales workers	20	0	0	0	12	2	1	2	37
Plant and machine operators and assemblers	49	1	0	0	1	0	0	0	51
Labourers and related workers	12	2	0	0	69	5	0	0	88
TOTAL	1 293	85	17	38	1 491	95	23	64	3 106
Employees with disabilities	15	1	0	0	19	0	1	3	39

3.7 Signing of Performance Agreements by SMS Members

Information regarding the signing of performance agreements by SMS members, the reasons for not complying within the prescribed timeframes and disciplinary steps taken is presented here.

Table 3.7.1: Signing of performance agreements by SMS members as on 31 August 2020

SMS Level	Total number of funded SMS posts	Total number of SMS members	Total number of signed performance agreements	Signed performance agreements as % of total number of SMS members
DG/ head of department	1	0	0	0
Salary Level 16	2	2	2	100
Salary Level 15	8	6	5	83,33
Salary Level 14	35	30	30	100
Salary Level 13	101	90	89	98,89
Total	147	128	126	98,44

Table 3.7.2: Reasons for not having concluded performance agreements for all SMS members as on 31 August 2020

Reasons
Deputy Minister does not sign a Performance Agreement, as he is a political appointment.
Performance Agreement for a Director in the Deputy Ministry is outstanding.

Table 3.7.3: Disciplinary steps taken against SMS members for not having concluded performance agreements as on 31 August 2020

Reasons
None

3.8 Performance Rewards

To encourage good performance, the department has granted the following performance rewards during the year under review. The information is presented in terms of race, gender, disability, salary bands and critical occupations (see definition in notes below).

Table 3.8.1 Performance rewards by race, gender and disability for the period 1 April 2020 to 31 March 2021

Race and gender	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within group	Cost (R'000)	Average cost per employee
African	612	7 482	8,18	9 363	15 297
Male	232	3 082	7,53	3 859	16 633
Female	380	4 400	8,64	5 504	14 481
Asian	8	100	8	203	25 375
Male	3	41	7,32	103	34 333
Female	5	59	8,47	100	20 000
Coloured	31	552	5,62	371	11 967
Male	11	219	5,02	141	12 818
Female	20	333	6,01	230	14 500
White	54	407	13,27	1 239	22 944
Male	11	109	10,09	444	40 363
Female	43	298	14,43	795	18 488
Total	705	8 541	8,25	11 176	15 852
Employees with disabilities	9	151	5,96	121	13 444

Table 3.8.2: Performance rewards by salary band for personnel below senior management service for the period 1 April 2020 to 31 March 2021

Salary band	Beneficiary profile			Cost		Total cost as a % of the total personnel expenditure
	Number of beneficiaries	Number of employees	% of total within salary bands	Total cost (R'000)	Average cost per employee	
Lower skilled (Levels 1-2)	0	0	0	0	0	0
Skilled (Levels 3-5)	53	532	9,96	473	8 924	4,43
Highly skilled production (Levels 6-8)	564	7 118	7,92	7 571	13 423	70,89
Highly skilled supervision (Levels 9-12)	80	706	11,33	2 636	32 950	24,68
Contract (Levels 1-2)	0	1	0	0	0	0
Contract (Levels 3-5)	0	32	0	0	0	0
Contract (Levels 6-8)	0	5	0	0	0	0
Contract (Levels 9-12)	0	12	0	0	0	0
Total	697	8 406	8,29	10 680	15 322	100

Table 3.8.3: Performance rewards by critical occupation for the period 1 April 2020 to 31 March 2021

Critical occupation	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within occupation	Total cost (R'000)	Average cost per employee
Administrative related	3	31	9,68	114	38 000
Building and other property caretakers	0	25	0	0	0
Bus and heavy vehicle drivers	7	97	7,22	106	15 142
Cashier tellers and related clerks	13	114	11,40	205	15 692
Cleaners in offices workshops hospitals, etc.	30	302	9,93	236	7 866
Client inform clerks (switchboards reception inform clerks)	2	15	13,33	20	10 000
Communication and information related	0	2	0	0	0
Computer programmes	0	0	0	0	0
Finance and economics related	0	8	0	0	0
Financial related professionals	21	76	27,63	547	26 047

Critical occupation	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within occupation	Total cost (R'000)	Average cost per employee
Financial clerks and credit controllers	13	34	38,24	144	11 076
Food service aid and waiter	1	2	50	6	6 000
Head of department/chief executive officer	0	1	0	0	0
Human resources & organisational development & related professionals	4	82	4,88	120	30 000
Human resources clerks	8	65	12,31	98	12 250
Human resources related	4	21	19,05	113	28 250
Identification experts	10	234	4,27	118	11 800
Information technology related	2	51	3,92	51	25 500
Language practitioners, interpreters & other communication	0	11	0	0	0
Legal related	4	19	21,05	161	40 250
Library mail and related clerks	1	58	1,72	13	13 000
Light vehicle drivers	7	37	18,92	89	12 714
Logistical support personnel	2	21	9,52	37	18 500
Material - recording and transport clerks	0	1	0	0	0
Messenger porters and deliveries	0	3	0	0	0
Other administration & related clerks and organisers	363	3 984	9,11	4 701	12 950
Other administrative policy and related officers	81	909	8,91	1 996	24 641
Other information technology personnel	8	106	7,55	181	22 625
Other occupations	0	2	0	0	0
Regulatory inspectors	90	1 808	4,98	1 179	13 100
Secretaries & other keyboard operating clerks	14	106	13,21	203	14 500
Security guards	0	43	0	0	0
Security officers	9	142	6,34	241	26 777
Senior managers	8	130	6,15	497	62 125

Critical occupation	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within occupation	Total cost (R'000)	Average cost per employee
Trade labourers	0	1	0	0	0
Total	705	8 541	8,25	11 176	15 852

Table 3.8.4: Performance related rewards (cash bonus), by salary band for senior management service for the period 1 April 2020 to 31 March 2021

Salary band	Beneficiary profile			Cost		Total cost as a % of the total personnel expenditure
	Number of beneficiaries	Number of employees	% of total within salary bands	Total cost (R'000)	Average cost per employee	
Band A	5	95	5,26	351	70 200	0,01
Band B	3	31	9,68	146	48 666	0,00
Band C	0	6	0	0	0	0
Band D	0	3	0	0	0	0
Total	8	135	5,93	497	62 125	0

3.9 Foreign Workers

The tables below summarise the employment of foreign nationals in the department in terms of salary band and major occupation.

Table 3.9.1: Foreign workers by salary band for the period 1 April 2020 and 31 March 2021

Salary band	1 April 2020		31 March 2021		Change	
	Number	% of total	Number	% of total	Number	% Change
Lower skilled	0	0	0	0	0	0
Highly skilled production (Levels 6-8)	0	0	0	0	0	0
Highly skilled supervision (Levels 9-12)	1	100	1	100	0	0
Senior management (Levels 13-16)	0	0	0	0	0	0
Contract (Levels 9-12)	0	0	0	0	0	0
Contract (Levels 13-16)	0	0	0	0	0	0
Total	1	100	1	100	0	0

Table 3.9.2: Foreign workers by major occupation for the period 1 April 2020 and 31 March 2021

Major occupation	1 April 2020		31 March 2021		Change	
	Number	% of total	Number	% of total	Number	% Change
Administrative office workers	1	100	1	100	0	0
Professionals and managers	0	0	0	0	0	0
Total	1	100	1	100	0	0

3.10 Leave Utilisation

The following tables provide an indication of the use of sick leave and disability leave. In both cases, the estimated cost of the leave is also provided.

Table 3.10.1: Sick leave for the period 1 January 2020 to 31 December 2020

Salary band	Total days	% Days with Medical certification	Number of employees using sick leave	% of total employees using sick leave	Average days per employee	Estimated cost (R'000)
Lower skilled (Levels 1-2)	0	0	0	0	0	0
Skilled (Levels 3-5)	3 309	85,80	491	7	7	2 735
Highly skilled production (Levels 6-8)	37 415	81,80	5 849	83,90	6	50 023
Highly skilled supervision (Levels 9-12)	2 975	81,80	506	7,30	6	8 374
Top and Senior management (Levels 13-16)	380	84,50	76	1,10	5	1 737
Contract (Levels 1-2)	0	0	0	0	0	0
Contract (Levels 3-5)	119	58,80	43	0,62	3	35
Contract (Levels 6-8)	5	20	2	0,03	3	8
Contract (Levels 9-12)	25	72	7	0,10	4	64
Contract (Levels 13-16)	0	0	0	0	0	0
Total	44 228	82,10	6 974	100	6	62 976

Table 3.10.2: Disability leave (temporary and permanent) for the period 1 January 2020 to 31 December 2020

Salary band	Total days	% Days with Medical certification	Number of employees using disability leave	% of total employees using disability leave	Average days per employee	Estimated cost (R'000)
Lower skilled (Levels 1-2)	0	0	0	0	0	0
Skilled (Levels 3-5)	333	100	18	7,41	19	265
Highly skilled production (Levels 6-8)	6 880	100	210	86,42	33	9 415
Highly skilled supervision (Levels 9-12)	633	100	14	5,80	45,21	1940

Salary band	Total days	% Days with Medical certification	Number of employees using disability leave	% of total employees using disability leave	Average days per employee	Estimated cost (R'000)
Senior management (Levels 13-16)	31	100	1	0,40	31	165
Contract (Levels 1-2)	0	0	0	0	0	0
Contract (Levels 3-5)	0	0	0	0	0	0
Contract (Levels 6-8)	0	0	0	0	0	0
Contract (Levels 9-12)	0	0	0	0	0	0
Contract (Levels 13-16)	0	0	0	0	0	0
Total	7 877	100	243	100	34,42	11 785

The table below summarises the utilisation of annual leave. The wage agreement concluded with trade unions in the PSCBC in 2000 requires management of annual leave to prevent high levels of accrued leave being paid at the time of termination of service.

Table 3.10.3: Annual Leave for the period 1 January 2020 to 31 December 2020

Salary band	Total days taken	Number of employees using annual leave	Average per employee
Lower skilled (Levels 1-2)	0	0	0
Skilled (Levels 3-5)	11 939,25	603	20
Highly skilled production (Levels 6-8)	136 969,17	7 222	19
Highly skilled supervision (Levels 9-12)	14 712,25	722	20
Senior management (Levels 13-16)	2 386	125	19
Contract (Levels 1-2)	0	0	0
Contract (Levels 3-5)	385	63	6
Contract (Levels 6-8)	60	5	12
Contract (Levels 9-12)	181	15	12
Contract (Levels 13-16)	71	5	14
Total	166 703,67	8 760	19

Table 3.10.4: Capped leave for the period 1 January 2020 to 31 December 2020

Salary band	Total days of capped leave taken	Number of employees using capped leave	Average number of days taken per employee	Average capped leave per employee as on 31 March 2020
Lower skilled (Levels 1-2)	0	0	0	0
Skilled (Levels 3-5)	31	2	16	50
Highly skilled production (Levels 6-8)	63	9	7	44
Highly skilled supervision (Levels 9-12)	15	4	4	49
Senior management (Levels 13-16)	0	0	0	37
Total	109	15	7	45

The following table summarise payments made to employees as a result of leave that was not taken.

Table 3.10.5: Leave payouts for the period 1 April 2020 and 31 March 2021

Reason	Total amount (R'000)	Number of employees	Average per employee (R'000)
Leave payout for 2020/21 due to non-utilisation of leave for the previous cycle	0	0	0
Capped leave payouts on termination of service for 2020/21	15 873	102	155 618
Current leave payout on termination of service for 2020/21	2 541	87	29 207
Total	18 414	189	97 428

3.11 HIV/AIDS & Health Promotion Programmes

Table 3.11.1: Steps taken to reduce the risk of occupational exposure

Units/categories of employees identified to be at high risk of contracting HIV & related diseases (if any)	Key steps taken to reduce the risk
None	Not applicable

Table 3.11.2: Details of health promotion and HIV/AIDS programmes (tick the applicable boxes and provide the required information)

Question	Yes	No	Details, if yes
1. Has the department designated a member of the SMS to implement the provisions contained in Chapter 4, Part 3, section 55 of the Public Service Regulations, 2016? If so, provide her/his name and position.	X		The incumbent retired on 31 December 2014. The post is vacant and unfunded. In view thereof, the responsibilities attached to the role are being fulfilled by Ms LV Moshoeite (Deputy Director: Quality of Work Life).
2. Does the department have a dedicated unit or have you designated specific staff members to promote health and wellbeing of your employees? If so, indicate the number of employees who are involved in this task and the annual budget that is available for this purpose.	X		Deputy Director: Quality of Work Life: Ms LV Moshoeite and 1 Assistant Director. Deputy Director: Occupational Health and Safety: Mrs Zondi and 1 Assistant Director. The annual budget for the programme is all encompassing and amounts to approximately R2 922 000,00.
3. Has the department introduced an employee assistance or health promotion programme for your employees? If so, indicate the key elements/services of the programme.	X		a) Hybrid Model: External service provider ICAS: counselling, trauma debriefing, HIV and chronic disease management, life skills and marketing of all wellness services. Functional 24-hour toll free telephone counselling available to employees and their immediate family members and ECARE: Online wellness services accessible to employees. Internal services: Workplace-based interventions by Quality of Work-Life Management Sub-Directorate. b) Health calendar of events conducted virtually (online) & Health and Productivity Policy implemented: ongoing work-life balance and chronic disease management awareness/educational sessions conducted online and promotional materials distributed electronically throughout the year, as follows: February: sexually transmitted infection (STI) & condom week. March: TB & promotion of healthy lifestyles. April: healthy lifestyle awareness, health screening and HIV.

Question	Yes	No	Details, if yes
			<p>May: Know your HIV Status campaign and Candle-Light Memorial day.</p> <p>June: Blood screening, blood donation clinic, and substance abuse.</p> <p>July: Men's Health Day: prostate cancer and medical male circumcision.</p> <p>September: heart, and mental health.</p> <p>October: Women's Health day: breast and cervical cancer education.</p> <p>November: Red Ribbon.</p> <p>December: World AIDS day.</p> <p>c) HIV / STI / TB Management Policy implemented: HIV/AIDS peer education programme implemented, quarterly HIV counselling and testing, blood screening and blood donation clinics held after every 8 weeks. HIV / STI / TB & healthy lifestyle brochures distributed, male & female condoms distributed.</p> <p>d) Wellness Management Policy implemented: Ongoing healthy lifestyles campaigns and educational awareness sessions conducted.</p> <p>e) Performance enhancement programmes: quarterly wellness days conducted, life skills offered to employees (stress management, trauma debriefing, financial management, interpersonal relations, marital, parenting, etc.).</p> <p>f) SHERQ Management: SHE representative appointed, health / COVID-19 risk assessments undertaken, vaccinations of employees at ports of entry, harbours, holding facilities, office inspections and audits undertaken regularly, and reports with recommendations submitted to the DG.</p>

Question	Yes	No	Details, if yes
<p>4. Has the department established (a) committee(s) as contemplated in Chapter 4, Part 3, Section 55 of the Public Service Regulations, 2016? If so, please provide the names of the members of the committee and the stakeholder(s) that they represent.</p>	X		<p>90 DHA employees representing all the provinces, were appointed as employee wellness committee members and trained as HIV / AIDS peer educators. Five (5-8) employees per province, including national office. Their names are as follows:</p> <p>National office: J. Mathane, J. Mmekwa, L. Khoza, K. Siko, P. Kobo, P. Nxumalo, D. Magano, T. Sekhu, S. Phasha, S. Sibanyoni, L. Khoza, N. Masanabo. J. Ramalekana.</p> <p>North West: A. Amadien, M. Majuda, P. Masilela, S. M. Mogapi, K. I. Mathobela.</p> <p>Free State: D. Moholo, T. Sebueng, M. Lepitsi, T. Khobotlo, D. Louw, P. Mohlabane, M. Qhaba, M. Moshou, S. Sebobane, E. Mangelane.</p> <p>Gauteng: M. Netshifhefhe, E. Motsiri, S. Sambo, N. Nkanyani, L. Molantoa, M. Mbebe, J. Segone, F. Bam, J. Hlalele, M. Kgosinaga, T. Gabayi, S. Mvelo Mkhwanazi, K. Mosoeu.</p> <p>Limpopo: M. Nkanyane, P. M. Mashita, K. M. Komape, M. R. Komape, D. W. Ragolane, P. C. Madzivhandila, T. J. Mudau, P. I. Moleba, M. K. Mabokelwa.</p>
			<p>Western Cape: N. Madolo, S. Mathiso, Z. Ndukwana, S. Mayekiso, N. Mtimkhulu. S. Fiyani, S. Renene, K. Bikwana.</p> <p>Eastern Cape: L. Jama, T. Sajini, P. Maeselana-Ndungane, S. Timakwe, N. Ndashe, M. Nggezana, A. Matandabuzo, N. Koyana, O. Nomnqa.</p> <p>Mpumalanga: Z. Mahlangu, G. Mashiane, T. Lusibane, M. Maluleke, M. Sibiyi-Nhlambo, P. Mashishi, N. Masilela, T. Gazide, B. J. Mnguni.</p> <p>Northern Cape: L. Hlophe, E. Pretorius, M. Malinga, B. M. Maroane, N. E. Nel, T. J. Selometsi, E. January, D. Pietersen.</p> <p>Kwa Zulu Natal: S. Mofokeng, N. Ndlovu, N. Mhlongo, B. Gabela, P. Nduli. S. Mbanjwa, S. Cebekhulu, M. Masondo, S. Zondo.</p> <p>Ports of entry: R. Msinga, R. Mtungwa, T. R. Mosenogi, L. T. Montasi, A. Phelehu, P. S. Mabuza, T. Y. Makhoba, L. P. Sibiyi, N. G. Mkhondo, M. Tyhotyho, N. Vundla, V. Sunpath.</p> <p>All the abovementioned committee members will serve their 3-year term of office from 2019 to 2022.</p>

Question	Yes	No	Details, if yes
5. Has the department reviewed the employment policies and practices of your department to ensure that these do not unfairly discriminate against employees on the basis of their HIV status? If so, list the employment policies/practices so reviewed.	X		<ul style="list-style-type: none"> a) DHA HIV / ST / TB and Gender Rights-Based Management Plan 2019-2020 (DHA Annual Plan signed by DG submitted to DPSA & Office of the Presidency). b) DHA HIV / STI / TB Management Policy. c) Wellness Management Policy. d) Health and Productivity Management Policy. e) SHERQ. f) HIV AIDS peer education programme implemented. g) Ongoing HIV / STI / TB education, awareness sessions conducted.
6. Has the department introduced measures to protect HIV-positive employees or those perceived to be HIV-positive from discrimination? If so, list the key elements of these measures.	X		<ul style="list-style-type: none"> a) DHA HIV / STI / TB and Gender Rights-Based Management Plan 2019-2020 - Annual Plan signed by DG submitted to DPSA & Office of the Presidency: emphasises the protection of human rights, destigmatisation towards HIV-Positive employees, ongoing education about voluntary counselling, and testing and voluntary disclosure. b) Annual EWP Operational Plan with HIV / STI / TB activities, set targets and compliance issues.
			<ul style="list-style-type: none"> c) HIV / AIDS peer education programme implemented: 1 meeting held per quarter and information sharing sessions conducted on monthly basis by Peer Educators, monthly reports submitted to head office.

Question	Yes	No	Details, if yes
7. Does the department encourage its employees to undergo Voluntary Counselling and Testing? If so, list the results that you have achieved.	X		<ul style="list-style-type: none"> a) Awareness sessions for HIV conducted by ICAS. b) 10, 000 Employees in all Provinces were screened for COVID-19. 1 003 Employees tested positive for COVID-19. 32 passed on. c) 65 060 Male condoms and 3 750 female condoms, 9 000 HIV / ST I / TB, chronic illnesses and healthy living lifestyles brochures and desk drops distributed through internal communications. d) Blood screening & blood donation clinics after every 8 weeks: 40 regular blood donors screened. 19 donated blood and 4 employees were declined due to various reasons, such as, low iron level, being on antibiotics, operations undertaken, etc. 10 employees attended blood education.
8. Has the department developed measures/ indicators to monitor & evaluate the impact of your health promotion programme? If so, list these measures/ indicators.	X		<ul style="list-style-type: none"> a) Developed and submitted costed Operational Plan with monthly, quarterly and annual targets. b) Monthly, quarterly and annual reports finalised and submitted with evidence of attendance registers, reports from GEMS and ICAS wellness service provider. Employees attended calendar events awareness sessions, 300 employees tested for HIV, all tested negative, and 500 employees tested for health screening: blood sugar, blood pressure, cholesterol, and BMI). c) Analysed GEMS and ICAS reports and developed intervention programmes in the form of educational and awareness sessions. d) Annual EWP health calendar events incorporated into DHA yearly planner. e) Minutes and reports with recommendations from Peer Educators and SHE Representatives submitted and incorporated into monthly and quarterly reports of DHA.

3.12 Labour Relations

Table 3.12.1: Collective agreements for the period 1 April 2020 and 31 March 2021

Subject matter	Date
Total number of collective agreements	None

The following table summarises the outcome of disciplinary hearings conducted within the department for the year under review.

Table 3.12.2: Misconduct and disciplinary hearings finalised for the period 1 April 2020 and 31 March 2021

Outcomes of disciplinary hearings	Number	% of total
Correctional counselling	0	0
Verbal warning	0	0
Written warning	0	0
Final written warning	5	13,16
Suspended without pay	4	10,53
Fine	0	0
Demotion	0	0
Dismissal	24	63,16
Resignations	3	7,89
Not guilty	2	5,26
Case withdrawn	0	0
Total	38	100

Table 3.12.3: Types of misconduct addressed and disciplinary hearings for the period 1 April 2020 and 31 March 2021

Type of misconduct	Number	% of total
Absenteeism	1	2,80
Dereliction of duty	1	2,80
Financial misconduct	0	0
Fraud and corruption	33	92
Gross negligence	0	0
Improper conduct	0	0
Insubordination	0	0
Misrepresentation	0	0
Sexual harassment	1	2,80
Theft	0	0
Citizens matter	0	0
Total	36	100

Table 3.12.4: Grievances logged for the period 1 April 2020 and 31 March 2021

Grievances	Number	% of Total
Number of grievances resolved	20	50
Number of grievances not resolved	20	50
Total number of grievances lodged	40	100

Table 3.12.5: Disputes logged with councils for the period 1 April 2020 and 31 March 2021

Disputes	Number	% of Total
Number of disputes upheld	30	68
Number of disputes dismissed	14	32
Total number of disputes lodged	44	100

Table 3.12.6: Strike actions for the period 1 April 2020 and 31 March 2021

Total number of persons working days lost	6
Total cost working days lost	0
Amount recovered as a result of no work no pay (R'000)	0

Table 3.12.7 Precautionary suspensions for the period 1 April 2020 and 31 March 2021

Number of people suspended	8
Number of people whose suspension exceeded 30 days	8
Average number of days suspended	442
Cost of suspensions	1 109 655

3.13 Skills Development

This section highlights the efforts of the department with regard to skills development.

Table 3.13.1: Training needs identified for the period 1 April 2020 and 31 March 2021

Occupational category	Gender	Number of employees as at 1 April 2020	Training needs identified at start of the reporting period			
			Learnerships	Skills programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	57	0	40	0	40
	Male	69	0	101	0	101
Professionals	Female	189	0	7	0	7
	Male	163	0	9	0	9
Technicians and associate professionals	Female	570	0	304	0	304
	Male	467	0	210	0	210
Clerks	Female	3 258	0	650	0	650
	Male	1 481	0	574	0	574

Occupational category	Gender	Number of employees as at 1 April 2020	Training needs identified at start of the reporting period			
			Learnerships	Skills programmes & other short courses	Other forms of training	Total
Service and sales workers	Female	918	0	6	0	6
	Male	1 129	0	11	0	11
Skilled agriculture and fishery workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Craft and related trades workers	Female	246	0	46	0	46
	Male	99	0	0	0	0
Plant and machine operators and assemblers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Elementary occupations	Female	8	0	5	0	5
	Male	131	0	17	0	17
Sub-Total	Female	0	0	0	0	0
	Male	0	0	0	0	0
Gender sub-total	Female	5 246	0	1 058	0	1 058
Gender sub-total	Male	3 539	0	922	0	922
Total		8 785	0	1 980	0	1 980

Table 3.13.2 Training provided for the period 1 April 2020 and 31 March 2021

Occupational category	Gender	Number of employees as at 1 April 2020	Training provided within the reporting period			
			Learnerships	Skills programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	57	0	140	0	140
	Male	69	0	173	0	173
Professionals	Female	189	0	34	0	34
	Male	163	0	32	0	32

Occupational category	Gender	Number of employees as at 1 April 2020	Training provided within the reporting period			
			Learnerships	Skills programmes & other short courses	Other forms of training	Total
Technicians and associate professionals	Female	570	0	454	0	454
	Male	467	0	524	0	524
Clerks	Female	3 258	0	942	0	942
	Male	1 481	0	631	0	631
Service and sales workers	Female	918	0	16	0	16
	Male	1 129	0	21	0	21
Skilled agriculture and fishery workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Craft and related trades workers	Female	246	0	76	0	76
	Male	99	0	12	0	12
Plant and machine operators and assemblers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Elementary occupations	Female	8	0	1	0	1
	Male	131	0	50	0	50
Sub-Total	Female	0	0	0	0	0
	Male	0	0	0	0	0
Gender sub-total	Female	5 246	0	1 663	0	1 663
Gender sub-total	Male	3 539	0	1 443	0	1 443
Total		8 785	0	3 106	0	3 106

3.14 Injury on Duty

The following tables provide basic information on injury on duty.

Table 3.14.1 Injury on duty for the period 1 April 2020 and 31 March 2021

Nature of injury on duty	Number	% of total
Required basic medical attention only	25	96,15
Temporary total disablement	0	0
Permanent Disablement	0	0
Fatal	1	3,85
Total	26	100

3.15 Utilisation of Consultants

The following tables relates information on the utilisation of consultants in the department.

Table 3.15.1: Report on consultant appointments using appropriated funds for the period 1 April 2020 and 31 March 2021

Project title	Total number of consultants that worked on project	Duration (work days)	Contract value in Rand
Media monitoring	3	365	519 313,80
Health risk manager	1	365	1 189 311,18
Competency assessment	5	When required	503 683,72
Employee wellness	1	275	1 086 398,13
Boarer management	1	260	3 996 400,00
Total	0	0	0

Total number of projects	Total individual consultants	Total duration Work days	Total contract value in Rand
Total	0	0	0

Table 3.15.2: Analysis of consultant appointments using appropriated funds, in terms of historically disadvantaged individuals (HDIs) for the period 1 April 2020 and 31 March 2021

Project title	Percentage ownership by HDI groups	Percentage management by HDI groups	Number of consultants from HDI groups that work on the project
None			

Table 3.15.3: Report on consultant appointments using donor funds for the period 1 April 2020 and 31 March 2021

Project title	Total Number of consultants that worked on project	Duration (Work days)	Donor and contract value in Rand
None			

Total number of projects	Total individual consultants	Total duration Work days	Total contract value in Rand
None			

Table 3.15.4: Analysis of consultant appointments using donor funds, in terms of historically disadvantaged individuals (HDIs) for the period 1 April 2020 and 31 March 2021

Project title	Percentage ownership by HDI groups	Percentage management by HDI groups	Number of consultants from HDI groups that work on the project
None			

3.16 Severance Packages

Table 3.16.1: Granting of employee-initiated severance packages for the period 1 April 2020 and 31 March 2021

Salary band	Number of applications received	Number of applications referred to the MPSA	Number of applications supported by MPSA	Number of packages approved by department
Lower skilled (Levels 1-2)	0	0	0	0
Skilled (Levels 3-5)	0	0	0	0
Highly skilled production (Levels 6-8)	0	0	0	0
Highly skilled supervision(Levels 9-12)	0	0	0	0
Senior management (Levels 13-16)	0	0	0	0
Total	0	0	0	0

PART E:

FINANCIAL INFORMATION



Table of Contents

Report of the Auditor-General	238
Appropriation Statement	245
Notes to the Appropriation Statement	288
Statement of Financial Performance	290
Statement of Financial Position	291
Statement of Changes in Net Assets	292
Cash Flow Statement	293
Notes to the Annual Financial Statements (including Accounting policies)	300
Annexures	331

1. REPORT OF THE AUDITOR-GENERAL TO PARLIAMENT ON VOTE NO. 5: DEPARTMENT OF HOME AFFAIRS

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

Opinion

1. I have audited the financial statements of the Department of Home Affairs set out on pages 244 to 330, which comprise the appropriation statement, statement of financial position as at 31 March 2021, statement of financial performance, statement of changes in net assets and cash flow statement for the year then ended, as well as notes to the financial statements, including a summary of significant accounting policies.
2. In my opinion, the financial statements present fairly, in all material respects, the financial position of the Department of Home Affairs as at 31 March 2021, and its financial performance and cash flows for the year then ended in accordance with the Modified Cash Standard (MCS) as prescribed by the National Treasury and the requirements of the Public Finance Management Act 1 of 1999 (PFMA).

Basis for opinion

3. I conducted my audit in accordance with the International Standards on Auditing (ISAs). My responsibilities under those standards are further described in the auditor-general's responsibilities for the audit of the financial statements section of my report.
4. I am independent of the department in accordance with the International Ethics

Standards Board for Accountants' *International code of ethics for professional accountants (including International Independence Standards)* (IESBA code) as well as other ethical requirements that are relevant to my audit in South Africa. I have fulfilled my other ethical responsibilities in accordance with these requirements and the IESBA code.

5. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of matters

6. I draw attention to the matters below. My opinion is not modified in respect of these matters.

Underspending of the vote

7. As disclosed in the appropriation statement, the department materially underspent the budget for the vote by R317 149 000.

Impairment of receivables

8. As disclosed in note 11.7 to the financial statements, an amount of R683 652 000 was impaired as a result of the department's inability to recover these receivables.

Impairment of accrued departmental revenue

9. As disclosed in note 22.3 to the financial statements, an amount of R212 282 000 was impaired as a result of the department's inability to recover fines and penalties issued in terms of the Immigration Act 13 of 2002.

Non-adjusting events after reporting date

10. I draw attention to note 27 to the financial statements, which deals with subsequent events and specifically the possible effect of the future implications of the letter of intent to challenge the legality of the cession of the ABIS contract. Should this bidder succeed in challenging the cession of the ABIS contract, the implementation of the ABIS project will be delayed further.

Other matter

11. I draw attention to the matter below. My opinion is not modified in respect of this matter.

Unaudited supplementary schedules

12. The supplementary information set out on pages 331 to 345 does not form part of the financial statements and is presented as additional information. I have not audited these schedules and, accordingly, I do not express an opinion on it.

Responsibilities of the accounting officer for the financial statements

13. The accounting officer is responsible for the preparation and fair presentation of the financial statements in accordance with the MCS and the requirements of the PFMA, and for such internal control as the accounting officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.
14. In preparing the financial statements, the accounting officer is responsible for assessing the department's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern

basis of accounting unless the appropriate governance structure either intends to liquidate the department or to cease operations, or has no realistic alternative but to do so.

Auditor-general's responsibilities for the audit of the financial statements

15. My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.
16. A further description of my responsibilities for the audit of the financial statements is included in the annexure to this auditor's report.

REPORT ON THE AUDIT OF THE ANNUAL PERFORMANCE REPORT

Introduction and scope

17. In accordance with the Public Audit Act 25 of 2004 (PAA) and the general notice issued in terms thereof, I have a responsibility to report on the usefulness and reliability of the reported performance information against predetermined objectives for the selected programmes presented in the annual performance report. I performed procedures to identify material findings but not to gather

evidence to express assurance.

18. My procedures address the usefulness and reliability of the reported performance information, which must be based on the department's approved performance planning documents. I have not evaluated the completeness and appropriateness of the performance indicators included in the planning documents. My procedures do not examine whether the actions taken by the department enabled service delivery. My procedures do not extend to any disclosures or assertions relating to the extent of achievements in the current year or planned performance strategies and information in respect of future periods that may be included as part of the reported performance information. Accordingly, my findings do not extend to these matters.

19. I evaluated the usefulness and reliability of the reported performance information in accordance with the criteria developed from the performance management and reporting framework, as defined in the general notice, for the following selected programme presented in the department's annual performance report for the year ended 31 March 2021:

Programme	Pages in the annual performance report
Programme 2: Citizen Affairs	103 – 125

20. I performed procedures to determine whether the reported performance information was properly presented and whether performance was consistent with the approved performance planning documents. I performed further procedures to determine whether the indicators and related targets were measurable and relevant, and assessed the reliability of the reported performance information to determine whether it was valid, accurate and complete.

21. I did not identify any material findings on the usefulness and reliability of the reported performance information for this programme:

- Programme 2: Citizen Affairs

Other matters

22. I draw attention to the matters below.

Achievement of planned targets

23. Refer to the annual performance report on pages 42 to 161 for information on the achievement of planned targets for the year and management explanations provided for the under/over-achievement of targets.

Adjustment of material misstatements

24. I identified material misstatements in the annual performance report submitted for auditing. These material misstatements were on the reported performance information of Citizen Affairs. As management subsequently corrected the misstatements, I did not raise any material findings on the usefulness and reliability of the reported performance information.

REPORT ON THE AUDIT OF COMPLIANCE WITH LEGISLATION

Introduction and scope

25. In accordance with the PAA and the general notice issued in terms thereof, I have a responsibility to report material findings on the department's compliance with specific matters in key legislation. I performed procedures to identify findings but not to gather evidence to express assurance.

26. The material findings on compliance with specific matters in key legislation are as follows:

Annual financial statements, performance report and annual report

27. The financial statements submitted for auditing were not prepared in accordance with the prescribed financial reporting framework, as required by section 40(1)(b) of the PFMA. Material misstatements of disclosure items identified by the auditors in the submitted financial statements were corrected, resulting in the financial statements receiving an unqualified opinion.

Revenue management

28. Effective and appropriate steps were not taken to collect all money due for accrued departmental revenue, as required by section 38(1)(c)(i) of the PFMA. This resulted in a significant portion of the amount being impaired.

OTHER INFORMATION

29. The accounting officer is responsible for the other information. The other information comprises the information included in the annual report. The other information does not include the financial statements, the auditor's report and those selected programmes presented in the annual performance report that have been specifically reported in this auditor's report.
30. My opinion on the financial statements and findings on the reported performance information and compliance with legislation do not cover the other information and I do not express an audit opinion or any form of assurance conclusion on it.
31. In connection with my audit, my responsibility is to read the other information

and, in doing so, consider whether the other information is materially inconsistent with the financial statements and the selected programmes presented in the annual performance report, or my knowledge obtained in the audit, or otherwise appears to be materially misstated.

32. If, based on the work I have performed, I conclude that there is a material misstatement in this other information, I am required to report that fact. I have nothing to report in this regard.

INTERNAL CONTROL DEFICIENCIES

33. I considered internal control relevant to my audit of the financial statements, reported performance information and compliance with applicable legislation; however, my objective was not to express any form of assurance on it. The matters reported below are limited to the significant internal control deficiencies that resulted in the findings on compliance with legislation included in this report.
34. Management did not exercise adequate oversight responsibility regarding financial reporting, compliance and related internal controls.
35. Management did not have documented policies and procedures to guide the collection of money due to the department for fines and penalties issued in terms of section 50(3) and 50(4) of the Immigration Act and other long-outstanding receivables.
36. Management did not adequately monitor the implementation of action plans to address the internal control deficiencies identified.
37. Management did not consistently and correctly apply the adopted accounting

policies, specifically in relation to the impairment of receivables and the impairment of accrued departmental revenue.

38. Management did not prepare accurate and complete financial reports, resulting in material adjustments to the financial statements.
39. Management did not adequately review and monitor compliance with applicable laws and regulations, resulting in instances of material non-compliance.
40. Management did not adequately implement formal controls over information technology systems to ensure the reliability of systems and the availability, accuracy and protection of information.

Auditor - General

10 September 2021



ANNEXURE – AUDITOR-GENERAL'S RESPONSIBILITY FOR THE AUDIT

1. As part of an audit in accordance with the ISAs, I exercise professional judgement and maintain professional scepticism throughout my audit of the financial statements and the procedures performed on reported performance information for selected programmes and on the department's compliance with respect to the selected subject matters.

Financial statements

2. In addition to my responsibility for the audit of the financial statements as described in this auditor's report, I also:
 - identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control
 - obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the department's internal control
 - evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the accounting officer

- conclude on the appropriateness of the accounting officer's use of the going concern basis of accounting in the preparation of the financial statements. I also conclude, based on the audit evidence obtained, whether a material uncertainty exists relating to events or conditions that may cast significant doubt on the ability of the Department of Home Affairs to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements about the material uncertainty or, if such disclosures are inadequate, to modify my opinion on the financial statements. My conclusions are based on the information available to me at the date of this auditor's report. However, future events or conditions may cause a department to cease operating as a going concern
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and determine whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation

Communication with those charged with governance

3. I communicate with the accounting officer regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.
4. I also provide the accounting officer with a statement that I have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on my independence and, where applicable, actions taken to eliminate threats or safeguards applied.



2. ANNUAL FINANCIAL STATEMENTS

Appropriation per programme									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Programme									
1. Administration	2 222 535	-	40 238	2 262 773	2 204 256	58 517	97.4%	2 531 803	2 531 717
2. Citizen Affairs	5 253 069	-	(17 415)	5 235 654	4 987 526	248 128	95.3%	5 657 197	5 657 096
3. Immigration Affairs	1 311 804	-	(22 823)	1 288 981	1 278 477	10 504	99.2%	1 338 704	1 338 704
Subtotal	8 787 408	-	-	8 787 408	8 470 259	317 149	96.4%	9 527 704	9 527 517

	2020/21		2 019/20	
	Final Appropriation	Actual Expenditure	Final Appropriation	Actual Expenditure
TOTAL (brought forward)	8 787 408	8 470 259	9 527 704	9 527 517
Reconciliation with statement of financial performance				
ADD				
Departmental receipts	370 902		1 062 641	
NRF Receipts	-		-	
Aid assistance				
Actual amounts per statement of financial performance (total revenue)	9 158 310		10 590 345	
ADD				
Aid assistance		1 565		3 503
Prior year unauthorised expenditure approved without funding				
Actual amounts per statement of financial performance (total expenditure)		8 471 824		9 531 020

Appropriation per economic classification									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	6 505 143	(222 294)	(108 587)	6 174 262	5 846 946	327 316	94.7%	6 868 892	6 863 665
Compensation of employees	3 576 350	-	(1 500)	3 574 850	3 511 357	63 493	98.2%	3 594 077	3 593 896
Salaries and wages	2 952 917	-	48 031	3 000 948	2 937 455	63 493	97.9%	3 030 873	3 030 692
Social contributions	623 433	-	(49 531)	573 902	573 902	-	100.0%	563 204	563 204
Goods and services	2 928 793	(222 294)	(107 087)	2 599 412	2 335 589	263 823	89.9%	3 274 815	3 269 769
Administrative fees	20 070	(2 714)	(5 372)	11 984	11 984	-	100.0%	22 349	22 345
Advertising	9 303	834	(3 283)	6 854	6 854	-	100.0%	25 381	25 381
Minor assets	184 402	(72 028)	(107 337)	5 037	5 037	-	100.0%	14 451	14 451
Audit costs: External	8 073		12 376	20 449	20 449	-	100.0%	29 761	29 761
Bursaries: Employees	3 702		(425)	3 277	3 277	-	100.0%	3 155	3 155
Catering: Departmental activities	2 133	498	(1 978)	653	653	-	100.0%	1 904	1 904
Communication	56 726	(619)	(14 850)	41 257	31 018	10 239	75.2%	44 625	39 583
Computer services	797 294	17 967	(110 025)	705 236	703 137	2 099	99.7%	668 878	668 878
Consultants: Business and advisory services	32 998	(27 238)	16 559	22 319	22 319	-	100.0%	31 501	31 501
Legal services	15 580	6 652	16 280	38 512	38 512	-	100.0%	75 162	75 162
Contractors	326 048	(32 169)	50 423	344 302	309 751	34 551	90.0%	258 348	258 348
Agency and support / outsourced services	98 272	(72 258)	67 043	93 057	93 057	-	100.0%	114 959	114 959
Entertainment	10	70	(32)	48	48	-	100.0%	137	137
Fleet services	31 560	3 517	12 586	47 663	47 663	-	100.0%	59 687	59 687
Inventory: Clothing material and supplies	3 408	(1 279)	1 150	3 279	3 279	-	100.0%	18 189	18 189
Inventory: Other supplies	1 293	171	(1 458)	6	6	-	100.0%	81	81
Consumable supplies	12 327	8 266	15 933	36 526	36 526	-	100.0%	37 040	37 040

Appropriation per economic classification									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Consumable: Stationery printing and office supplies	528 692	(26 423)	11 246	513 515	296 581	216 934	57.8%	905 703	905 703
Operating leases	413 230	2 403	(42 607)	373 026	373 026	-	100.0%	416 270	416 270
Property payments	263 509	(65 007)	41 958	240 460	240 460	-	100.0%	284 038	284 038
Transport provided: Departmental activity	26 422	9 445	(19 913)	15 954	15 954	-	100.0%	30 459	30 459
Travel and subsistence	65 171	8 297	(27 947)	45 521	45 521	-	100.0%	137 341	137 341
Training and development	5 082	(2 239)	(1 194)	1 649	1 649	-	100.0%	2 861	2 861
Operating payments	19 501	21 405	(13 703)	27 203	27 203	-	100.0%	83 536	83 536
Venues and facilities	3 715	655	(3 245)	1 125	1 125	-	100.0%	8 634	8 634
Rental and hiring	272	(500)	728	500	500	-	100.0%	365	365

Appropriation per economic classification									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	2 269 254	219	21 880	2 291 353	2 291 353	-	100.0%	2 196 909	2 196 909
Provinces and municipalities	2 099	58	(231)	1 926	1 926	-	100.0%	1 933	1 933
Provinces									
Municipalities	2 099	58	(231)	1 926	1 926	-	100.0%	1 933	1 933
Municipal bank accounts	2 099	58	(231)	1 926	1 926	-	100.0%	1 933	1 933
Municipal agencies and funds									
Departmental agencies and accounts	2 263 264	76	404	2 263 744	2 263 744	-	100.0%	2 170 899	2 170 899
Social security funds									
Departmental agencies and accounts	2 263 264	76	404	2 263 744	2 263 744	-	100.0%	2 170 899	2 170 899
Households	3 891	85	21 707	25 683	25 683	-	100.0%	24 077	24 077
Social benefits	3 891	85	20 226	24 202	24 202	-	100.0%	22 352	22 352
Other transfers to households			1 481	1 481	1 481	-	100.0%	1 725	1 725
Payments for capital assets	13 011	222 075	86 707	321 793	321 721	72	100.0%	461 903	461 901
Buildings and other fixed structures	-	171 817	(10 630)	161 187	161 187	-	100.0%	172 202	172 202
Buildings	-	171 817	(10 630)	161 187	161 187	-	100.0%	172 202	172 202
Other fixed structures									
Machinery and equipment	13 011	35 122	54 825	102 958	102 958	-	100.0%	184 003	184 003
Transport equipment	11 717	1 552	12 812	26 081	26 081	-	100.0%	25 212	25 212
Other machinery and equipment	1 294	33 570	42 013	76 877	76 877	-	100.0%	158 791	158 791
Intangible assets	-	15 136	45 512	57 648	57 576	72	99.9%	105 698	105 696

Appropriation per economic classification									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Payments for financial assets	-	-	-	-	10 239	(10 239)	-	-	5 042
	8 787 408	-	-	8 787 408	8 470 259	317 149	96.4%	9 527 704	9 527 517

Programme 1: Administration									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Sub programme									
1. Ministry	36 439	(2 647)	(12 460)	21 332	21 332	-	100.0%	35 399	35 399
2. Management Support Services	203 627	(11 383)	43 932	236 176	228 566	7 610	96.8%	207 004	207 004
3. Corporate Services	601 658	5 062	63 823	670 543	632 288	38 255	94.3%	848 830	848 746
4. Transversal Information Technology Management	934 078	(10 519)	(38 838)	884 721	872 069	12 652	98.6%	873 048	873 046
5. Office Accommodation	446 733	19 487	(16 219)	450 001	450 001	-	100.0%	567 522	567 522
Total for sub programmes	2 222 535	-	40 238	2 262 773	2 204 256	58 517	97.4%	2 531 803	2 531 717
Economic classification									
Current payments	2 206 701	(139 859)	(20 639)	2 046 203	1 977 519	68 684	96.6%	2 214 425	2 209 299
Compensation of employees	479 135	-	91 163	570 298	548 503	21 795	96.2%	547 139	547 055
Salaries and wages	397 122	-	97 914	495 036	473 241	21 795	95.6%	473 853	473 769
Social contributions	82 013	-	(6 751)	75 262	75 262		100.0%	73 286	73 286
Goods and services	1 727 566	(139 859)	(111 802)	1 475 905	1 429 016	46 889	96.8%	1 667 286	1 662 244
Administrative fees	12 683	(1 125)	(3 823)	7 735	7 735	-	100.0%	16 446	16 446

Programme 1: Administration									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Advertising	9 259	987	(3 840)	6 406	6 406	-	100.0%	25 281	25 281
Minor assets	161 780	(47 169)	(112 776)	1 835	1 835	-	100.0%	8 717	8 717
Audit costs: External	8 073	-	12 376	20 449	20 449	-	100.0%	29 761	29 761
Bursaries: Employees	3 702	-	(425)	3 277	3 277	-	100.0%	3 155	3 155
Catering: Departmental activities	1 649	51	(1 689)	11	11	-	100.0%	439	439
Communication	56 518	(628)	(14 882)	41 008	30 769	10 239	75.0%	44 307	39 265
Computer services	503 832	11 416	(6 428)	508 820	506 721	2 099	99.6%	468 109	468 109
Consultants: Business and advisory services	24 844	(24 813)	21 233	21 264	21 264	-	100.0%	27 056	27 056
Legal services	4 699	8 652	7 193	20 544	20 544	-	100.0%	21 843	21 843
Contractors	216 429	(15 960)	5 989	206 458	171 907	34 551	83.3%	220 867	220 867
Agency and support / outsourced services	158	1 240	214	1 612	1 612	-	100.0%	810	810
Entertainment	10	68	(32)	46	46	-	100.0%	99	99
Fleet services	12 438	4 795	(5 119)	12 114	12 114	-	100.0%	18 414	18 414
Inventory: Clothing material and supplies	222	(386)	164	-	-	-	-	189	189
Inventory: Other supplies	21	(13)	(8)	-	-	-	-	-	-
Consumable supplies	5 297	(315)	8 376	13 358	13 358	-	100.0%	31 954	31 954
Consumable: Stationery printing and office supplies	10 465	(1 615)	(7 614)	1 236	1 236	-	100.0%	6 716	6 716
Operating leases	394 765	4 703	(33 400)	366 068	366 068	-	100.0%	406 247	406 247
Property payments	250 093	(71 637)	48 438	226 894	226 894	-	100.0%	276 757	276 757
Training and development	4 944	(2 259)	(1 403)	1 282	1 282	-	100.0%	2 854	2 854
Travel and subsistence	35 974	(7 426)	(17 077)	11 471	11 471	-	100.0%	47 333	47 333
Operating payments	7 885	1 536	(6 908)	2 513	2 513	-	100.0%	3 871	3 871
Venues and facilities	1 554	539	(1 089)	1 004	1 004	-	100.0%	6 041	6 041

Programme 1: Administration									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Rental and hiring	272	(500)	728	500	500	-	100.0%	20	20
Transfers and subsidies	2 823	190	(392)	2 621	2 621	-	100.0%	7 246	7 246
Provinces and municipalities	911	55	(654)	312	312	-	100.0%	424	424
Municipalities	911	55	(654)	312	312	-	100.0%	424	424
Municipal bank accounts	911	55	(654)	312	312	-	100.0%	424	424
Departmental agencies and accounts	4	50	405	459	459		100.0%	387	387
Departmental agencies	4	50	405	459	459	-	100.0%	387	387
Households	1 908	85	(143)	1 850	1 850	-	100.0%	6 435	6 435
Social benefits	1 908	85	(665)	1 328	1 328	-	100.0%	6 435	6 435
Other transfers to households	-	-	522	522	522	-	100.0%	-	-
Payments for capital assets	13 011	139 669	61 269	213 949	213 877	72	100.0%	310 132	310 130
Buildings and other fixed structures	-	98 317	(10 629)	87 688	87 688	-	100.0%	172 112	172 112
Buildings	-	98 317	(10 629)	87 688	87 688	-	100.0%	172 112	172 112
Machinery and equipment	13 011	31 464	27 253	71 728	71 728	-	100.0%	91 332	91 332
Transport equipment	11 717	(3 011)	558	9 264	9 264	-	100.0%	874	874
Other machinery and equipment	1 294	34 475	26 695	62 464	62 464	-	100.0%	90 458	90 458
Intangible assets	-	9 888	44 645	54 533	54 461	72	99.9%	46 688	46 686
Payments for financial assets	-	-	-	-	10 239	(10 239)	-	-	5 042
Total	2 222 535	-	40 238	2 262 773	2 204 256	58 517	97.4%	2 531 803	2 531 717

1.1 Sub programme: Ministry

	2020/21							2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	36 435	(2 747)	(12 452)	21 236	21 236	-	100.0%	30 673	30 673
Compensation of employees	30 569	-	(12 021)	18 548	18 548	-	100.0%	19 901	19 901
Salaries and wages	27 345	-	(10 302)	17 043	17 043	-	100.0%	17 081	17 081
Social contributions	3 224	-	(1 719)	1 505	1 505	-	100.0%	2 820	2 820
Goods and services	5 866	(2 747)	(431)	2 688	2 688	-	100.0%	10 772	10 772
Administrative fees	485	(193)	(170)	122	122	-	100.0%	520	520
Advertising	360	-	(360)	-	-	-	-	-	-
Minor assets	34	(100)	66	-	-	-	-	-	-
Catering: Departmental activities	515	20	(535)	-	-	-	-	5	5
Communication	586	-	(586)	-	-	-	-	4	4
Legal services	-	(35)	35	-	-	-	-	43	43
Contractors	336	-	(331)	5	5	-	100.0%	5	5
Entertainment	1	52	(13)	40	40	-	100.0%	38	38
Fleet services	806	-	(590)	216	216	-	100.0%	541	541
Consumable supplies	249	(10)	(212)	27	27	-	100.0%	33	33
Consumable: Stationery printing and office supplies	723	(102)	(501)	120	120	-	100.0%	56	56
Operating leases								-	-
Travel and subsistence	-	(2 450)	4 425	1 975	1 975	-	100.0%	9 441	9 441
Training and development	30	(2)	(28)	-	-	-	-	-	-
Operating payments	490	70	(560)	-	-	-	-	35	35
Venues and facilities	1 244	3	(1 064)	183	183	-	100.0%	51	51

1.1 Sub programme: Ministry									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Rental and hiring	7	-	(7)	-	-	-	-	-	-
Transfers and subsidies	4	-	(4)	-	-	-		4 726	4 726
Households	4	-	(4)	-	-	-	100.0%	4 726	4 726
Social benefits	4	-	(4)	-	-	-	100.0%	4 726	4 726
Payments for capital assets	-	100	(4)	96	96	-	100.0%	-	-
Machinery and equipment	-	100	(4)	96	96	-	100.0%	-	-
Other machinery and equipment	-	100	(4)	96	96	-	100.0%	-	-
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	36 439	(2 647)	(12 460)	21 332	21 332	-	100.0%	35 399	35 399

1.2 Sub programme: Management Support Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	202 436	(25 344)	47 202	224 294	216 684	7 610	96.6%	196 064	196 064
Compensation of employees	142 953	-	40 032	182 985	175 375	7 610	95.8%	152 284	152 284
Salaries and wages	117 735	-	41 467	159 202	151 592	7 610	95.2%	131 727	131 727
Social contributions	25 218	-	(1 435)	23 783	23 783	-	100.0%	20 557	20 557
Goods and services	59 483	(25 344)	7 170	41 309	41 309	-	100.0%	43 780	43 780

1.2 Sub programme: Management Support Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Administrative fees	290	(521)	434	203	203	-	100.0%	615	615
Advertising	290	907	4 799	5 996	5 996	-	100.0%	-	-
Minor assets	415	150	43	608	608	-	100.0%	170	170
Catering: Departmental activities	-	31	(20)	11	11	-	100.0%	239	239
Communication	48 030	(133)	(47 895)	2	2	-	100.0%	11	11
Computer services	659	(248)	(266)	145	145	-	100.0%	508	508
Consultants: Business and advisory services	6 436	(33 352)	35 715	8 799	8 799	-	100.0%	7 218	7 218
Legal services	-	-	10 322	10 322	10 322	-	100.0%	10 540	10 540
Contractors	22	-	(22)	-	-	-	-	-	-
Agency and support/ outsourced services	158	1 334	95	1 587	1 587	-	100.0%	795	795
Entertainment	-	14	(8)	6	6	-	100.0%	24	24
Fleet services	2 275	2 089	(597)	3 767	3 767	-	100.0%	6 934	6 934
Inventory: Other supplies	-	(13)	13	-	-	-	-	-	-
Inventory: Clothing material and accessories	-	-	-	-	-	-	-	125	125
Consumable supplies	24	3 906	(141)	3 789	3 789	-	100.0%	829	829
Consumable: Stationery printing and office supplies	755	(489)	207	473	473	-	100.0%	1 062	1 062
Property payments	-	100	(16)	84	84	-	-	-	-
Travel and subsistence	-	2 370	2 156	4 526	4 526	-	100.0%	10 449	10 449
Training and development	78	(610)	568	36	36	-	100.0%	268	268
Operating payments	51	(867)	997	181	181	-	100.0%	73	73
Venues and facilities	-	488	286	774	774	-	100.0%	3 900	3 900
Rental and hiring	-	(500)	500	-	-	-	-	20	20

1.2 Sub programme: Management Support Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	1 191	94	(1 112)	173	173	-	100.0%	703	703
Provinces and municipalities	281	55	(336)	-	-	-	-	164	164
Municipalities	281	55	(336)	-	-	-	-	164	164
Municipal bank accounts	281	55	(336)	-	-	-	-	164	164
Departmental agencies and accounts	4	-	(4)	-	-	-	-	-	-

1.2 Sub programme: Management Support Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Departmental agencies	4	-	(4)	-	-	-	-	-	-
Households	906	39	(772)	173	173	-	100.0%	539	539
Social benefits	906	39	(772)	173	173	-	100.0%	539	539
Payments for capital assets	-	13 867	(2 158)	11 709	11 709	-		10 237	10 237
Buildings and other fixed structures	-	3 477	(424)	3 053	3 053	-	100.0%	9 047	9 047
Buildings	-	3 477	(424)	3 053	3 053	-	100.0%	9 047	9 047
Machinery and equipment	-	10 390	(1 734)	8 656	8 656	-	100.0%	1 190	1 190
Transport equipment	-	10 000	(1 354)	8 646	8 646	-	100.0%	-	-
Other machinery and equipment	-	390	(380)	10	10	-	100.0%	1 190	1 190
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	203 627	(11 383)	43 932	236 176	228 566	7 610	96.8%	207 004	207 004

1.3 Sub programme: Corporate Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	587 161	(20 920)	55 559	621 800	573 306	48 494	92.2%	662 844	657 718
Compensation of employees	230 249	-	39 657	269 906	266 202	3 704	98.6%	293 377	293 293
Salaries and wages	186 804	-	44 475	231 279	227 575	3 704	98.4%	253 136	253 052

1.3 Sub programme: Corporate Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Social contributions	43 445	-	(4 818)	38 627	38 627	-	100.0%	40 241	40 241
Goods and services	356 912	(20 920)	15 902	351 894	307 104	44 790	87.3%	369 467	364 425
Administrative fees	11 846	(376)	(4 109)	7 361	7 361	-	100.0%	15 167	15 167
Advertising	8 609	80	(8 279)	410	410	-	100.0%	25 281	25 281
Minor assets	16 160	(5 410)	(10 653)	97	97	-	100.0%	2 597	2 597
Audit costs: External	8 073	-	12 376	20 449	20 449	-	100.0%	29 761	29 761
Bursaries: Employees	3 702	-	(425)	3 277	3 277	-	100.0%	3 155	3 155
Catering: Departmental activities	1 134	-	(1 134)	-	-	-	-	156	156
Communication	7 902	(495)	33 599	41 006	30 767	10 239	75.0%	44 292	39 250
Computer services	10 413	1 172	(3 537)	8 048	8 048	-	100.0%	8 873	8 873
Consultants: Business and advisory services	12 691	6 241	(12 911)	6 021	6 021	-	100.0%	14 790	14 790
Legal services	1 654	2 000	(1 861)	1 793	1 793	-	100.0%	6 197	6 197

1.3 Sub programme: Corporate Services

2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Contractors	11 879	12 187	19 556	43 622	9 071	34 551	20.8%	9 192	9 192
Agency and support/ outsourced services	-	(94)	119	25	25	-	100.0%	15	15
Entertainment	9	2	(11)	-	-	-	100.0%	30	30
Fleet services	9 357	2 706	(4 141)	7 922	7 922	-	100.0%	10 688	10 688
Inventory: Clothing material and supplies	222	(386)	164	-	-	-	-	64	64
Inventory: Other supplies	21	-	(21)	-	-	-	-	-	-
Consumable supplies	2 737	(5 590)	11 496	8 643	8 643	-	100.0%	22 780	22 780
Consumable: Stationery printing and office supplies	7 728	(1 036)	(6 050)	642	642	-	100.0%	5 408	5 408
Operating leases	75	31 400	(2)	31 473	31 473	-	100.0%	155	155
Property payments	200 413	(63 391)	26 659	163 681	163 681	-	100.0%	140 022	140 022
Travel and subsistence	32 142	1 146	(29 655)	3 633	3 633	-	100.0%	22 945	22 945
Training and development	3 677	(1 189)	(1 317)	1 171	1 171	-	100.0%	2 523	2 523
Operating payments	6 044	113	(4 037)	2 120	2 120	-	100.0%	3 372	3 372
Venues and facilities	159	-	(159)	-	-	-	-	2 004	2 004
Rental and hiring	265	-	235	500	500	-	100.0%	-	-
Transfers and subsidies	1 486	96	779	2 361	2 361	-	100.0%	1 612	1 612
Provinces and municipalities	630	-	(318)	312	312	-	100.0%	260	260
Municipalities	630	-	(318)	312	312	-	100.0%	260	260
Municipal bank accounts	630	-	(318)	312	312	-	100.0%	260	260
Departmental agencies and accounts	-	50	409	459	459	-	100.0%	387	387
Departmental agencies	-	50	409	459	459	-	100.0%	387	387
Households	856	46	688	1 590	1 590	-	100.0%	965	965

1.3 Sub programme: Corporate Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Social benefits	856	46	166	1 068	1 068	-	100.0%	965	965
Other transfers to households	-	-	522	522	522	-	100.0%	-	-
Payments for capital assets	13 011	25 886	7 485	46 382	46 382	-	100.0%	184 374	184 374
Buildings and other fixed structures	-	42 900	(8 884)	34 016	34 016	-	100.0%	147 134	147 134
Buildings	-	42 900	(8 884)	34 016	34 016	-	100.0%	147 134	147 134
Machinery and equipment	13 011	(17 034)	16 369	12 346	12 346	-	100.0%	37 240	37 240
Transport equipment	11 717	(13 011)	1 912	618	618	-	100.0%	874	874
Other machinery and equipment	1 294	(4 023)	14 457	11 728	11 728	-	-	36 366	36 366
Software and other intangible assets	-	20	-	20	20	-	100.0%	-	-
Payments for financial assets	-	-	-	-	10 239	(10 239)	-	-	5 042
Total	601 658	5 062	63 823	670 543	632 288	38 255	94.3%	848 830	848 746

1.4 SUB PROGRAMME Transversal Information Technology Management									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	933 936	(57 441)	(96 288)	780 207	767 627	12 580	98.4%	773 903	773 903
Compensation of employees	75 364	-	23 495	98 859	88 378	10 481	89.4%	81 577	81 577
Salaries and wages	65 238	-	22 274	87 512	77 031	10 481	88.0%	71 909	71 909

1.4 SUB PROGRAMME Transversal Information Technology Management									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Social contributions	10 126	-	1 221	11 347	11 347	-	100.0%	9 668	9 668
Goods and services	858 572	(57 441)	(119 783)	681 348	679 249	2 099	99.7%	692 326	692 326
Administrative fees	62	(35)	22	49	49	-	100.0%	144	144
Minor assets	145 171	(41 809)	(102 232)	1 130	1 130	-	100.0%	5 718	5 718
Catering: Departmental activities	-	-	-	-	-	-	-	39	39
Communication									
Computer services	492 760	10 492	(2 625)	500 627	498 528	2 099	99.6%	458 728	458 728
Consultants: Business and advisory services	5 717	1 143	(697)	6 163	6 163	-	100.0%	5 048	5 048
Legal services	3 045	6 687	(1 303)	8 429	8 429	-	100.0%	5 063	5 063
Contractors	204 192	(28 147)	(13 214)	162 831	162 831	-	100.0%	211 670	211 670
Entertainment	-	-	-	-	-	-	-	7	7
Fleet services	-	-	209	209	209	-	100.0%	251	251
Consumable supplies	712	479	(1 165)	26	26	-	100.0%	497	497
Consumable: Stationery printing and office supplies	471	12	(482)	1	1	-	100.0%	123	123
Property payments	-	419	(207)	212	212	-	100.0%	-	-
Travel and subsistence	3 832	(8 492)	5 997	1 337	1 337	-	100.0%	4 498	4 498
Training and development	1 159	(458)	(626)	75	75	-	100.0%	63	63
Operating payments	1 300	2 220	(3 308)	212	212	-	100.0%	391	391
Venues and facilities	151	48	(152)	47	47	-	100.0%	86	86
Transfers and subsidies	142	-	(55)	87	87	-	100.0%	205	205
Households	142	-	(55)	87	87	-	100.0%	205	205
Social benefits	142	-	(55)	87	87	-	100.0%	205	205

1.4 SUB PROGRAMME Transversal Information Technology Management									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Payments for capital assets	-	46 922	57 505	104 427	104 355	72	99.9%	98 940	98 938
Buildings and other fixed structures	-	946	(102)	844	844	-	100.0%	-	-
Buildings	-	946	(102)	844	844	-	100.0%	-	-
Machinery and equipment	-	36 108	12 962	49 070	49 070	-	100.0%	52 252	52 252
Other machinery and equipment	-	36 108	12 962	49 070	49 070	-	100.0%	52 252	52 252
Intangible assets	-	9 868	44 645	54 513	54 441	72	99.9%	46 688	46 686
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	934 078	(10 519)	(38 838)	884 721	872 069	12 652	98.6%	873 048	873 046

1.5 Sub programme: Office Accommodation									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	446 733	(33 407)	(14 660)	398 666	398 666	-	100.0%	550 941	550 941
Goods and services	446 733	(33 407)	(14 660)	398 666	398 666	-	100.0%	550 941	550 941
Minor assets	-	-	-	-	-	-	-	232	232
Consultants: Business and advisory services	-	1 155	(874)	281	281	-	100.0%		
Consumable supplies	1 575	900	(1 602)	873	873	-	100.0%	7 815	7 815
Consumable: Stationery printing and office supplies	788	-	(788)	-	-	-	-	67	67
Operating leases	394 690	(26 697)	(33 398)	334 595	334 595	-	100.0%	406 092	406 092
Property payments	49 680	(8 765)	22 002	62 917	62 917	-	100.0%	136 735	136 735
Operating payments									
Payments for capital assets	-	52 894	(1 559)	51 335	51 335	-	100.0%	16 581	16 581
Buildings and other fixed structures	-	50 994	(1 219)	49 775	49 775	-	100.0%	15 931	15 931
Buildings	-	50 994	(1 219)	49 775	49 775	-	100.0%	15 931	15 931
Machinery and equipment	-	1 900	(340)	1 560	1 560	-	100.0%	650	650
Other machinery and equipment	-	1 900	(340)	1 560	1 560	-	100.0%	650	650
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	446 733	19 487	(16 219)	450 001	450 001	-	100.0%	567 522	567 522

Programme 2: Citizen Affairs									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Sub programme	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
1. Citizen Affairs Management	6 025	(1 914)	33 241	37 352	37 352	-	100.0%	55 527	55 526
2. Status Services	588 733	1	19 961	608 695	391 761	216 934	64.4%	1 050 951	1 050 951
3. Identification Services	313 887	(434)	(53 633)	259 820	255 453	4 367	98.3%	285 243	285 243
4. Service Delivery to Provinces	2 081 167	2 347	(16 984)	2 066 530	2 039 703	26 827	98.7%	2 094 967	2 094 967
5. Electoral Commission	2 100 534	-	-	2 100 534	2 100 534	-	100.0%	2 012 749	2 012 749
6. Represented Political Parties' Fund	162 723	-	-	162 723	162 723	-	100.0%	157 760	157 760
Total for sub programmes	5 253 069	-	(17 415)	5 235 654	4 987 526	248 128	95.3%	5 657 197	5 657 096
Economic classification									
Current payments	2 987 091	(8 802)	(59 714)	2 918 575	2 670 447	248 128	91.5%	3 325 572	3 325 471
Compensation of employees	2 244 301	-	(50 220)	2 194 081	2 162 887	31 194	98.6%	2 224 852	2 224 755

Programme 2: Citizen Affairs									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Sub programme	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Salaries and wages	1 839 366	-	(12 453)	1 826 913	1 795 719	31 194	98.3%	1 862 950	1 862 853
Social contributions	404 935	-	(37 767)	367 168	367 168	-	100.0%	361 902	361 902
Goods and services	742 790	(8 802)	(9 494)	724 494	507 560	216 934	70.1%	1 100 720	1 100 716
Administrative fees	984	(439)	87	632	632	-	100.0%	1 634	1 630
Advertising	44	(153)	557	448	448	-	100.0%	100	100
Minor assets	1 359	(8 248)	10 091	3 202	3 202	-	100.0%	5 303	5 303
Catering: Departmental activities	5	199	(54)	150	150	-	100.0%	1 278	1 278
Communication	27	9	209	245	245	-	100.0%	299	299
Computer services	40 867	10 510	(41 007)	10 370	10 370	-	100.0%	3 736	3 736
Consultants: Business and advisory services	805	11	(369)	447	447	-	100.0%	72	72
Legal services	75	-	1 922	1 997	1 997	-	100.0%	10 322	10 322
Contractors	108 937	(16 191)	(5 079)	87 667	87 667	-	100.0%	1 365	1 365
Agency and support / outsourced services	-	2	-	2	2	-	100.0%	1	1
Entertainment	-	2	-	2	2	-	100.0%	24	24
Fleet services	16 109	(1 253)	16 159	31 015	31 015	-	100.0%	35 343	35 343
Inventory: Clothing material and supplies	1 349	(658)	(580)	111	111	-	100.0%	6 983	6 983
Inventory: Other supplies	-	-	-	-	-	-	-	81	81
Consumable supplies	4 746	6 440	9 365	20 551	20 551	-	100.0%	4 710	4 710
Consumable: Stationery printing and office supplies	512 550	(22 976)	20 603	510 177	293 243	216 934	57.5%	895 301	895 301
Operating leases	18 211	(2 351)	(9 037)	6 823	6 823	-	100.0%	9 486	9 486
Property payments	3 784	6 489	1 639	11 912	11 912	-	100.0%	4 699	4 699
Travel and subsistence	29 197	(243)	(13 749)	15 205	15 205	-	100.0%	39 820	39 820
Training and development	112	23	232	367	367	-	100.0%	-	-

Programme 2: Citizen Affairs									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Sub programme	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Operating payments	3 629	19 909	(488)	23 050	23 050	-	100.0%	77 773	77 773
Venues and facilities	-	116	5	121	121	-	100.0%	2 045	2 045
Rental and hiring	-	-	-	-	-	-	-	345	345
Transfers and subsidies	2 265 978	29	20 306	2 286 313	2 286 313	-	100.0%	2 186 927	2 186 927
Provinces and municipalities	1 188	3	423	1 614	1 614	-	100.0%	1 509	1 509
Municipalities	1 188	3	423	1 614	1 614	-	100.0%	1 509	1 509
Municipal bank accounts	1 188	3	423	1 614	1 614	-	100.0%	1 509	1 509
Departmental agencies and accounts	2 263 257	26	2	2 263 285	2 263 285	-	100.0%	2 170 512	2 170 512
Departmental agencies	2 263 257	26	2	2 263 285	2 263 285	-	100.0%	2 170 512	2 170 512
Households	1 533	-	19 881	21 414	21 414	-	100.0%	14 906	14 906

Programme 2: Citizen Affairs									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Sub programme	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Social benefits	1 533	-	18 957	20 490	20 490	-	100.0%	13 288	13 288
Other transfers to households	-	-	924	924	924	-	100.0%	1 618	1 618
Payments for capital assets	-	8 773	21 993	30 766	30 766	-	100.0%	144 698	144 698
Machinery and equipment	-	3 525	24 126	27 651	27 651	-	100.0%	85 688	85 688
Transport equipment	-	1 661	12 358	14 019	14 019	-	100.0%	21 981	21 981
Other machinery and equipment	-	1 864	11 768	13 632	13 632	-	100.0%	63 707	63 707
Payments for financial assets	-	5 248	(2 133)	3 115	3 115	-	100.0%	59 010	59 010
Total	5 253 069	-	(17 415)	5 235 654	4 987 526	248 128	95.3%	5 657 197	5 657 096

2.1 Sub programme: Citizen Affairs Management									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	6 025	(2 013)	33 279	37 291	37 291	-	100.0%	55 186	55 085
Compensation of employees	4 343	-	29 734	34 077	34 077	-	100.0%	39 727	39 630
Salaries and wages	1 987	-	30 171	32 158	32 158	-	100.0%	37 846	37 749
Social contributions	2 356	-	(437)	1 919	1 919	-	100.0%	1 881	1 881
Goods and services	1 682	(2 013)	3 545	3 214	3 214	-	100.0%	15 459	15 455
Administrative fees	116	(25)	(51)	40	40	-	100.0%	153	149

2.1 Sub programme: Citizen Affairs Management									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Minor assets	56	(593)	563	26	26	-	100.0%	193	193
Catering: Departmental activities	5	15	(18)	2	2	-	100.0%	36	36
Communication	27	27	(27)	27	27	-	100.0%	30	30
Computer services	-	(130)	130	-	-	-	-	-	-
Consultants: Business and advisory services	805	-	(805)	-	-	-	100.0%	72	72
Legal services	75	-	1 922	1 997	1 997	-	100.0%	9 988	9 988
Contractors	77	(79)	21	19	19	-	100.0%	392	392
Entertainment	-	-	-	-	-	-	-	4	4
Fleet services	97	-	(13)	84	84	-	100.0%	189	189
Inventory: Clothing material and supplies	-	-	-	-	-	-	-	15	15
Consumable supplies	16	(807)	918	127	127	-	100.0%	413	413

2.1 Sub programme: Citizen Affairs Management									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Consumable: Stationery printing and office supplies	287	(152)	(113)	22	22	-	100.0%	132	132
Property payments	51	92	(51)	92	92	-	100.0%	31	31
Travel and subsistence	-	(124)	796	672	672	-	100.0%	3 550	3 550
Training and development	59	(344)	285	-	-	-	-	-	-
Operating payments	11	-	(11)	-	-	-	-	8	8
Venues and facilities	-	107	(1)	106	106	-	100.0%	253	253
Transfers and subsidies	-	3	(3)	-	-	-	-	-	-
Provinces and Municipalities	-	3	(3)	-	-	-	-	-	-
Municipalities	-	3	(3)	-	-	-	-	-	-
Municipal bank account	-	3	(3)	-	-	-	-	-	-
Payments for capital assets	-	96	(35)	61	61	-	100.0%	341	341
Machinery and equipment	-	96	(35)	61	61	-	100.0%	341	341
Other Machinery and equipment	-	96	(35)	61	61	-	100.0%	341	341
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	6 025	(1 914)	33 241	37 352	37 352	-	100.0%	55 527	55 426

2.2 Sub programme: Status Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	588 733	(100)	19 185	607 818	390 884	216 934	64.3%	1 050 187	1 050 187
Compensation of employees	88 294	-	(3 674)	84 620	84 620	-	100.0%	86 454	86 454
Salaries and wages	73 163	-	(3 204)	69 959	69 959	-	100.0%	71 924	71 924
Social contributions	15 131	-	(470)	14 661	14 661	-	100.0%	14 530	14 530
Goods and services	500 439	(100)	22 859	523 198	306 264	216 934	58.5%	963 733	963 733
Administrative fees	-	(41)	43	2	2	-	100.0%	36	36
Minor assets	-	(315)	323	8	8	-	100.0%	940	940
Catering: Departmental activities	-	6	(4)	2	2	-	100.0%	-	-
Communication	-	-	-	-	-	-	-	-	-
Computer services	-	-	144	144	144	-	100.0%	225	225
Consultants: Business and advisory services	-	-	436	436	436	-	100.0%	-	-
Contractors	-	1	-	1	1	-	100.0%	313	313
Entertainment	-	2	-	2	2	-	100.0%	1	1
Fleet services	-	28	76	104	104	-	100.0%	170	170
Inventory: Clothing material and supplies	-	(11)	11	-	-	-	-	-	-
Inventory: Other supplies	-	-	-	-	-	-	-	81	81
Consumable supplies	-	(100)	586	486	486	-	100.0%	52	52
Consumable: Stationery printing and office supplies	500 439	(19 561)	20 102	500 980	284 046	216 934	56.7%	884 903	884 903
Operating leases	-	-	-	-	-	-	-	-	-
Travel and subsistence	-	(105)	356	251	251	-	100.0%	1 063	1 063
Operating payments	-	19 996	786	20 782	20 782	-	100.0%	75 907	75 907
Venues and facilities	-	-	-	-	-	-	-	42	42

2.2 Sub programme: Status Services

2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	-	-	777	777	777	-	100.0%	669	669
Households	-	-	777	777	777	-	100.0%	669	669
Social benefits	-	-	777	777	777	-	100.0%	669	669
Payments for capital assets	-	101	(1)	100	100	-	100.0%	95	95
Machinery and equipment	-	101	(1)	100	100	-	100.0%	95	95
Other machinery and equipment	-	101	(1)	100	100	-	100.0%	95	95
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	588 733	1	19 961	608 695	391 761	216 934	64.4%	1 050 951	1 050 951

2.3 Sub programme: Identification Services

2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	313 887	(5 682)	(52 758)	255 447	251 080	4 367	98.3%	176 283	176 283
Compensation of employees	161 597	-	(7 059)	154 538	150 171	4 367	97.2%	166 538	166 538
Salaries and wages	133 376	-	(4 707)	128 669	124 302	4 367	96.6%	141 136	141 136
Social contributions	28 221	-	(2 352)	25 869	25 869	-	100.0%	25 402	25 402
Goods and services	152 290	(5 682)	(45 699)	100 909	100 909	-	100.0%	9 745	9 745

2.3 Sub programme: Identification Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Administrative fees	120	(96)	(3)	21	21	-	100.0%	91	91
Minor assets	252	(529)	277	-	-	-	-	91	91
Catering: Departmental activities	-	20	(11)	9	9	-	100.0%	-	-
Communication	-	(1)	3	2	2	-	100.0%	21	21
Computer services	40 853	10 640	(41 267)	10 226	10 226	-	100.0%	3 511	3 511
Legal services	-	-	-	-	-	-	-	334	334
Contractors	108 793	(16 255)	(5 005)	87 533	87 533	-	100.0%	-	-
Entertainment								-	-
Fleet services	1 002	58	(803)	257	257	-	100.0%	484	484
Inventory: Clothing material and supplies	7	-	(7)	-	-	-	-	60	60
Consumable supplies	21	(56)	40	5	5	-	100.0%	106	106
Consumable: Stationery printing and office supplies	748	31	284	1 063	1 063	-	100.0%	681	681
Travel and subsistence	494	139	793	1 426	1 426	-	100.0%	3 991	3 991
Training and development	-	367	-	367	367	-	100.0%	-	-
Venues and facilities	-	-	-	-	-	-	-	375	375
Transfers and subsidies	-	-	1 258	1 258	1 258	-	100.0%	491	491
Households	-	-	1 258	1 258	1 258	-	100.0%	491	491
Social benefits	-	-	1 258	1 258	1 258	-	100.0%	491	491
Other transfers to households	-	-	-	-	-	-	-		
Payments for capital assets	-	5 248	(2 133)	3 115	3 115	-	100.0%	108 469	108 469
Machinery and equipment	-	-	-	-	-	-	-	49 459	49 459

2.3 Sub programme: Identification Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Other machinery and equipment	-	-	-	-	-	-	-	49 459	49 459
Intangible assets	-	5 248	(2 133)	3 115	3 115	-	100.0%	59 010	59 010
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	313 887	(434)	(53 633)	259 820	255 453	4 367	98.3%	285 243	285 243

2.4 Sub programme: Service Delivery to Provinces									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	2 078 446	(1 007)	(59 420)	2 018 019	1 991 192	26 827	98.7%	2 043 916	2 043 916
Compensation of employees	1 990 067	-	(69 221)	1 920 846	1 894 019	26 827	98.6%	1 932 133	1 932 133
Salaries and wages	1 630 840	-	(34 713)	1 596 127	1 569 300	26 827	98.3%	1 612 044	1 612 044
Social contributions	359 227	-	(34 508)	324 719	324 719	-	100.0%	320 089	320 089
Goods and services	88 379	(1 007)	9 801	97 173	97 173	-	100.0%	111 783	111 783
Administrative fees	748	(277)	98	569	569	-	100.0%	1 354	1 354
Advertising	44	(153)	557	448	448	-	100.0%	100	100
Minor assets	1 051	(6 811)	8 928	3 168	3 168	-	100.0%	4 079	4 079
Catering: Departmental activities	-	158	(21)	137	137	-	100.0%	1 242	1 242
Communication	-	(17)	233	216	216	-	100.0%	248	248
Computer services	14	-	(14)	-	-	-	-	-	-

2.4 Sub programme: Service Delivery to Provinces									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Consultants: Business and advisory services	-	11	-	11	11	-	100.0%	-	-
Contractors	67	142	(95)	114	114	-	100.0%	660	660
Agency and support / outsourced services	-	2	-	2	2	-	100.0%	1	1
Entertainment	-	-	-	-	-	-	-	19	19
Fleet services	15 010	(1 339)	16 899	30 570	30 570	-	100.0%	34 500	34 500
Inventory: Clothing material and supplies	1 342	(647)	(584)	111	111	-	100.0%	6 908	6 908
Consumable supplies	4 709	7 403	7 821	19 933	19 933	-	100.0%	4 139	4 139

2.4 Sub programme: Service Delivery to Provinces									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Consumable: Stationery printing and office supplies	11 076	(3 294)	330	8 112	8 112	-	100.0%	9 585	9 585
Operating leases	18 211	(2 351)	(9 037)	6 823	6 823	-	100.0%	9 486	9 486
Property payments	3 733	6 397	1 690	11 820	11 820	-	100.0%	4 668	4 668
Travel and subsistence	28 703	(153)	(15 694)	12 856	12 856	-	100.0%	31 216	31 216
Training and development	53	-	(53)	-	-	-	-	-	-
Operating payments	3 618	(87)	(1 263)	2 268	2 268	-	100.0%	1 858	1 858
Venues and facilities	-	9	6	15	15	-	100.0%	1 375	1 375
Rental and hiring	-	-	-	-	-	-	-	345	345
Transfers and subsidies	2 721	26	18 274	21 021	21 021	-	100.0%	15 258	15 258
Provinces and municipalities	1 188	-	426	1 614	1 614	-	100.0%	1 509	1 509
Municipalities	1 188	-	426	1 614	1 614	-	100.0%	1 509	1 509
Municipal bank accounts	1 188	-	426	1 614	1 614	-	100.0%	1 509	1 509
Departmental agencies and accounts	-	26	2	28	28	-	100.0%	3	3
Departmental agencies	-	26	2	28	28	-	100.0%	3	3
Households	1 533	-	17 846	19 379	19 379	-	100.0%	13 746	13 746
Social benefits	1 533	-	16 922	18 455	18 455	-	100.0%	12 128	12 128
Other transfers to households	-	-	924	924	924	-	100.0%	1 618	1 618
Payments for capital assets	-	3 328	24 162	27 490	27 490	-	100.0%	35 793	35 793
Machinery and equipment	-	3 328	24 162	27 490	27 420	-	100.0%	35 793	35 793
Transport equipment	-	1 661	12 358	14 019	14 019	-	100.0%	21 981	21 981
Other machinery and equipment	-	1 667	11 804	13 471	13 471	-	100.0%	13 812	13 812

2.4 Sub programme: Service Delivery to Provinces									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	2 081 167	2 347	(16 984)	2 066 530	2 039 703	26 827	98.7%	2 094 967	2 094 967

2.5 Sub programme: Electoral Commission									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	2 100 534	-	-	2 100 534	2 100 534	-	100.0%	2 012 749	2 012 749

Departmental agencies and accounts	2 100 534		-	2 100 534	2 100 534	-	100.0%	2 012 749	2 012 749
Departmental agencies	2 100 534	-	-	2 100 534	2 100 534	-	100.0%	2 012 749	2 012 749
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	2 100 534	-	-	2 100 534	2 100 534	-	100.0%	2 012 749	2 012 749

2.6 Sub programme: Represented Political Parties' Fund

Economic classification	2020/21							2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	162 723	-	-	162 723	162 723	-	100.0%	157 760	157 760
Departmental agencies and accounts	162 723	-	-	162 723	162 723	-	100.0%	157 760	157 760
Departmental agencies	162 723	-	-	162 723	162 723	-	100.0%	157 760	157 760
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	162 723	-	-	162 723	162 723	-	100.0%	157 760	157 760

Programme 3: Immigration Affairs Management									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Sub programme									
1. Immigration Affairs Management	37 202	(243)	2 784	39 743	29 239	10 504	73.6%	69 818	69 818
2. Admission Services	861 512	2 419	(76 203)	787 728	787 728	-	100.0%	832 185	832 185
3. Immigration Services	253 642	583	21 346	275 571	275 571	-	100.0%	244 143	244 143
4. Asylum Seekers	159 448	(2 759)	29 250	185 939	185 939	-	100.0%	192 558	192 558
Total	1 311 804	-	(22 823)	1 288 981	1 278 477	10 504	99.2%	1 338 704	1 338 704
Economic classification									
Current payments	1 311 351	(73 633)	(28 234)	1 209 484	1 198 980	10 504	99.1%	1 328 895	1 328 895
Compensation of employees	852 914	-	(42 443)	810 471	799 967	10 504	98.7%	822 086	822 086
Salaries and wages	716 429	-	(37 430)	678 999	668 495	10 504	98.5%	694 070	694 070
Social contributions	136 485	-	(5 013)	131 472	131 472	-	100.0%	128 016	128 016
Goods and services	458 437	(73 633)	14 209	399 013	399 013	-	100.0%	506 809	506 809
Administrative fees	6 403	(1 150)	(1 636)	3 617	3 617	-	100.0%	4 269	4 269
Minor assets	21 263	(16 611)	(4 652)	-	-	-	-	431	431
Catering: Departmental activities	479	248	(235)	492	492	-	100.0%	187	187
Communication	181	-	(177)	4	4	-	100.0%	19	19
Computer services	252 595	(3 959)	(62 590)	186 046	186 046	-	100.0%	197 033	197 033
Consultants: Business and advisory services	7 349	(2 436)	(4 305)	608	608	-	100.0%	4 373	4 373
Legal services	10 806	(2 000)	7 165	15 971	15 971	-	100.0%	42 997	42 997
Contractors	682	(18)	49 513	50 177	50 177	-	100.0%	36 116	36 116
Agency and support / outsourced services	98 114	(73 500)	66 829	91 443	91 443	-	100.0%	114 148	114 148

Programme 3: Immigration Affairs Management									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Entertainment	-	-	-	-	-	-	-	14	14
Fleet services	3 013	(25)	1 546	4 534	4 534	-	100.0%	5 930	5 930
Inventory: Clothing material and supplies	1 837	(235)	1 566	3 168	3 168	-	100.0%	11 017	11 017
Inventory: Other supplies	1 272	184	(1 450)	6	6	-	100.0%	-	-
Consumable supplies	2 284	2 141	(1 808)	2 617	2 617	-	100.0%	376	376
Consumable: Stationery printing and office supplies	5 677	(1 832)	(1 743)	2 102	2 102	-	100.0%	3 686	3 686
Operating leases	254	51	(170)	135	135	-	100.0%	537	537
Property payments	9 632	141	(8 119)	1 654	1 654	-	100.0%	2 582	2 582
Transport provided: Departmental activity	26 422	9 445	(19 913)	15 954	15 954	-	100.0%	30 459	30 459
Travel and subsistence	-	15 966	2 879	18 845	18 845	-	100.0%	50 188	50 188
Training and development	26	(3)	(23)	-	-	-	-	7	7
Operating payments	7 987	(40)	(6 307)	1 640	1 640	-	100.0%	1 892	1 892
Venues and facilities	2 161	-	(2 161)	-	-	-	-	548	548
Transfers and subsidies	453	-	1 966	2 419	2 419	-	100.0%	2 736	2 736
Departmental agencies and accounts	3	-	(3)	-	-	-	-	-	-
Departmental agencies	3	-	(3)	-	-	-	-	-	-
Households	450	-	1 969	2 419	2 419	-	100.0%	2 736	2 736
Social benefits	450	-	1 934	2 384	2 384	-	100.0%	2 629	2 629
Other transfers to households	-	-	35	35	35	-	100.0%	107	107
Payments for capital assets	-	73 633	3 445	77 078	77 078	-	100.0%	7 073	7 073
Buildings and other fixed structures	-	73 500	(1)	73 499	73 499	-	100.0%	90	90

Programme 3: Immigration Affairs Management									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Buildings	-	73 500	(1)	73 499	73 499	-	100.0%	90	90
Machinery and equipment	-	133	3 446	3 579	3 579	-	100.0%	6 983	6 983
Transport equipment	-	2 902	(104)	2 798	2 798	-	100.0%	2 357	2 357
Other machinery and equipment	-	(2 769)	3 550	781	781	-	100.0%	4 626	4 626
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	1 311 804	-	(22 823)	1 288 981	1 278 477	10 504	99.2%	1 338 704	1 338 704

3.1 Sub programme: Immigration Affairs Management									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Economic classification									
Current payments	36 752	(253)	3 234	39 733	29 229	10 504	73.6%	69 596	69 596

3.1 Sub programme: Immigration Affairs Management									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Compensation of employees	5 645	-	10 520	16 165	5 661	10 504	35.0%	5 366	5 366
Salaries and wages	5 131	-	10 535	15 666	5 162	10 504	33.0%	4 869	4 869
Social contributions	514	-	(15)	499	499	-	100.0%	497	497
Goods and services	31 107	(253)	(7 286)	23 568	23 568	-	100.0%	64 230	64 230
Administrative fees	3 225	165	(830)	2 560	2 560	-	100.0%	2 919	2 919
Minor assets	16 554	(16 482)	(72)	-	-	-	-	4	4
Catering: Departmental activities	45	463	(16)	492	492	-	100.0%	17	17
Consultants: Business and advisory services	-	655	(219)	436	436	-	100.0%	-	-
Legal services	10 350	(2 000)	7 621	15 971	15 971	-	100.0%	42 997	42 997
Contractors	323	(30)	(293)	-	-	-	-	4	4
Agency and support / outsourced services	242	-	(242)	-	-	-	-	-	-
Entertainment	-	-	-	-	-	-	-	3	3
Fleet services	40	-	(40)	-	-	-	-	-	-
Inventory: Other supplies	-	140	(140)	-	-	-	-	-	-
Consumable supplies	55	1 172	689	1 916	1 916	-	100.0%	22	22
Consumable: Stationery printing and office supplies	231	(36)	(41)	154	154	-	100.0%	90	90
Operating leases	-	-	-	-	-	-	-	-	-
Transport provided: Departmental activity	-	9 345	(9 095)	250	250	-	100.0%	6 208	6 208
Travel and subsistence	-	5 872	(4 101)	1 771	1 771	-	100.0%	11 871	11 871
Operating payments	18	483	(483)	18	18	-	100.0%	-	-
Venues and facilities	24	-	(24)	-	-	-	-	95	95
Transfers and subsidies	450	-	(450)	-	-	-	-	-	-

3.1 Sub programme: Immigration Affairs Management									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Households	450	-	(450)	-	-	-	-	-	-
Social benefits	450	-	(450)	-	-	-	-	-	-
Payments for capital assets	-	10	-	10	10	-	100.0%	222	222
Machinery and equipment	-	10	-	10	10	-	100.0%	222	222
Other machinery and equipment	-	10	-	10	10	-	100.0%	222	222
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	37 202	(243)	2 784	39 743	29 239	10 504	73.6%	69 818	69 818

3.2 Sub programme: Admission Services

3.2 Sub programme: Admission Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	861 510	2 296	(81 095)	782 711	782 711	-	100.0%	824 020	824 020
Compensation of employees	599 839	-	(21 652)	578 187	578 187	-	100.0%	604 241	604 241
Salaries and wages	497 606	-	(17 409)	480 197	480 197	-	100.0%	508 998	508 998
Social contributions	102 233	-	(4 243)	97 990	97 990	-	100.0%	95 243	95 243
Goods and services	261 671	2 296	(59 443)	204 524	204 524	-	100.0%	219 779	219 779
Administrative fees	2 050	(1 377)	(571)	102	102	-	100.0%	396	396
Minor assets	2 310	15	(2 325)	-	-	-	-	271	271
Catering: Departmental activities	4	(15)	11	-	-	-	-	12	12
Communication	28	-	(24)	4	4	-	100.0%	19	19
Computer services	250 799	(3 685)	(61 068)	186 046	186 046	-	100.0%	183 058	183 058
Contractors	349	175	(363)	161	161	-	100.0%	61	61
Entertainment	-	-	-	-	-	-	-	3	3
Fleet services	817	(24)	1 642	2 435	2 435	-	100.0%	2 325	2 325
Inventory: Clothing material and supplies	103	(50)	(53)	-	-	-	-	88	88
Inventory: Other supplies	-	44	(38)	6	6	-	100.0%	-	-
Consumable supplies	1 874	(101)	(1 684)	89	89	-	100.0%	224	224
Consumable: Stationery printing and office supplies	2 963	(676)	(1 215)	1 072	1 072	-	100.0%	1 796	1 796
Property payments	-	500	(273)	227	227	-	100.0%	470	470
Travel and subsistence	-	7 548	6 823	14 371	14 371	-	100.0%	30 626	30 626
Training and development	26	-	(26)	-	-	-	-	-	-
Operating payments	348	(58)	(279)	11	11	-	100.0%	1	1
Venues and facilities	-	-	-	-	-	-	-	429	429

3.2 Sub programme: Admission Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	2		1 446	1 448	1 448	-	100.0%	1 936	1 936
Departmental agencies and accounts	2	-	(2)	-	-	-	-	-	-
Departmental agencies	2	-	(2)	-	-	-	-	-	-
Households	-	-	1 448	1 448	1 448	-	100.0%	1 936	1 936
Social benefits	-	-	1 413	1 413	1 413	-	100.0%	1 829	1 829
Other transfers to households	-	-	35	35	35	-	100.0%	107	107
Payments for capital assets	-	123	3 446	3 569	3 569	-	100.0%	6 229	6 229
Machinery and equipment	-	123	3 446	3 569	3 569	-	100.0%	6 229	6 229
Transport equipment	-	2 902	(104)	2 798	2 798	-	100.0%	2 357	2 357
Other machinery and equipment	-	(2 779)	3 550	771	771	-	100.0%	3 872	3 872
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	861 512	2 419	(76 203)	787 728	787 728	-	100.0%	832 185	832 185

3.3 Sub programme: Immigration Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	253 642	(72 917)	21 185	201 910	201 910	-	100.0%	243 248	243 248
Compensation of employees	112 009	-	(27 616)	84 393	84 393	-	100.0%	81 400	81 400
Salaries and wages	99 886	-	(27 241)	72 645	72 645	-	100.0%	69 819	69 819
Social contributions	12 123	-	(375)	11 748	11 748	-	100.0%	11 581	11 581
Goods and services	141 633	(72 917)	48 801	117 517	117 517	-	100.0%	161 848	161 848
Administrative fees	952	69	(79)	942	942	-	100.0%	873	873
Minor assets	511	(70)	(441)	-	-	-	-	59	59
Catering: Departmental activities	126	(58)	(68)	-	-	-	-	81	81
Communication	111	-	(111)	-	-	-	-	-	-
Legal services	456	-	(456)	-	-	-	-	-	-
Contractors	10	12	(18)	4	4	-	100.0%	-	-
Agency and support / outsourced services	97 872	(73 500)	67 071	91 443	91 443	-	100.0%	114 148	114 148
Entertainment	-	-	-	-	-	-	-	5	5
Fleet services	1 778	(1)	173	1 950	1 950	-	100.0%	3 459	3 459
Inventory: Clothing material and supplies	1 729	(185)	1 624	3 168	3 168	-	100.0%	10 866	10 866
Inventory: Other supplies	1 272	-	(1 272)	-	-	-	-	-	-
Consumable supplies	5	(50)	45	-	-	-	-	23	23
Consumable: Stationery printing and office supplies	784	(752)	276	308	308	-	100.0%	414	414
Operating leases	-	32	(1)	31	31	-	100.0%	294	294
Transport provided: Departmental activity	26 422	100	(10 818)	15 704	15 704	-	100.0%	24 251	24 251
Travel and subsistence	-	1 998	371	2 369	2 369	-	100.0%	5 477	5 477
Training and development	-	(3)	3	-	-	-	-	7	7

3.3 Sub programme: Immigration Services									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Operating payments	7 621	(515)	(5 508)	1 598	1 598	-	100.0%	1 891	1 891
Venues and facilities	1 984	-	(1 984)	-	-	-	-	-	-
Transfers and subsidies	-	-	162	162	162	-	100.0%	469	469
Households	-	-	162	162	162	-	100.0%	469	469
Social benefits	-	-	162	162	162	-	100.0%	469	469
Payments for capital assets	-	73 500	(1)	73 499	73 499	-	100.0%	426	426
Buildings and other fixed structures	-	73 500	(1)	73 499	73 499	-	100.0%	90	90
Buildings	-	73 500	(1)	73 499	73 499	-	100.0%	90	90
Machinery and equipment	-	-	-	-	-	-	-	336	336
Other machinery and equipment	-	-	-	-	-	-	-	336	336
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	253 642	583	21 346	275 571	275 571	-	100.0%	244 143	244 143

3.4 Sub programme: Asylum Seekers									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									

3.4 Sub programme: Asylum Seekers

2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	159 447	(2 759)	28 442	185 130	185 130	-	100.0%	192 031	192 031
Compensation of employees	135 421	-	(3 695)	131 726	131 726	-	100.0%	131 079	131 079
Salaries and wages	113 806	-	(3 315)	110 491	110 491	-	100.0%	110 384	110 384
Social contributions	21 615	-	(380)	21 235	21 235	-	100.0%	20 695	20 695
Goods and services	24 026	(2 759)	32 137	53 404	53 404	-	100.0%	60 952	60 952
Administrative fees	176	(7)	(156)	13	13	-	100.0%	81	81
Minor assets	1 888	(74)	(1 814)	-	-	-	-	97	97
Catering: Departmental activities	304	(142)	(162)	-	-	-	-	77	77
Communication	42	-	(42)	-	-	-	-	-	-
Computer services	1 796	(274)	(1 522)	-	-	-	-	13 975	13 975
Consultants: Business and advisory services	7 349	(3 091)	(4 086)	172	172	-	100.0%	4 373	4 373
Contractors	-	(175)	50 187	50 012	50 012	-	100.0%	36 051	36 051
Entertainment	-	-	-	-	-	-	-	3	3
Fleet services	378	-	(229)	149	149	-	100.0%	146	146
Inventory: Clothing material and supplies	5	-	(5)	-	-	-	-	63	63
Consumable supplies	350	1 120	(858)	612	612	-	100.0%	107	107
Consumable: Stationery printing and office supplies	1 699	(368)	(763)	568	568	-	100.0%	1 386	1 386
Operating leases	254	19	(169)	104	104	-	100.0%	243	243
Property payments	9 632	(365)	(7 840)	1 427	1 427	-	100.0%	2 112	2 112
Travel and subsistence	-	548	(214)	334	334	-	100.0%	2 214	2 214
Operating payments	-	50	(37)	13	13	-	100.0%	-	-
Venues and facilities	153	-	(153)	-	-	-	-	24	24

3.4 Sub programme: Asylum Seekers									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	1	-	808	809	809	-	100.0%	331	331
Departmental agencies and accounts	1	-	(1)	-	-	-	-	-	-
Departmental agencies	1	-	(1)	-	-	-	-	-	-
Households	-	-	809	809	809	-	100.0%	331	331
Social benefits	-	-	809	809	809	-	100.0%	331	331
Payments for capital assets	-	-	-	-	-	-	-	196	196
Machinery and equipment	-	-	-	-	-	-	-	196	196
Other machinery and equipment	-	-	-	-	-	-	-	196	196
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	159 448	(2 759)	29 250	185 939	185 939	-	100.0%	192 558	192 558

1. Detail of transfers and subsidies as per Appropriation Act (after virement):

Detail of these transactions can be viewed in the note on Transfers and subsidies disclosure notes and Annexure 1A, 1B and 1G to the annual financial statements.

2. Detail of specifically and exclusively appropriated amounts voted (after virement):

Detail of these transactions can be viewed in note 1 (Annual Appropriation) to the annual financial statements.

3. Detail on payments for financial assets

Detail of these transactions per programme can be viewed in the note on Payments for financial assets to the annual financial statements.

4. Explanations of material variances from Amounts Voted (after virement):

4.1 Per programme	Final Appropriation	Actual Expenditure	Variance R'000	Variance as a % of Final Appropriation
Programme 1	2 262 773	2 204 256	58 517	2.59%
Programme 2	5 235 654	4 987 526	248 128	4.74%
Programme 3	1 288 981	1 278 477	10 504	0.81%

4.2 Per economic classification	Final Appropriation	Actual Expenditure	Variance	Variance as a % of Final Appropriation
	R'000	R'000	R'000	R'000
Current payments				
Compensation of employees	3 574 850	3 511 357	63 493	1.78%
Goods and services	2 599 412	2 335 589	263 823	0.15%
Interest and rent on land				
Transfers and subsidies				
Provinces and municipalities	1 926	1 926	-	0%
Departmental agencies and accounts	2 263 744	2 263 744	-	0%
Higher education institutions				
Public corporations and private enterprises				
Foreign governments and international organisations				
Non-profit institutions				
Households	25 683	25 683	-	0%
Payments for capital assets				
Buildings and other fixed structures	161 187	161 187	-	0%
Machinery and equipment	102 958	102 958	-	0%
Heritage assets				
Specialised military assets				
Biological assets				
Land and subsoil assets				
Intangible assets	57 648	57 576	72	0.12%
Payments for financial assets	-	10 239	(10 239)	100%

The department did underspent its budget allocation for the 2020/21 financial year as the total expenditure of R8,472 billion is at 96,4% against the linear projection of 100%. The underspending is explained below per programme:

Programme 1: Administration. Spending at the end of 2020/21 financial year is 98%.

Programme 2: Citizen Affairs: Spending at the end of 2020/21 financial year is 95%

Programme 3: Immigration Affairs: Spending at the end of 2020/21 financial year is 99%

The underspending in all three programmes is as a direct result of Compensation of employees (CoE) and Self-financing. The cost-of-living adjustment did not materialise as anticipated as a result CoE could not be fully spent. For the department to receive Self-financing funding from the National Treasury, it must have collected the projected revenue; unfortunately the projected revenue collection for the current financial year was severely impacted due to the COVID-19 pandemic.

Payments for financial assets represents the expenditure incurred as Theft & Losses for debt write offs. The department wrote off the following transactions: Staff debts of R1 million; R329 000 for Claims recoverable not recovered; R249 000 Disallowance payment fraud and R8,657 million for transactions on the Disallowance damages and losses account. This Economic classification cannot be budgeted for and therefore the variance of 100%

	Note	2020/21 R'000	2019/20 R'000
REVENUE			
Annual appropriation	1	8 787 408	9 527 704
Statutory appropriation		-	-
Departmental revenue	2	370 902	1 062 641
NRF Receipts		-	-
Aid assistance		-	-
TOTAL REVENUE		9 158 310	10 590 345
EXPENDITURE			
Current expenditure			
Compensation of employees	4	3 511 357	3 593 894
Goods and services	5	2 335 588	3 269 775
Interest and rent on land		-	-
Aid assistance	3	-	-
Total current expenditure		5 846 945	6 863 669
Transfers and subsidies			
Transfers and subsidies	7	2 291 352	2 196 909
Aid assistance	3	-	-
Total transfers and subsidies		2 291 352	2 196 909
Expenditure for capital assets			
Tangible assets	8	265 714	359 704
Intangible assets	8	57 576	105 696
Total expenditure for capital assets		323 290	465 400

	Note	2020/21 R'000	2019/20 R'000
Unauthorised expenditure approved without funding		-	-
Payments for financial assets	6	10 239	5 042
TOTAL EXPENDITURE		8 471 826	9 531 020
SURPLUS/(DEFICIT) FOR THE YEAR		686 484	1 059 325
Reconciliation of Net Surplus/(Deficit) for the year			
Voted funds		317 147	187
Annual appropriation		317 147	187
Conditional grants		-	-
Departmental revenue and NRF Receipts	13	370 902	1 062 641
Aid assistance	3	(1 565)	(3 503)
SURPLUS/(DEFICIT) FOR THE YEAR		686 484	1 059 325

	Note	2020/21 R'000	2019/20 R'000
ASSETS			
Current assets			
		1 868 571	1 561 255
Unauthorised expenditure		-	-
Cash and cash equivalents	9	1 766 430	1 367 154
Other financial assets		-	-
Prepayments and advances	10	2 691	2 800
Receivables	11	99 450	191 301
Loans		-	-
Aid assistance prepayments	3	-	-
Aid assistance receivable	3	-	-
Non-current assets			
		748 354	733 466
Investments		-	-
Receivables	11	748 354	733 466
Loans		-	-
Other financial assets		-	-
TOTAL ASSETS		2 616 925	2 294 721
LIABILITIES			
Current liabilities			
		2 616 113	2 293 371
Voted funds to be surrendered to the Revenue Fund	12	317 015	55
Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund	13	2 293 508	2 287 563
Bank overdraft		-	-
Payables	14	4 518	3 116

	Note	2020/21 R'000	2019/20 R'000
Aid assistance repayable	3	-	-
Aid assistance unutilised	3	1 072	2 637
Non-current liabilities			
Payables	14	-	-
TOTAL LIABILITIES		2 616 113	2 293 371
NET ASSETS		812	1 350

	<i>Note</i>	2020/21 R'000	2019/20 R'000
Represented by:			
Capitalisation reserve		-	-
Recoverable revenue		812	1 350
Retained funds		-	-
Revaluation reserves		-	-
TOTAL		812	1 350

	<i>Note</i>	2020/21 R'000	2019/20 R'000
Recoverable revenue			
Opening balance		1 350	1 559
Transfers:		(538)	(209)
Irrecoverable amounts written off			
Debt recovered –included in departmental receipts		(538)	(209)
Close balance		812	1 350
TOTAL		812	1 350

	Note	2020/21 R'000	2019/20 R'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts		9 099 804	10 395 924
Annual appropriated funds received	1.1	8 787 408	9 527 704
Statutory appropriated funds received		-	-
Departmental revenue received	2	311 897	866 036
Interest received	2.3	499	2 184
NRF Receipts		-	-
Aid assistance received	3	-	-
Net (increase)/decrease in working capital		33 477	(197 728)
Surrendered to Revenue Fund		(249 704)	(852 199)
Surrendered to RDP Fund/Donor		-	-
Current payments		(5 846 945)	(6 863 669)
Interest paid		-	-
Payments for financial assets	6	(10 239)	(5 042)
Transfers and subsidies paid	7	(2 291 352)	(2 196 909)
Net cash flow available from operating activities	15	735 041	280 377
CASH FLOWS FROM INVESTING ACTIVITIES			
Distribution/dividend received		-	-
Payments for capital assets	8	(323 290)	(465 400)
Proceeds from sale of capital assets	2.4	2 951	1 504
(Increase)/decrease in loans		-	-
(Increase)/decrease in investments		-	-
(Increase)/decrease in other financial assets		-	-
(Increase)/decrease in non-current receivables	11	(14 888)	182 946
Net cash flows from investing activities		(335 227)	(280 950)

	Note	2020/21 R'000	2019/20 R'000
CASH FLOWS FROM FINANCING ACTIVITIES			
Increase/(decrease) in net assets		(538)	(209)
Increase/(decrease) in non-current payables		-	-
Net cash flows from financing activities		(538)	(209)
Net increase/(decrease) in cash and cash equivalents		399 276	(782)
Cash and cash equivalents at beginning of period		1 367 154	1 367 936
Unrealised gains and losses within cash and cash equivalents		-	-
Cash and cash equivalents at end of period	8	1 766 430	1 367 154

PART A: ACCOUNTING POLICIES

Summary of significant accounting policies

The financial statements have been prepared in accordance with the following policies which have been applied consistently in all material aspects unless otherwise indicated. Management has concluded that the financial statements present fairly the department's primary and secondary information.

The historical cost convention has been used except where otherwise indicated. Management has used assessments and estimates in preparing the annual financial statements. These are based on the best information available at the time of preparation.

Where appropriate and meaningful, additional information has been disclosed to enhance the usefulness of the financial statements and to comply with the statutory requirements of the Public Finance Management Act 1 of 1999 (PFMA) (as amended by Act 29 of 1999) and the Treasury Regulations issued in terms of the PFMA and the annual Division of Revenue Act.

1	Basis of preparation The financial statements have been prepared in accordance with the Modified Cash Standard.
2	Going concern The financial statements have been prepared on a going concern basis.
3	Presentation currency Amounts have been presented in the currency of the South African Rand (R) which is also the functional currency of the department.
4	Rounding Unless otherwise stated financial figures have been rounded to the nearest one thousand Rand (R'000).
5	Foreign currency translation Cash flows arising from foreign currency transactions are translated into South African Rand using the spot exchange rates prevailing at the date of payment / receipt.
6	Comparative information

6.1	Prior period comparative information Prior period comparative information has been presented in the current year's financial statements. Where necessary figures included in the prior period financial statements have been reclassified to ensure that the format in which the information is presented is consistent with the format of the current year's financial statements.
6.2	Current year comparison with budget A comparison between the approved final budget and actual amounts for each programme and economic classification is included in the appropriation statement.
7	Revenue
7.1	Appropriated funds Appropriated funds comprises departmental allocations as well as direct charges against the revenue fund (i.e. statutory appropriation). Appropriated funds are recognised in the statement of financial performance on the date the appropriation becomes effective. Adjustments made in terms of the adjustments budget process are recognised in the statement of financial performance on the date the adjustments become effective. The net amount of any appropriated funds due to / from the relevant revenue fund at the reporting date is recognised as a payable / receivable in the statement of financial position.
7.2	Departmental revenue Departmental revenue is recognised in the statement of financial performance when received and is subsequently paid into the relevant revenue fund unless stated otherwise. Any amount owing to the relevant revenue fund at the reporting date is recognised as a payable in the statement of financial position. Due to the change in accounting policy with effect from 2015/16 the department has to manually update the Cash Flow Statement (CFS) to remove the non-cash items from the CFS and National Treasury has to update the notes to the CFS.

7.3	Accrued departmental revenue Accruals in respect of departmental revenue (excluding tax revenue) are recorded in the notes to the financial statements when: <ul style="list-style-type: none"> • it is probable that the economic benefits or service potential associated with the transaction will flow to the department; and • the amount of revenue can be measured reliably. The accrued revenue is measured at the fair value of the consideration receivable. Accrued tax revenue (and related interest and / penalties) is measured at amounts receivable from collecting agents.
8	Expenditure
8.1	Compensation of employees
8.1.1	Salaries and wages Salaries and wages are recognised in the statement of financial performance on the date of payment.
8.1.2	Social contributions Social contributions made by the department in respect of current employees are recognised in the statement of financial performance on the date of payment. Social contributions made by the department in respect of ex-employees are classified as transfers to households in the statement of financial performance on the date of payment.
8.2	Other expenditure Other expenditure (such as goods and services transfers and subsidies and payments for capital assets) is recognised in the statement of financial performance on the date of payment. The expense is classified as a capital expense if the total consideration paid is more than the capitalisation threshold.
8.3	Accruals and payables not recognised Accruals and payables not recognised are recorded in the notes to the financial statements at cost at the reporting date.
8.4	Leases

8.4.1	Operating leases Operating lease payments made during the reporting period are recognised as current expenditure in the statement of financial performance on the date of payment. Operating lease payments received are recognised as departmental revenue. The operating lease commitments are recorded in the notes to the financial statements. Operating lease payments received are recognised as departmental revenue.
8.4.2	Finance leases Finance lease payments made during the reporting period are recognised as capital expenditure in the statement of financial performance on the date of payment. Finance lease payments received are recognised as departmental revenue. The finance lease commitments are recorded in the notes to the financial statements and are not apportioned between the capital and interest portions. Finance lease assets acquired at the end of the lease term are recorded and measured at the lower of: <ul style="list-style-type: none"> • cost being the fair value of the asset; or • the sum of the minimum lease payments made, including any payments made to acquire ownership, at the end of the lease term excluding interest. Finance lease payments received are recognised as departmental revenue.
9	Aid assistance
9.1	Aid assistance received Aid assistance received in cash is recognised in the statement of financial performance when received. In-kind aid assistance is recorded in the notes to the financial statements on the date of receipt and is measured at fair value. Aid assistance not spent for the intended purpose and any unused funds from aid assistance that are required to be refunded to the donor are recognised as a payable in the statement of financial position. CARA (Criminal Assets Recovery Account) funds received by the department during 2018/19 financial year were retained.

9.2	Aid assistance paid Aid assistance paid is recognised in the statement of financial performance on the date of payment. Aid assistance payments made prior to the receipt of funds are recognised as a receivable in the statement of financial position. Payments made using CARA are reflected in the statement of financial performance.
10	Cash and cash equivalents Cash and cash equivalents are stated at cost in the statement of financial position. Bank overdrafts are shown separately on the face of the statement of financial position as a current liability. For the purposes of the cash flow statement cash and cash equivalents comprise cash on hand deposits held other short-term highly liquid investments and bank overdrafts.
11	Prepayments and advances Prepayments and advances are recognised in the statement of financial position when the department receives or disburses the cash. Prepayments and advances are initially and subsequently measured at cost.
12	Loans and receivables Loans and receivables are recognised in the statement of financial position at cost plus accrued interest where interest is charged less amounts already settled or written-off. Write-offs are made according to the department's write-off policy.
13	Investments Investments are recognised in the statement of financial position at cost.
14	Financial assets

14.1	Financial assets (not covered elsewhere) A financial asset is recognised initially at its cost plus transaction costs that are directly attributable to the acquisition or issue of the financial asset. At the reporting date a department shall measure its financial assets at cost less amounts already settled or written-off except for recognised loans and receivables which are measured at cost plus accrued interest where interest is charged less amounts already settled or written-off.
14.2	Impairment of financial assets Where there is an indication of impairment of a financial asset an estimation of the reduction in the recorded carrying value to reflect the best estimate of the amount of the future economic benefits expected to be received from that asset is recorded in the notes to the financial statements.
15	Payables Payables recognised in the statement of financial position are recognised at cost.
16	Capital assets
16.1	Immovable capital assets Immovable assets reflected in the asset register of the department are recorded in the notes to the financial statements at cost or fair value where the cost cannot be determined reliably. Immovable assets acquired in a non-exchange transaction are recorded at fair value at the date of acquisition. Immovable assets are subsequently carried in the asset register at cost and are not currently subject to depreciation or impairment. Subsequent expenditure of a capital nature forms part of the cost of the existing asset when ready for use. Additional information on immovable assets not reflected in the assets register is provided in the notes to financial statements.

16.2	<p>Movable capital assets</p> <p>Movable capital assets are initially recorded in the notes to the financial statements at cost. Movable capital assets acquired through a non-exchange transaction is measured at fair value as at the date of acquisition.</p> <p>Where the cost of movable capital assets cannot be determined reliably the movable capital assets are measured at fair value and where fair value cannot be determined, the movable assets are measured at R1.</p> <p>All assets acquired prior to 1 April 2002 (or a later date as approved by the OAG) may be recorded at R1.</p> <p>Movable capital assets are subsequently carried at cost and are not subject to depreciation or impairment.</p> <p>Subsequent expenditure that is of a capital nature forms part of the cost of the existing asset when ready for use.</p>
16.3	<p>Intangible assets</p> <p>Intangible assets are initially recorded in the notes to the financial statements at cost. Intangible assets acquired through a non-exchange transaction are measured at fair value as at the date of acquisition.</p> <p>Internally generated intangible assets are recorded in the notes to the financial statements when the department commences the development phase of the project.</p> <p>Where the cost of intangible assets cannot be determined reliably the intangible capital assets are measured at fair value and where fair value cannot be determined, the intangible assets are measured at R1.</p> <p>All assets acquired prior to 1 April 2002 (or a later date as approved by the OAG) may be recorded at R1.</p> <p>Intangible assets are subsequently carried at cost and are not subject to depreciation or impairment.</p> <p>Subsequent expenditure of a capital nature forms part of the cost of the existing asset when ready for use.</p>

16.4	<p>Project costs: Work-in-progress</p> <p>Expenditure of a capital nature is initially recognised in the statement of financial performance at cost when paid.</p> <p>Amounts paid towards capital projects are separated from the amounts recognised and accumulated in work-in-progress until the underlying asset is ready for use. Once ready for use the total accumulated payments are recorded in an asset register. Subsequent payments to complete the project are added to the capital asset in the asset register.</p> <p>Where the department is not the custodian of the completed project asset the asset is transferred to the custodian subsequent to completion.</p>
17	<p>Provisions and contingents</p>
17.1	<p>Provisions</p> <p>Provisions are recorded in the notes to the financial statements when there is a present legal or constructive obligation to forfeit economic benefits as a result of events in the past and it is probable that an outflow of resources embodying economic benefits or service potential will be required to settle the obligation and a reliable estimate of the obligation can be made. The provision is measured as the best estimate of the funds required to settle the present obligation at the reporting date.</p>
17.2	<p>Contingent liabilities</p> <p>Contingent liabilities are recorded in the notes to the financial statements when there is a possible obligation that arises from past events whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not within the control of the department, or when there is a present obligation that is not recognised because it is not probable that an outflow of resources will be required to settle the obligation, or the amount of the obligation cannot be measured reliably.</p>
17.3	<p>Contingent assets</p> <p>Contingent assets are recorded in the notes to the financial statements when a possible asset arises from past events and whose existence will be confirmed by the occurrence or non-occurrence of one or more uncertain future events not within the control of the department.</p>
17.4	<p>Capital commitments</p> <p>Capital commitments are recorded at cost in the notes to the financial statements.</p>

18	<p>Unauthorised expenditure</p> <p>Unauthorised expenditure is recognised in the statement of financial position until such time as the expenditure is either:</p> <ul style="list-style-type: none"> • approved by Parliament or the provincial legislature with funding and the related funds are received; or • approved by Parliament or the provincial legislature without funding and is written off against the appropriation in the statement of financial performance; or • transferred to receivables for recovery. <p>Unauthorised expenditure is measured at the amount of the confirmed unauthorised expenditure.</p>
19	<p>Fruitless and wasteful expenditure</p> <p>Fruitless and wasteful expenditure is recorded in the notes to the financial statements when confirmed. The amount recorded is equal to the total value of the fruitless and or wasteful expenditure incurred.</p> <p>Fruitless and wasteful expenditure is removed from the notes to the financial statements when it is resolved or transferred to receivables or written off.</p> <p>Fruitless and wasteful expenditure receivables are measured at the amount that is expected to be recoverable and are de-recognised when settled or subsequently written-off as irrecoverable.</p>
20	<p>Irregular expenditure</p> <p>Irregular expenditure is recorded in the notes to the financial statements when confirmed after its assessment. The amount recorded is equal to the value of the irregular expenditure incurred unless it is impracticable to determine in which case reasons therefore are provided in the note.</p> <p>Irregular expenditure is reduced from the note when it is either condoned by the relevant authority transferred to receivables for recovery not condoned and removed or written-off.</p> <p>Irregular expenditure receivables are measured at the amount that is expected to be recoverable and are de-recognised when settled or subsequently written-off as irrecoverable.</p>

21	<p>Changes in accounting estimates and errors</p> <p>Changes in accounting estimates are applied prospectively in accordance with MCS requirements.</p> <p>Correction of errors is applied retrospectively in the period in which the error has occurred in accordance with MCS requirements, except to the extent that it is impracticable to determine the period-specific effects or the cumulative effect of the error. In such cases the department shall restate the opening balances of assets liabilities and net assets for the earliest period for which retrospective restatement is practicable.</p>
22	<p>Events after the reporting date</p> <p>Events after the reporting date that are classified as adjusting events have been accounted for in the financial statements. The events after the reporting date that are classified as non-adjusting events after the reporting date have been disclosed in the notes to the financial statements.</p>
23	<p>Principal-agent arrangements</p> <p>The department is party to a principal-agent arrangement with Dirco (agent) to render Home Affairs services at its missions. In terms of the arrangement the department is the principal and is responsible for providing the approved tariffs for immigration and civic services rendered abroad and providing the required face value forms. All related revenues expenditures assets and liabilities have been recognised or recorded in terms of the relevant policies listed herein.</p> <p>The department is a party to a principal-agent arrangement with Visa Facilitation Services (VFS) (agent) to collect visas applications and distribute their visas to successful applicants both locally and abroad. In terms of the arrangement the department is the principal and is responsible for the adjudication of all applications received through VFS.</p> <p>All related revenues expenditures assets and liabilities have been recognised or recorded in terms of the relevant policies listed herein. Additional disclosures have been provided in the notes to the financial statements.</p>
24	<p>Departures from the MCS requirements</p> <p><i>There are no departures from MCS in the current financial year</i></p>

25	<p>Capitalisation reserve</p> <p>The capitalisation reserve comprises of financial assets and/or liabilities originating in a prior reporting period but which are recognised in the statement of financial position for the first time in the current reporting period. Amounts are recognised in the capitalisation reserves when identified in the current period and are transferred to the National/Provincial Revenue Fund when the underlying asset is disposed and the related funds are received.</p>
26	<p>Recoverable revenue</p> <p>Amounts are recognised as recoverable revenue when a payment made in a previous financial year becomes recoverable from a debtor in the current financial year. Amounts are either transferred to the National/Provincial Revenue Fund when recovered or are transferred to the statement of financial performance when written-off.</p>
27	<p>Related party transactions</p> <p>Related party transactions within the Minister/MEC's portfolio are recorded in the notes to the financial statements when the transaction is not at arm's length.</p> <p>The number of individuals and the full compensation of key management personnel is recorded in the notes to the financial statements.</p> <p>Key management personnel are those persons having the authority and responsibility for planning directing and controlling the activities of the department.</p>
28	<p>Inventories <i>(Effective from date determined in a Treasury Instruction)</i></p> <p>At the date of acquisition inventories are recognised at cost in the statement of financial performance.</p> <p>Where inventories are acquired as part of a non-exchange transaction the inventories are measured at fair value as at the date of acquisition.</p> <p>Inventories are subsequently measured at the lower of cost and net realisable value or, where intended for distribution (or consumed in the production of goods for distribution), at no or a nominal charge the lower of cost and current replacement value.</p> <p>The cost of inventories is assigned by using the weighted average cost basis.</p>

29	<p>Public-private partnerships</p> <p>Public-private partnerships (PPP) are accounted for based on the nature and or the substance of the partnership. The transaction is accounted for in accordance with the relevant accounting policies.</p> <p>A summary of the significant terms of the PPP agreement, the parties to the agreement and the date of commencement, together with the description and nature of the concession fees received, the unitary fees paid, rights and obligations of the department, are recorded in the notes to the financial statements.</p> <p>The accounting officer's report details all the department's PPPs and their status.</p>
30	<p>Employee benefits</p> <p>The value of each major class of employee benefit obligation (accruals payables not recognised and provisions) is disclosed in the Employee benefits note.</p>
31	<p>Transfers of functions</p> <p>Transfers of functions are accounted for by the acquirer by recognising or recording assets acquired and liabilities assumed at their carrying amounts at the date of transfer.</p> <p>Transfers of functions are accounted for by the transferor by derecognising or removing assets and liabilities at their carrying amounts at the date of transfer.</p>
32	<p>Mergers</p> <p>Mergers are accounted for by the combined department by recognising or recording assets acquired and liabilities assumed at their carrying amounts at the date of the merger.</p> <p>Mergers are accounted for by the combining departments by derecognising or removing assets and liabilities at their carrying amounts at the date of the merger.</p>

PART B: EXPLANATORY NOTES**1. Annual appropriation****1.1 Annual appropriation**

Included are funds appropriated in terms of the Appropriation Act (and the Adjustments Appropriation Act) for National Departments (Voted funds) and Provincial Departments:

	Final Appropriation	Actual Funds Received	2020/21 Funds not requested/ not received	Final Appropriation	Appropriation received	2019/20 Funds not requested / not received
	R'000	R'000	R'000	R'000	R'000	
Administration	2 262 773	2 262 773	-	2 531 803	2 531 803	-
Citizen Affairs	5 235 654	5 235 654	-	5 657 197	5 657 197	-
Immigration Affairs	1 288 981	1 288 981	-	1 338 704	1 338 704	-
Total	8 787 408	8 787 408	-	9 527 704	9 527 704	-

The budget allocation for 2020/21 shows a decrease of 8% compared to the previous financial year. The decrease of R740 million as the final appropriation is due to budget cuts imposed by the National Treasury. The reduction in additional funding of R621,7 million in self-financing compared to the R1,188 billion for 2019/20 was due to poor revenue collection as a result and impact of the COVID-19 pandemic.

2. Departmental revenue

	Note	2020/21 R'000	2019/20 R'000
Sales of goods and services other than capital assets	2.1	357 508	1 018 711
Fines penalties and forfeits	2.2	768	23 146
Interest dividends and rent on land	2.3	499	2 184
Sales of capital assets	2.4	2 951	1 503
Transactions in financial assets and liabilities	2.5	9 176	16 590
Transfer received	2.6	-	507
Total revenue collected		370 902	1 062 641
Less: Own revenue included in appropriation		-	-
Departmental revenue collected		370 902	1 062 641

The total revenue collection of R370 million in the current year shows a reduction of about R692 million as compared to 2019/20 collection of R1,062 billion. As a result of COVID-19, the department could only render essential services that were limited to amongst others issuance of enabling documents for birth and burial services (birth and death certificates) for almost two quarters of the financial year.

Other revenue attracting services under civics and immigration affairs were later phased in towards the end of quarter two of the financial year. The lockdown requirement for travel that a person must present a negative COVID-19 test certificate on arrival deterred potential travellers (who would have needed visas and passports) to apply for requisite enabling documents that would have improved revenue volumes.

Dirco collected foreign revenue on behalf of the department to the value of R55,5 million (R192 million in 2019/20). Of this amount, they paid R14,7 million (R66 million in 2019/20) to the NRF, which left a balance of R40,8 million (R126 million in 2019/20).

In terms of the principal-agent agreement between the department and Dirco, the foreign revenue necessitates manual updates on the CFS to reflect the foreign revenue as non-cash items.

As a result, the Statement of performance "Departmental Revenue" amount will differ from the Cash flow statement "Departmental revenue received" and the difference will be the foreign revenue collected of R55 million.

2.1 Sales of goods and services other than capital assets

	Note	2020/21 R'000	2019/20 R'000
Sales of goods and services produced by the department	2	357 507	1 018 695
Sales by market establishment		-	-
Administrative fees		357 496	1 018 682
Other sales		11	13
Sales of scrap waste and other used current goods		1	16
Total		357 508	1 018 711

"Administrative fees" is inclusive of foreign revenue collected of R55 million during the current financial year.

2.2 Fines, Penalties and Forfeits

	Note	2020/21 R'000	2019/20 R'000
Fines	2	251	1 640
Penalties		515	4 518
Forfeits		2	16 988
Total		768	23 146

"Fines" and "Penalties" represent money received as payment for fines and penalties issued under the Immigration Act s50(3) and (4). The balance is reflected under note 22 Accrued departmental revenue.

The "Forfeits" amount relates to the 2019/20 forfeited deposits by political parties. This amount is the remaining balance of last year's R16 million.

2.3 Interest dividends and rent on land

	Note	2020/21 R'000	2019/20 R'000
Interest	2	499	2 184
Total		499	2 184

2.4 Sale of capital assets

	Note	2020/21	2019/20
		R'000	R'000
Tangible assets			
Buildings and other fixed structures	30	-	-
Machinery and equipment	28	2 951	1 503
Total		2 951	1 503

2.5 Transactions in financial assets and liabilities

	Note	2020/21	2019/20
		R'000	R'000
Loans and advances	2	-	-
Receivables		3 860	11 915
Other Receipts including Recoverable Revenue		5 316	4 675
Total		9 176	16 590

2.6 Transfers received

	Note	2020/21	2019/20
		R'000	R'000
Public corporations and private enterprises	2	-	507
Total		-	507

3. Aid assistance

	Note	2020/21	2019/20
		R'000	R'000
Opening Balance		2 637	6 140
Prior period error			
As restated		2 637	6 140
Transferred from statement of financial performance		(1 565)	(3 503)
Transfers to or from retained funds			
Paid during the year		-	-
Closing Balance		1 072	2 637

Cabinet approved R70 million from CARA to assist the department under programme 3: Immigration Services in 2017. Of this amount, R28 million was for deportation vehicles.

The department received R28 million during the 2018/19 financial year and, by 2020/21, have already used R27 million to acquire vehicles for Immigration Services, leaving a closing balance of R1 million.

3.1 Analysis of balance by source

	Note	2020/21	2019/20
		R'000	R'000
CARA		1 072	2 637
Closing balance	3	1 072	2 637

3.2 Analysis of balance

	Note	2020/21	2019/20
		R'000	R'000
Aid assistance unutilised		1 072	2 637
Closing balance	3	1 072	2 637

3.3 Aid assistance expenditure per economic classification

		2020/21	2019/20
	<i>Note</i>	R'000	R'000
Current		-	-
Capital	8	1 565	3 503
Transfers and subsidies		-	-
Total aid assistance expenditure		1 565	3 503

4. Compensation of employees

4.1 Salaries and Wages

		2020/21	2019/20
	<i>Note</i>	R'000	R'000
Basic salary	4	2 463 142	2 508 374
Performance award		12 614	24 162
Service Based		5 830	4 292
Compensative/circumstantial		56 802	94 541
Other non-pensionable allowances		399 069	399 322
Total		2 937 457	3 030 691

“Compensative/circumstantial” represents overtime payments, periodic payments and acting allowances.

“Other non-pensionable allowances” include housing allowance, non-pensionable allowances and foreign allowances for deployed officials.

4.2 Social contributions

	<i>Note</i>	2020/21	2019/20
	4	R'000	R'000
Employer contributions			
Pension		318 774	326 349
Medical		254 153	235 973
UIF		-	-
Bargaining council		973	881
Total		573 900	563 203
Total compensation of employees		3 511 357	3 593 894
Average number of employees		8 664	8 998

There is a decrease in the total compensation of employees expenditure of R82,5 million as a result of the non-implementation of Cost of living adjustments for the 2020/21 financial year for all employees as this matter continues to be discussed by labour unions and government. There was also a budget cut of R562 million in response to the COVID-19 pandemic by National Treasury; R100 million of this budget cut was on the CoE budget.

5. Goods and services

	Note	2020/21 R'000	2019/20 R'000
Administrative fees		11 984	22 346
Advertising		6 854	25 382
Minor assets	5.1	5 039	14 451
Bursaries (employees)		3 277	3 156
Catering		653	1 904
Communication		31 019	39 583
Computer services	5.2	703 138	668 878
Consultants: Business and advisory services		22 321	31 502
Legal services		38 512	75 163
Contractors		309 750	258 349
Agency and support / outsourced services		93 057	114 959
Entertainment		48	137
Audit cost – external	5.3	20 449	29 761
Fleet services		47 662	59 687
Inventory	5.4	3 285	18 270
Consumables	5.5	333 106	942 742
Operating leases		373 026	416 272
Property payments	5.6	240 458	284 038
Rental and hiring		500	365
Transport provided as part of the departmental activities		43 931	30 459
Travel and subsistence	5.7	17 543	137 341
Venues and facilities		1 126	8 634
Training and development		1 649	2 861
Other operating expenditure	5.8	27 201	83 535
Total		2 335 588	3 269 775

The expenditure of R2,3 billion for 2020/21 is a significant decrease because of budget cuts following COVID-19. The department's budget was cut by R562 million by the National Treasury, of which R462 million was for "goods & services".

Expenditure on items such as Catering, Agency and support/ outsourced services, Entertainment, Audit Cost, Travel & Subsistence, and Venues and facilities were reduced significantly by the department during the financial year as a direct impact of COVID-19.

5.1 Minor assets

	Note	2020/21 R'000	2019/20 R'000
Tangible assets	5	5 039	14 451
Machinery and equipment		5 039	14 451
Total		5 039	14 451

5.2 Computer services

	Note	2020/21 R'000	2019/20 R'000
SITA computer services	5	174 177	195 847
External computer service providers		528 961	473 031
Total		703 138	668 878

5.3 Audit cost – External

	Note	2020/21 R'000	2019/20 R'000
Regularity audits	5	20 449	29 761
Total		20 449	29 761

5.4 Inventory

	Note	2020/21	2019/20
		R'000	R'000
Clothing material and accessories	5	3 279	18 189
Other supplies	5.4.1	6	81
Total		3 285	18 270

Expenditure on "Other" supplies represent Inventory for face value forms

5.4.1 Other supplies

	Note	2020/21	2019/20
		R'000	R'000
Other	5	6	81
Total		6	81

5.5 Consumables

	Note	2020/21	2019/20
		R'000	R'000
Consumable supplies	5	36 526	37 055
Uniform and clothing		396	103
Household supplies		12 273	8 014
Building material and supplies		233	143
Communication accessories		1	-
IT consumables		60	545
Other consumables		23 563	28 250
Stationery printing and office supplies		296 580	905 687
Total		333 106	942 742

Expenditure on "Other consumables expenditure" was mainly on medical supplies in response to COVID-19 of R17 million. It also includes communication materials accessories and security access consumable expenditure.

5.6 Property payments

	Note	2020/21	2019/20
		R'000	R'000
Municipal services	5	9 525	22 164
Property management fees		72 712	136 273
Property maintenance and repairs		-	-
Other		158 221	125 601
Total		240 458	284 038

"Other property payments" represents payments for gardening services, cleaning, fumigation and property payments for safeguarding & security

5.7 Travel and subsistence

	Note	2020/21	2019/20
		R'000	R'000
Local	5	14 893	131 626
Foreign		2 650	5 715
Total		17 543	137 341

Travelling was negatively impacted by COVID-19; hence the reduction in this expenditure.

5.8 Other operating expenditure

	Note	2020/21	2019/20
		R'000	R'000
Professional bodies membership and subscription fees	5	79	93
Resettlement costs		649	200
Other		26 473	83 242
Total		27 201	83 535

"Other operating expenditure" represents payments made for awards, competency certificates, freight, laundry, printing and publications.

6. Payments for financial assets

	<i>Note</i>	2020/21	2019/20
		R'000	R'000
Debts written off	6.1	10 239	5 042
Total		10 239	5 042

Payments for financial assets represent the expenditure incurred as "Theft & losses" for debt write off.

The department wrote off the following transactions: staff debts of R1 million; R329 000 for Claims recoverable not recovered; R249 000 Disallowance payment fraud and R8,657 million for transactions on the Disallowance damages and losses account.

6.1 Debts written off

	<i>Note</i>	2020/21	2019/20
		R'000	R'000
Nature of debts written off			
Debts-ex-employees		1 003	5 042
Claims recoverable not recovered		330	-
Fraudulent payment not recovered		249	-
Damages and Losses not recovered		8 657	-
Total		10 239	5 042
Total debt written off		10 239	5 042

7. Transfers and subsidies

	<i>Note</i>	2020/21	2019/20
		R'000	R'000
Provinces and municipalities	Annexure 1A	1 926	1 933
Departmental agencies and accounts	Annexure 1B	2 263 745	2 170 899
Households	Annexure 1G	25 681	24 077
Total		2 291 352	2 196 909

"Departmental agencies and accounts" represent the expenditure for the IEC with the budget of R2,100 billion and the Represented Political Parties Fund budget of R162 million as per National Treasury allocation letter.

8. Expenditure for capital assets

	<i>Note</i>	2020/21	2019/20
		R'000	R'000
Tangible assets		265 714	359 704
Buildings and other fixed structures	30	161 187	172 203
Machinery and equipment	28	104 527	187 501
Intangible assets		57 576	105 696
Software	29	57 576	105 696
Total		323 290	465 400

Included in the "Machinery and equipment" expenditure is the acquisition of vehicles worth R1,5 million using CARA funding.

"Buildings and other fixed structures" include an amount of R73 million that was paid to the Department of Public Works to procure the Lindela repatriation centre, on behalf of the department, from the Bosasa properties liquidation processes during auction.

After the purchase of the property at the auction, the department was advised that a court of law had nullified the liquidation process. The court judgement prohibited any transfer and registration of immovable property under the liquidation process. The consequence of the nullification was that the Department of Public Works and Infrastructure could not take transfer of the property. The liquidators have, in turn, lodged an appeal and the matter is pending in court.

8.1 Analysis of funds utilised to acquire capital assets – 2020/21

	Voted funds	Aid assistance	Total
	R'000	R'000	R'000
Tangible assets	264 149	1 565	265 714
Buildings and other fixed structures	161 187		161 187
Machinery and equipment	102 962	1 565	104 527
Intangible assets	57 576	-	57 576
Software	57 576	-	57 576
Total	321 725	1 565	323 290

8.2 Analysis of funds utilised to acquire capital assets – 2019/20

	Voted funds	Aid assistance	Total
	R'000	R'000	R'000
Tangible assets	356 201	3 503	359 704
Buildings and other fixed structures	172 203	-	172 203
Machinery and equipment	183 998	3 503	187 501
Intangible assets	105 696	-	105 696
Software	105 696	-	105 696
Total	461 897	3 503	465 400

8.3 Finance lease expenditure included in Expenditure for capital assets

	Note	2020/21	2019/20
		R'000	R'000
Tangible assets		21 344	23 861
Machinery and equipment		21 344	23 861
Total		21 344	23 861

“Finance lease expenditure” includes cellphones, modems and photocopiers fixed lease amounts.

9. Cash and cash equivalents

	Note	2020/21	2019/20
		R'000	R'000
Consolidated Paymaster General Account		1 765 760	1 366 396
Cash on hand		670	758
Total		1 766 430	1 367 154

The “Consolidated Paymaster General Account” included the Immigration Control Account (ICA) of which R1,4 million was transferred to the National Revenue Fund in this financial year. After the transfer, it was left with a R980.00 balance.

The “Cash on hand” represents the Petty cash account balance.

10. Prepayments and advances

	Note	2020/21	2019/20
		R'000	R'000
Staff advances			
Travel and subsistence		2 691	2 800
Total		2 691	2 800

The balance of R2,6 million includes domestic travel and subsistence advances of R53 000 that had not yet been paid back as at the end of the year. The other R2,6 million in the travel & subsistence foreign advance account represents expenditure incurred for foreign travel, which will only be cleared when the invoices from the foreign missions are received via Dirco.

11. Receivables

		2020/21			2019/20		
	<i>Note</i>	Current	Non-current	Total	Current	Non-current	Total
		R'000	R'000	R'000	R'000	R'000	R'000
Claims recoverable	11.1	95 002	712 764	807 766	187 271	684 814	872 085
Trade receivables	11.2						
Recoverable expenditure	11.3	2 820	34 673	37 493	2 271	36 344	38 615
Staff debt	11.4	1 628	917	2 545	1 759	1 704	3 463
Fruitless and wasteful expenditure	11.6	-	-	-	-	-	-
Other receivables	11.5	-	-	-	-	10 604	10 604
Total		99 450	748 354	847 804	191 301	733 466	924 767

The closing balance of R927,497 million in 2019/20 was restated to R924,767 million by a net amount of – R2,730 million (made from adjustments on the Repatriation balance of R57,977 million being added, and on the new accounting policy balances, reducing it by R60,708 million). The adjustment was due to the errors identified in the Dirco financial records.

Further reduction to the receivable balance is due to Dirco's payments during 2020/21 totalling R68,090 million, of which R14,743 million was towards the 2020/21 collections and R53,347 million paid towards balance from 2019/20.

For the 2020/21 financial year, R55 million was collected, of which R14,743 million was paid to the NRF, which left a balance of R40 million.

Dirco made further adjustments on the current year balances, reducing the receivables by a net R45 million (made from adjustments on the Repatriation balance of R20,996 million being added, and on the new accounting policy balances, reducing it by R66,861 million) The adjustment was due to the errors identified in the Dirco financial records.

11.2 Claims recoverable

	Note	2020/21	2019/20
	11 and Annex 4	R'000	R'000
National departments		806 962	871 468
Provincial departments		146	-
Public entities		658	617
Total		807 766	872 085

The "Claims recoverable" balance of R874 million for the previous year was restated to R872 million as explained above.

The closing balance of R807 million for 2020/21 consists of R802 million for Dirco Receivable; R4 million for Dirco Cola amounts; R658 000 for CADETS (owed by ACSA and GCRA); R666 000 for Salaries recoverable from other departments and R295 000 owed by the Department of Justice for the XON project.

11.3 Recoverable expenditure (disallowance accounts)

	Note	2020/21	2019/20
	11	R'000	R'000
Disallowance Payment Fraud: CA		13 241	13 490
Sal: Reversal Control: CA		-	607
Disallowance Damages & Losses: CA		24 252	24 270
Sal: Acb Recall: CA		-	248
Total		37 493	38 615

Included in the "Disallowance damages and losses" is R10 million that relates to foreign revenue un-reconciled balances of previous financial years, which will be cleared by resolving the restated amounts between department and Dirco. The remainder relates to payments made for damaged vehicles and other losses. The R13 million under "Disallowance payment fraud" relates to fraud cases, one of which one was written off by the Loss Control Committee and was part of the 2020/21 financial year write-offs.

11.4 Staff debt

	Note	2020/21	2019/20
	11	R'000	R'000
Sal: Tax Debt: CA		5	30
Debt Account: CA		2 540	3 433
Total		2 545	3 463

The debt account balance of R2,5 million represents the active debtors after writing off irrecoverable bad debts of R1 million.

11.5 Other receivables

	Note	2020/21	2019/20
	11	R'000	R'000
Sal: Income Tax: CL		-	10 604
Total		-	10 604

The "SAL: INCOME TAX:CL" had a debit balance of R10 million in the previous financial year, which related to the SARS debt after tax audits on ex-employees. The amount was journalised to the Disallowance damages and losses account and part of it was written off during this current financial year.

11.6 Fruitless and wasteful expenditure

	Note	2020/21	2019/20
	11	R'000	R'000
Opening balance		-	-
Less amounts recovered		-	-
Less amounts written off		-	-
Transfers from note 32 Fruitless and Wasteful Expenditure		-	-
Interest		-	-
Total		-	-

The amounts recoverable for "Fruitless expenditure" relate to 'No shows', which gets deducted from employees' salaries and are already accounted for under sub-note 11.4 Staff debts.

11.7 Impairment of receivables

	Note	2020/21	2019/20
		R'000	R'000
Estimate of impairment of receivables	11	683 652	541 096
Total		683 652	541 096

Dirco receivable assessment

The impairment estimates of receivables for Dirco amounts of the old accounting policy, which is R517 million, is based on the MoU and the discussion between the department and Dirco about the old balances of the receivable that relate to the 2014/15 and prior years. They need National Treasury guidance to clear that balance as it consisted of non-cash transactions that were recognised as revenue because of the accounting policy changes. The new accounting policy amounts impairment was based on the frequency, and amount, paid by Dirco for outstanding receivables. From the payments made since the new policy, it can be concluded Dirco has never made full and or substantial settlement of the amount collected per financial year. As partial payment for the current year's collection and a small portion of the previous year's balance is paid, the previous year, and older, debts do not get paid. It is in this context that management has assessed the outstanding amount of R132 million, which takes into account the (R75 million from 2015/16 and the R57 million from 2016/17). There has been no movement in these balances for more than three years and therefore have been impaired as per the debt policy.

Departmental own receivables

The impairment estimates of the departmental own receivables were based on the department's Debt Policy, which states that receivables will be assessed to check for evidence of payments by the debtors or any difficulties experienced by the debtors. The aging of the debt balance is taken into consideration and the financial position of the debtor. Therefore, debts that have been outstanding or shown no movement for more than three years are impaired.

The total estimated Impairment amount of R683 million consists of:

- Dirco Receivable balance of R650 million;
- Fraud cases of R13 million on the Disallowance payments fraud item which have been unresolved for more than 5 years but are still under investigations.
- The Disallowance damages and losses account has cases of about R18 million that are inclusive of damaged vehicles losses relating to fruitless expenditure and revenue losses that are older than 5 years and are yet to be finalised by the Loss Control Committee. During the current financial year, the loss control committee recommended write off of R8 million for old cases that were already prescribed on the Disallowance damages and losses account that were uneconomical to pursue further.

- Staff debts impaired is only R826 000 because R1 million was written off;
- Cola advances of R1,2 million paid to the department's officials deployed to Dirco missions is still owed by Dirco as they have collected the advances debts from the officials but have not paid the amount to the department. Reconciliation and supporting documents remain a challenge in this area.

12. Voted funds to be surrendered to the Revenue Fund

	Note	2020/21	2019/20
		R'000	R'000
Opening balance		55	68
Prior period error			-
As restated		55	68
Transfer from statement of financial performance (as restated)		317 147	187
Add: Unauthorised expenditure for current year			
Voted funds not requested/not received	1.1	-	-
Transferred to retained revenue to defray excess expenditure (PARLIAMENT/LEGISLATURES ONLY)		-	-
Paid during the year		(187)	(200)
Closing balance		317 015	55

The total expenditure at the end of 2020/21 financial year is at 96,4% against the linear projection of 100%. As a result, the department has an underspending of R317 million that will need to be surrendered to the National Treasury in the following financial year.

13. Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund

	<i>Note</i>	2020/21 R'000	2019/20 R'000
Opening balance		2 287 563	2 283 402
Prior period error	13.1		(2 730)
As restated		2 287 563	2 280 672
Transfer from Statement of Financial Performance (as restated)		370 902	1 062 641
Own revenue included in appropriation			
Transfer from aid assistance	3	-	-
Adjustment (Dirco)		(45 865)	(9 743)
Paid during the year		(319 092)	(1 046 007)
Closing balance		2 293 508	2 287 563

Previous year balances were restated according to the Dirco confirmation letter as it revised the 2019/20 opening balances. Therefore the closing balance of R2,290 billion was restated to R2,287 billion by a net amount of -R2,730 million (made from adjustments on the Repatriation balance of R57,977 million being added, and on the new accounting policy balances, reducing it by R60,708 million). The adjustment was due to the errors identified in the Dirco financial records.

Dirco collected R55 million and paid R14,743 million to the NRF for the 2020/21 financial year, leaving a R40 million balance payable to the NRF.

Furthermore, Dirco paid R53 million of the outstanding balance for 2019/20, which is reflected under "Paid during the year".

Dirco made further adjustments on the current year balances, reducing the receivables by a net R45 million (made from adjustments on the Repatriation balance of R20,996 million being added, and on the new accounting policy balances, reducing it by R66,861 million). The adjustment was due to the errors identified in the Dirco financial records.

"Paid during the year" consists of R249 million for local revenue, R68 million for foreign revenue and R1,484 million for the Immigration Control Account, which the department transferred to the NRF during the financial year, as it remained unclaimed in the department's books.

13.1 Prior period error

	<i>Note</i>	2019/20 R'000
Nature of prior period error		
Relating to 2014/15 & older [affecting the opening balance]		(2 730)
Repatriation balance adjustment		57 978
New accounting policy adjustments		(60 708)
Total prior period errors		(2 730)

The department restated the previous year's balances as per Dirco's confirmation letter, which reduces the NRF payable balance. The adjustment was due to the errors identified in the Dirco financial records.

14. Payables – current

	<i>Note</i>	2020/21 R'000	2019/20 R'000
Amounts owing to other entities		150	150
Advances received	14.1		
Clearing accounts	14.2	4 141	2 670
Other payables	14.3	227	296
Total		4 518	3 116

14.1 Clearing accounts

	<i>Note</i>	2020/21 R'000	2019/20 R'000
GRV: SUSPENSE: CL	14	-	961
SAL: INCOME TAX: CL		3 270	-
SAL: ACB RECALL: CA		2	-
SAL: PENSION FUND: CL		302	73
SAL: MEDICAL AID: CL		25	128
SAL: GEHS REFUND CONTROL ACC: CL		541	2
REPATRIATION FOREIGN DEP DIRCO: CL		1	1 506
Total		4 141	2 670

The Clearing accounts represents mainly the salary-related liability accounts, which remain with balances at month end because the clearing occurs in the following month, after payment has been made to the different institutions such as SARS, GEPI, medical aids institutions, housing schemes and others.

The "Repatriation Foreign Dep Dirco CL" represents the Immigration Control Account balance of R980,00 at year end as, during the year, the department transferred R1,4 million to the NRF.

14.2 Other payables

Description	Note	2020/21 R'000	2019/20 R'000
Debt Receivable Interest	14	131	296
Sal Reversal Control		96	-
Total		227	296

15. Net cash flow available from operating activities

Note	2020/21 R'000	2019/20 R'000
Net surplus/(deficit) as per Statement of Financial Performance	686 484	1 059 325
Add back non cash/cash movements not deemed operating activities	48 558	(778 948)
(Increase)/decrease in receivables	33 451	(192 769)
(Increase)/decrease in prepayments and advances	109	(41)
(Increase)/decrease in other current assets	-	-
Increase/(decrease) in payables – current	(82)	(2189)
Proceeds from sale of capital assets	(2 952)	(1 502)
Proceeds from sale of investments	-	-
(Increase)/decrease in other financial assets	-	-
Expenditure on capital assets	323 290	465 400
Surrenders to Revenue Fund	(249 704)	(854 929)
Surrenders to RDP Fund/Donor	-	-
Voted funds not requested/not received	-	-
Own revenue included in appropriation	-	-
Other non-cash items	(55 555)	(192 918)
Net cash flow generated by operating activities	735 041	280 377

The following line items were affected by the non-cash transactions:

Increase/(decrease) in receivables: the amount had to be adjusted to account for Dirco amounts that represent foreign revenue as they are non-cash transactions. Refer to the receivables note 11 for details.

Increase /(decrease) in payables – current: the amount had to be adjusted to account for the amount transferred to the NRF for the Immigration Control Account as it is a non-cash transaction.

Surrender to the NRF had to be adjusted for the payment made by Dirco to the NRF, and for the Immigration Control payment to the NRF.

Other non-cash items represent the foreign revenue collected.

The previous year's balances were restated for the items above.

In terms of the principal-agent agreement between the department and Dirco, the foreign revenue collected during the year is paid over to the NRF and does not pass the department's bank accounts, which results in all non-cash items not forming part of the CFS and the note to the CFS.

16. Reconciliation of cash and cash equivalents for cash flow purposes

	<i>Note</i>	2020/21	2019/20
		R'000	R'000
Consolidated Paymaster General account		1 765 760	1 366 396
Cash on hand		670	758
Total		1 766 430	1 367 154

17. Contingent liabilities and contingent assets

17.1 Contingent liabilities

	<i>Note</i>	2020/21	2019/20
		R'000	R'000
Liable to Nature			
Claims against the department	<i>Annex 3B</i>	2 243 251	2 189 283
Intergovernmental payables (unconfirmed balances)	<i>Annex 5</i>	-	-
Other	<i>Annex 3B</i>	115 200	-
Total		2 358 451	2 189 283

The department is disclosing the following estimated settlement values of claims instituted against it in respect of legal claims against the state and labour-related claims instituted by employees against the department.

The nature of contingent liability for the department is as follows:

Contingent liability due to unresolved salary increases

The Labour Appeal Court (LAC) declared the salary increases for the 2020/21 financial year unlawful and invalid. The LAC ruling has been appealed and referred to the Constitutional Court. The ruling by the Constitutional Court will confirm whether the department will be obligated to pay the salary increases in dispute.

Contingent legal cases estimated at: R2,152 billion

The department is frequently cited as a respondent in civil matters. Most of these civil matters are old with no movement on the part of the plaintiffs. Where matters end up in court and judgement is given against the department, the amount awarded as damages is significantly less than the damages claimed

Immigration Affairs claims arise due to unlawful arrest and detention of illegal immigrants as well as damages arising from the department's failure to process visas and permits on time.

Citizen Affairs claims arise mainly from the fraudulent issuing of death certificates the non-issuing of unabridged birth certificate ID document and fraudulent use of ID document and passports resulting in the arrest and detention of the lawful owners.

There is also litigation that emanates from tenders and contracts where claims against the department cannot be categorise under immigration Affairs Citizen Affairs as well as Tender and Contracts, which relate to motor vehicle collisions personal injuries and contumelia.

Amounts per categories have been detailed in the accounting officer's report.

Labour disputes estimated at: R90 million

Labour contingent liability pertains to labour disputes against the department and the matters are still in the arbitration process. The disputes are mainly due to unfair labour practice and unfair dismissals. The settlement or possible amount of the disputes is dependent on the ruling by the General Public Service Bargaining council.

Other Contingent liability estimated at: R115 million

There is an arbitration process between EOH Mthombo (PTY) LTD and the department with regards to the ABIS project, whereby EOH is claiming costs of R115 million. The details are set out in the accounting officer's report.

17.2 Contingent assets

<i>Note</i>	2020/21	2019/20
Nature of contingent asset	R'000	R'000
Incapacity Leave and ill health Retirement -PILIR) application not yet approved	2 094	303
Cell phone usage exceeded allowable limits	-	5 279
Penalties levied by DHA to EOH for Abis	59 492	-
Total	61 586	5 582

The department is disclosing the following estimated contingent assets where an inflow of economic benefits is probable.

The estimated contingent assets are in respect of potential leave that can be credited to the department should the cases under the procedure on incapacity leave and ill-health retirement be unfavourable towards employees, and some potential penalties that can be paid by EOH to the department in respect of the ABIS project.

The contingent asset relating to incapacity leave is R2 million, which is an increase compared to last year, and can be attributed to COVID-19 as officials exhausted their sick leave days.

Possible recovery of the cell phones usage charges referred to in a legal dispute for which the department reached a settlement agreement with Vodacom. It was resolved that Vodacom would settle an amount of R3,6 million after they had failed to 'soft-lock' cell phones in 2016, resulting in overcharges. Vodacom issued a credit note of R3,6 million to off-set against their current invoices in settlement of the matter; hence, the contingency has been removed.

The department has levied penalty charges of R59 million to EOH as a result of not reaching certain project milestones as required by their contract. In response, EOH lodged a legal claim against the department to the value of R115 million, which is included as part of the contingency liabilities in note 17.1

18. Capital commitments

<i>Note</i>	2020/21	2019/20
Nature of commitment	R'000	R'000
Tangible	62 966	54 844
Immovable	13 480	79 500
Intangible	48 868	45 000
Total	125 314	179 344

The amount for commitments has significantly reduced due to the R462 million budget cuts to goods & services as a response to COVID-19. This resulted in the department having to re-prioritise projects. The reduction in the commitments amount is especially significant on the Immovable commitments as a direct impact of COVID-19 and budget cuts.

19. Accruals and payables not recognised

19.1 Accruals

	2020/21			2019/20	
	R'000			R'000	
Listed by economic classification	30 Days	30+ Days	Total	Total	
Goods and services	119 801	32 149	151 950	112 475	
Interest and rent on land	-	-	-		
Transfers and subsidies	-	-	-		
Capital assets	11 832	196	12 028	636	
Other	-	-	-		
Total	131 633	32 345	163 978	113 111	
	Note				
Listed by programme level					
Programme 1: Administration	66 634			68 487	
Programme 2: Citizen Affairs	79 257			27 335	
Programme 3: Immigration Affairs	18 087			17 289	
Total	163 978			113 111	

19.2 Payables not recognised

	2020/21			2019/20	
	R'000			R'000	
Listed by economic classification	30 Days	30+ Days	Total	Total	
Goods and services	86 762	6 902	93 664	136 030	
Capital assets	4 318	-	4 318	21	
Total	91 080	6 902	97 982	136 051	
	Note				
Listed by programme level					
Programme 1: Administration	34 693			73 910	
Programme 2: Citizen Affairs	46 700			60 012	
Programme 3: Immigration Affairs	16 589			2 129	
Total	97 982			136 051	
	Note				
Included in the above totals are the following:					
Confirmed balances with other departments	<i>Annex 5</i>	49 696		88 402	
Confirmed balances with other government entities	<i>Annex 5</i>	98 332		93 683	
Total	148 028			182 085	

20. Employee benefits

	<i>Note</i>	2020/21	2019/20
		R'000	R'000
Leave entitlement		263 679	144 770
Service bonus		106 605	109 384
Performance awards		44	-
Capped leave		93 514	109 246
Other		2 686	1 371
Total		466 528	364 771

'Other' represents overtime accruals improved qualifications accruals and travel and subsistence accruals at year end.

The negative leave balance of R1,169 million on the leave entitlement calculation will reflect since an employee is granted her/his full leave entitlement at the beginning of the leave cycle and if an employee uses more leave than the monthly leave accruals a negative leave credit will be reflected.

There is a noticeable impact from COVID-19 on the leave liability as it increased by R118 million as at 31 March 2021, despite the reduced staff establishment (reduction in the number of filled posts) and the non-implementation of Cola in 2020 and 2021. The utilisation of annual leave from April to September 2020 was particularly low as a result of the various national lockdown levels until the DPSA extended the deadline for the utilisation of the 2019 annual leave credits (which was due to expire on 30 June 2020) until 31 December 2020. Employees therefore used their unused annual leave credits for 2019 in the 2020/21 financial year to prevent its forfeiture. Employees have until 30 June 2021 to use their unused annual leave credits for the 2020 annual leave cycle.

21. Lease commitments

21.1 Operating leases

	2020/21	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
		R'000	R'000	R'000	R'000	R'000
Not later than 1 year				232 467	5 550	238 017
Later than 1 year and not later than 5 years				512 160	2 186	514 346
Later than five years				164 512	-	164 512
Total lease commitments				909 139	7 736	916 875

	2019/20	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
		R'000	R'000	R'000	R'000	R'000
Not later than 1 year				242 897	8 989	251 886
Later than 1 year and not later than 5 years				710 949	5 985	716 934
Later than five years				135 731	-	135 731
Total lease commitments		-	-	1 089 577	14 974	1 104 551

Operating leases includes gFleet Forklift and building leases.

Machinery and equipment:

The prior year balances for Machinery and equipment on gFleet leases were restated to account for gFleet leases that were omitted erroneously.

Building leases:

Building leases with expired leases amount to R124 million in 2020/21.

There are no material leasing arrangements and the department does not sub-lease any of the office buildings.

There are no purchase options for the leased office buildings.

An escalation clause applies to the following number lease agreements:

Number of leased offices with escalation rate	Escalation rate
16 of the leased offices	No escalation rate
5 of the leased offices	5% of the escalation rate
70 of the leased offices	5,5% of the escalation rate
82 of the leased offices	6% of the escalation rate
8 of the leased offices	6,5% of the escalation rate
4 of the leased offices	7% of the escalation rate
4 of the leased offices	7,5% of the escalation rate
22 of the leased offices	8% of the escalation rate
1 of the leased offices	8,5% of the escalation rate
3 of the leased offices	9% of the escalation rate
16 of the leased offices	10% of the escalation rate

The department is not permitted to make any enhancements, repairs and maintenance to the leased office buildings without the consent of the lessor.

21.2 Finance leases

2020/21	Specialised military equipment R'000	Land R'000	Buildings and other fixed structures R'000	Machinery and equipment R'000	Total R'000
Not later than 1 year	-	-	-	12 368	12 368
Later than 1 year and not later than 5 years	-	-	-	5 578	5 578
Later than five years	-	-	-	-	-
Total lease commitments	-	-	-	17 946	17 946

2019/20	Specialised military equipment R'000	Land R'000	Buildings and other fixed structures R'000	Machinery and equipment R'000	Total R'000
Not later than 1 year	-	-	-	11 862	11 862
Later than 1 year and not later than 5 years	-	-	-	8 158	8 158
Later than five years	-	-	-	-	-
Total lease commitments	-	-	-	20 020	20 020

Finance leases are inclusive of cellphones and photocopiers

22. Accrued departmental revenue

Note	2020/21 R'000	2019/20 R'000
Tax revenue	-	-
Sales of goods and services other than capital assets	2 100	5 105
Fines penalties and forfeits	216 165	208 525
Other	35 401	38 854
Total	253 666	252 484

“Sales of goods and services” represents revenue owed to the department by Sabric members, other participating banks, and various insurance companies for the online verification. As at 31 March 2021, R2,1 million had not yet been paid to the department.

Fines and penalties levied for s50(3) and s50(4) remain at a balance of R216 million.

‘Other’ accrued departmental revenue relates to the Gijima settlement agreement with a cost value of R80 million. This amount was set aside as a credit against which the department would off-set services performed by Gijima. The balance as at 31 March 2021 was R35 million.

22.1 Analysis of accrued departmental revenue

	<i>Note</i>	2020/21	2019/20
		R'000	R'000
Opening balance		252 484	222 835
Less: amounts received		(5 870)	(9 901)
Less: services received in lieu of cash		(3 629)	(3 840)
Add: amounts recorded/recognised		11 090	45 780
Less: amounts written-off/reversed as irrecoverable		(585)	(2 390)
Less: amounts transferred to receivables for recovery		-	-
Other (adjusting opening balance)		176	-
Closing balance		253 666	252 484

“Services received in lieu of cash” represents Gijima’s services to the department during the current financial year, for R3,6 million.

‘Amounts received’ represents the actual revenue received from fines (R251 000) and penalties (R515 000) for the s50(3) and s50(4) fines issued during the current financial year. The entry also includes the R5,1 million from Sabric and Insurance for 2019/20 that was received during the current financial year.

‘Amounts recognised’ includes the amount from Sabric and Insurance that had not yet paid by year end, and the amounts from issued fines and penalties for the current year.

22.2 Accrued department revenue written off

	<i>Note</i>	2020/21	2019/20
		R'000	R'000
Nature of losses			
Fines retracted/ waived		585	2 390
Total		585	2 390

The amount of R585 000 is a result of fines that were retracted.

22.3 Impairment of accrued departmental revenue

	<i>Note</i>	2020/21	2019/20
		R'000	R'000
Estimate of impairment of accrued departmental revenue		212 282	237 509
Total		212 282	237 509

The amount on impairment represents R212 million impaired on fines and penalties.

The “Fines and penalties” estimated impairments is based on the following aspects:

- Slow and/or non-payment of debts by fined individuals and conveyors
- The analysis of the outstanding balances demonstrates non-payment of these fines for the last decade due to the nature of travellers who were fined
- The unfortunate economic conditions experienced by the tourism and airline industries that were further exacerbated by the COVID-19 restrictions/lockdowns did not help in implementing the department’s plans with its stakeholders.
- The average rate of recovery/payment for the last three financial years’ balances, reopening of the borders and economic activities that would enhance tourism and related services provide management with a reasonable prospect of recovering approximately R3,8 million in the 2021/22 financial year.
- The economic conditions in the last year have slightly improved, the borders have opened and airlines are back in business and are operational. Management used an average rate over the past three financial years as this best represents the economic conditions facing the department.

23. Irregular expenditure

23.1 Reconciliation of irregular expenditure

	Note	2020/21 R'000	2019/20 R'000
Opening balance		500 184	253 288
Prior period error			
As restated		500 184	253 288
Add: Irregular expenditure – relating to prior year	23.2	3 715	272 351
Add: Irregular expenditure – relating to current year	23.2	4 071	11 787
Less: Prior year amounts condoned	23.3	-	(24 596)
Less: Current year amounts condoned	23.3	-	-
Less: Prior year amounts not condoned and removed		-	(12 646)
Less: Current year amounts not condoned and removed		-	-
Less: Amounts recoverable (current and prior year)		-	-
Less: Amounts written off		-	-
Closing balance		507 970	500 184

Analysis of awaiting resolution per economic classification

Current year	4 071	11 787
Prior years	503 899	488 397
Total	507 970	500 184

The opening balance of R500 million was increased by R7 million in the current year.

The closing balance as at 2020/21 of R507 million consists of the following significant amounts:

- R280 million that represents all payments made on the EOH ABIS project up to current financial year.
- R199 million for security tender contract which is undergoing processes for condonement by the National Treasury.
- R13 million for a cleaning services contract that did not go on tender. During October 2020 the department awarded the cleaning tender and, going forward, the expenditure was no longer regarded as irregular.

- The remaining R15 million refers to cases that the Loss Control Committee still needs to finalise, less the R4 million already sent to the National Treasury to condone.

There was no irregular expenditure condoned by the National Treasury in the year under review compared to the previous financial year, when R24 million was condoned. This is despite the Loss Control Committee submitting irregular expenditure cases of R4 million for 2019/20 adjudicated cases, and of R680 000 for 2020/21. The National Treasury had not finalised these by the time of reporting.

23.2 Details of current and prior year irregular expenditure – added current year (under determination and investigation)

Incident	Disciplinary steps taken/criminal proceedings	2020/21 R'000
2020/21: Cleaning services(not in tender)	Tender awarded in Oct 2020, dept to request NT to Condone case	912
2019/20: One quote utilised	LCC to still finalise the case	8
2019/20: Payment not authorised by delegated official	LCC to still finalise the case	3 179
2018/19 SITA mandatory services procured via quotations	LCC to send request to NT to Condone cases	498
2018/19 Non-compliance with local content requirements	LCC to send request to NT to Condone cases	31
2020/21 ABIS Irregular Expenditure	DG has send request to send NT to Condone cases	3 158
Total		7 786

The Loss Control Committee has already dealt with all the cases as listed in table 23.2, and has recommended that the DG request the National Treasury to condone them. The cases will be finalised in the new financial year.

The DG has sent the National Treasury a request letter to condone the whole ABIS contract amount as at the 2020/21 financial year.

23.3 Details of irregular expenditure condoned

Incident	Condoned by (relevant authority)	2020/21 R'000
Total		-

Although the department's Loss Control Committee did send adjudicated cases to the National Treasury to condone, there was no response at the time of reporting.

23.4 Details of irregular expenditures under assessment (not included in the main note)

Incident		2020/21 R'000
2019/20 Payments for IT project team members	LCC to still confirm if it is irregular	186
2020/21 Contract expired & other SCM transgression	LCC to still confirm if it is irregular	12
2019/20 Conflict of interest by supplier	LCC to still confirm if it is irregular	5
2020/21 Petty Cash request that exceeded the NT threshold of R2k during COVID-19 lock-down	LCC to still confirm if it is irregular and write letter to condone as emergency procurement	37
2018/19 SCM Non-Compliance (Mobile units)	LCC to still confirm if it is irregular	1 167
2020/21 Orders issued & payments made to wrong suppliers	LCC to still confirm if it is irregular	30
2020/21 Prices Charged in excess of contract amounts	LCC to still confirm if it is irregular	182
2020/21 Local content not complied with (GP)	LCC to still confirm if it is irregular	71
2020/21 Immigration services Uniform forensic audit	LCC to still confirm if it is irregular	25 530
Total		27 220

The cases are still going to be confirmed by the Loss Control Committee.

The amount of R25,5 million emanated from findings based on a forensic investigation completed in 2020 that investigated the processes of Immigration Services uniforms and whether there were any irregularities in the payments made. At the time of submitting the financial statements, the LCC had not yet studied the findings from the forensic report. During the audit of the financial statements the LCC managed to obtain evidence that proves that not the whole amount is irregular expenditure, but due to the timing this will be cleared in the next financial year.

24. Fruitless and wasteful expenditure

24.1 Reconciliation of fruitless and wasteful expenditure

	Note	2020/21 R'000	2019/20 R'000
Opening balance		147	249
Prior period error			
As restated		147	249
Fruitless and wasteful expenditure – relating to prior year		-	4
Fruitless and wasteful expenditure – relating to current year	24.2	557	17
Less: Amounts recoverable	11	-	(9)
Less: Amounts written off		-	(114)
Closing balance		704	147
Analysis of awaiting resolution per economic classification			
Current year		557	147
Prior years		147	-
Total		704	147

A significant increase can be attributed to the Wasteful expenditure of R494 thousand on the deportation of Congolese nationals that were situated in the streets of Cape Town.

24.2 Details of current and prior year fruitless and wasteful expenditure – added current year

Incident	Disciplinary steps taken/criminal proceedings	2020/21 R'000
2020/21: No Shows for car hire & accommodation	LCC still to finalise cases	63
2020/21: Wasteful expenditure on postponed deportation of Congolese immigrants	IMS to request for write off of this expenditure	494
Total		557

24.3 Details of fruitless and wasteful expenditures under assessment (not included in the main note)

Incident		2020/21 R'000
2019/20: Training related suspected wasteful expenditure	LCC still to assess & confirm	55
2020/21: Penalties on traffic fines	LCC still to assess & confirm	29
Penalty & forfeits charges (KZN)	LCC still to assess & confirm	31
2020/21: No order raised for alarms services	LCC still to assess & confirm	1
2020/21 IMS uniform forensic audit: delivery of uniforms not made although paid for	LCC still to assess & confirm	1 734
2020/21: IMS uniform forensic audit: stock written off	LCC still to assess & confirm	76
2019/20: Interest paid on court settlement (labour related matter)	LCC still to assess & confirm	101
2019/20: Interest paid to GEFP as charged on reinstatements of dismissed employees (labour related matter)	LCC awaiting NT response on these cases	216
Total		2 243

The possible fruitless and wasteful expenditure cases are still under assessment and were not yet confirmed by the Loss Control Committee by the end of the financial year. The committee has requested advice from the National Treasury on the interest paid to GEFP cases.

The amount of R1,7 million emanated from findings based on a forensic investigation completed in 2020 that investigated the processes of Immigration Services uniforms and whether there were any irregularities in the payments made. At the time of submitting the financial statements, the LCC had not yet studied the findings from the report but will do so in the new financial year.

25. Related party transactions

1. Electoral Commission: The Electoral Commission is a Chapter 9 institution that reports directly to Parliament and only received their budget allocation through the DHA Vote. The Electoral Commission manages the national provincial and municipal elections.
2. Government Print Works: provides security printing services to the department including the stationery and printing of the goods and services.

26. Key management personnel

	No. of Individuals	2020/21 R'000	2019/20 R'000
Political office bearers	2	4 379	8 655
Officials:			
Level 15 to 16	9	12 193	13 866
Level 14	32	41 510	39 552
Total	43	58 082	62 073

There is a reduction because of the decrease in the number of employees and the non-implementation of cost of living adjustments during 2020/21 as this is still an on-going matter between labour unions and government.

27. Non-adjusting events after reporting date

Subsequent events

On the 21 May 2021, the department received a letter from the attorneys of one of the bidders for the ABIS contract requesting the records of the decision of the department to cede the ABIS contract to a sub-contractor, EOH. The intention seems to have been to challenge the legality of the cession. Should this bidder succeed in challenging the cession of the ABIS contract, the implementation of the ABIS solution will be delayed further.

28. Movable Tangible Capital Assets

MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Opening balance R'000	Value adjustments R'000	Additions R'000	Disposals R'000	Closing Balance R'000
MACHINERY AND EQUIPMENT	1 859 546	-	92 078	25 154	1 926 470
Transport assets	307 390	-	26 380	9 411	324 359
Computer equipment	1 200 887	-	51 078	13 512	1 238 453
Furniture and office equipment	176 168	-	2 618	1 168	177 618
Other machinery and equipment	175 101	-	12 002	1 063	186 040
TOTAL MOVABLE TANGIBLE CAPITAL ASSETS	1 859 546	-	92 078	25 154	1 926 470

The "Computer equipment" of the previous year was restated by R143 000.

Movable Tangible Capital Assets under investigation

	Number	Value R'000
Included in the above total of the movable tangible capital assets per the asset register are assets that are under investigation:		
Machinery and equipment	3 194	82 554

Assets were not yet verified as at the end of the financial year and are being investigated.

28.1 Additions

ADDITIONS TO MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Cash*	Non-cash**	(Capital Work in Progress current costs and finance lease payments)	Received current not paid (Paid current year received prior year)	Total
	R'000	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	102 959	1 833	(21 344)	8 630	92 078
Transport assets	26 080	1 566	-	(1 266)	26 380
Computer equipment	47 477	252	-	3 349	51 078
Furniture and office equipment	2 664	10	-	(56)	2 618
Other machinery and equipment	26 738	5	(21 344)	6 603	12 002
TOTAL ADDITIONS TO MOVABLE TANGIBLE CAPITAL ASSETS	102 959	1 833	(21 344)	8 630	92 078

Motor vehicles procured for R1,5 million using CARA funding. The R21,344 million is for the finance lease.

28.2 Disposals

DISPOSALS OF MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Sold for cash	Non-cash disposal	Total disposals	Cash Received Actual
	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	24 640	514	25 154	2 951
Transport assets	9 056	355	9 411	-
Computer equipment	13 512	-	13 512	-
Furniture and office equipment	1 168	-	1 168	2 951
Other machinery and equipment	904	159	1 063	-
TOTAL DISPOSAL OF MOVABLE TANGIBLE CAPITAL ASSETS	24 640	514	25 154	2 951

28.3 Movement for 2019/20

MOVEMENT IN TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Opening balance R'000	Prior period error R'000	Additions R'000	Disposals R'000	Closing Balance R'000
MACHINERY AND EQUIPMENT	1 764 160	143	165 816	70 573	1 859 546
Transport assets	289 225	-	30 281	12 116	307 390
Computer equipment	1 149 279	143	104 822	53 357	1 200 887
Furniture and office equipment	153 451	-	24 936	2 219	176 168
Other machinery and equipment	172 205	-	5 777	2 281	175 101
TOTAL MOVABLE TANGIBLE CAPITAL ASSETS	1 764 160	143	165 816	70 573	1 859 546

Prior year balances were restated on "Computer equipment" additions.

28.3.1 Prior period error

	Note	2019/20 R'000
Nature of prior period error		
Relating to 2019/20		143
Computer equipment		143
Total prior period errors		143

The "Computer equipment" of the prior year was restated by R143 000.

28.4 Minor assets

MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2021

	Specialised military assets R'000	Intangible assets R'000	Heritage assets R'000	Machinery and equipment R'000	Biological assets R'000	Total R'000
Opening balance	-	-	-	220 685	-	220 685
Value adjustments	-	-	-	977	-	977
Additions	-	-	-	5 037	-	5 037
Disposals	-	-	-	5 008	-	5 008
TOTAL MINOR ASSETS	-	-	-	221 691	-	221 691

Minor Capital Assets under investigation

	Number	Value R'000
Included in the above total of the minor capital assets per the asset register are assets that are under investigation:		
Machinery and equipment	9 884	14 852

Assets were not yet verified as at the end of the financial year and are being investigated.

MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2020

	Specialised military assets	Intangible assets	Heritage assets	Machinery and equipment	Biological assets	Total
	R'000	R'000	R'000	R'000	R'000	R'000
Opening balance	-			214 544		214 544
Prior period error				-		-
Additions				14 308		14 308
Disposals				8 167		8 167
TOTAL MINOR ASSETS				220 685		220 685

28.4.1 Prior period error

Note

2019/20
R'000

Nature of prior period error

Relating to 2019/20	(143)
Minor assets incorrectly classified	(143)
Total prior period errors	(143)

Prior year restatement to correct classification.

29. Intangible Capital Assets

MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Opening balance	Value adjustments	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
SOFTWARE	839 914	-	57 576	707	896 783
TOTAL INTANGIBLE CAPITAL ASSETS	839 914	-	57 576	707	896 783

Prior year balance was restated by R310 000.

29.1 Additions

ADDITIONS TO INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Cash	Non-Cash	(Development work in progress – current costs)	Received current year not paid (Paid current year received prior year)	Total
	R'000	R'000	R'000	R'000	R'000
SOFTWARE	57 576	-	-	-	57 576
TOTAL ADDITIONS TO INTANGIBLE CAPITAL ASSETS	57 576	-	-	-	57 576

Intangible cash additions total R57 million in the current financial year, which is a reduction from the previous year due to budget constraints.

29.2 Disposals

DISPOSALS OF INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Sold for cash	Non-cash disposal	Total disposals	Cash Received Actual
	R'000	R'000	R'000	R'000
SOFTWARE		707	707	-
TOTAL DISPOSALS OF INTANGIBLE CAPITAL ASSETS		707	707	-

Intangible assets, which are no longer required by the department were retired for R707 000. The system is for audit command language. The system has now been replaced with another solution.

29.3 Movement for 2019/20

MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
SOFTWARE	717 704	-	122 326	116	839 914
TOTAL INTANGIBLE CAPITAL ASSETS	717 704	-	122 326	116	839 914

Prior year additions were restated by R310 000 omitted in last year's additions.

29.3.1 Prior period error

	Note	2019/20 R'000
Nature of prior period error		
Relating to 2019/20		310
Intangible that was not capitalised last year		310
Total prior period errors		310

Intangible that was not capitalised last year.

30. Immovable Tangible Capital Assets

MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Opening balance	Value adjustments	Additions	Disposals	Closing Balance
	R'000		R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	822 779	-	80 346	-	903 125
Dwellings	-	-	-	-	-
Non-residential buildings	822 779	-	80 346	-	903 125
Other fixed structures	-	-	-	-	-
TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	822 779	-	80 346	-	903 125

Prior year balances were restated to include an amount of R14,081 million that was omitted in last year's additions.

30.1 Additions

ADDITIONS TO IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Cash	Non-cash	(Capital Work in Progress current costs and finance lease payments)	Received current not paid (Paid current year received prior year)	Total
	R'000	R'000	R'000	R'000	R'000
BUILDING AND OTHER FIXED STRUCTURES	161 187	(34)	(3 312)	(77 495)	80 346
Dwellings	-	-	-	-	-
Non-residential buildings	161 187	(34)	(3 312)	(77 495)	80 346
Other fixed structures	-	-	-	-	-
TOTAL ADDITIONS TO IMMOVABLE TANGIBLE CAPITAL ASSETS	161 187	(34)	(3 312)	(77 495)	80 346

Included in the additions is the acquisition of the Lindela repatriation centre for R73 million.

There is a pending court matter that is preventing the Department of Public Works and Infrastructure from taking transfer of the property. After the purchase of the property at the auction, the department was advised that a court of law had nullified the liquidation process. The court judgement prohibited any transfer and registration of immovable property under the liquidation process. The liquidators have lodged an appeal and the matter pending in court.

The department is currently refurbishing the office in Vredenburg in the Western Cape. As at 31 March 2021 the project was still a work-in-progress at a value of R3 million

30.2 Movement for 2019/20

MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	560 908		261 871	-	822 779
Dwellings	-	-	-	-	-
Non-residential buildings	560 908	-	261 871	-	822 779
Other fixed structures					

TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	560 908	-	261 871	-	822 779
--	----------------	----------	----------------	----------	----------------

Prior year balances were restated to include an amount of R14,081 million that was omitted in last year's additions.

30.2.1 Prior period error

	Note	2019/20 R'000
Nature of prior period error		
Relating to 2019/20		14 081
Immovable not capitalised		14 081
Total prior period errors		14 081

Restated prior year additions.

30.2.2 Capital Work-in-progress

CAPITAL WORK-IN-PROGRESS AS AT 31 MARCH 2021

	Note	Opening balance 1 April 2020	Current Year WIP	Ready for use (Assets to the AR) / Contracts terminated	Closing balance 31 March 2021
		R'000	R'000	R'000	R'000
Buildings and other fixed structures		-	3 312	-	3 312
TOTAL			3 312		3 312

The department is currently refurbishing the office in Vredenburg in the Western Cape. As at 31 March 2021 the project was still a work-in-progress at a value of R3 million.

31. Principal-agent arrangements

31.1 Department acting as the principal

	2020/21 R'000	2019/20 R'000
Include a list of the entities acting as agents for the department, the fee paid as compensation to the agent and any other transactions undertaken	-	-
Total	-	-

Dirco is mandated to conduct and coordinate South Africa's international relations in support of the country's foreign policy objectives. This includes coordinating the activities performed by its diplomatic and consular missions abroad. The department does not have the capacity to provide international services without the assistance of the missions. Dirco receives money from third parties at the missions abroad on behalf of the department and surrenders all monies directly to the NRF. This arrangement was approved by the National Treasury in a letter dated 20 March 2014. In terms of this arrangement, Dirco fulfils the role of an agent. The terms and conditions of the arrangement are set out in a memorandum of understanding (MoU) concluded between the two departments. No fees are payable to Dirco for services rendered in terms of this MOU. A risk for the department is that errors and omissions in the Dirco collection and payment processes will have an impact on the department's audit outcomes. This risk will be mitigated by a policy on the management of departmental face value forms at mission level and quarterly joint forum meetings between the two departments.

The department has contracted Visa Facilitation Services (VFS) to provide it with visa facilitation services internally as well as abroad. VFS collects applications on behalf of the department and charges clients for this administrative service. The department does not pay VFS any fees. The terms and conditions are set out in contract. There are no significant risks involved in the contract.

32. Prior period errors

Correction of prior period errors

<i>Note</i>	Amount bef error correction	Prior period error	Restated Amount
	2019/20 R'000	2019/20 R'000	2019/20 R'000
Revenue:			
Cash flow statement: surrendered to revenue funds (adjustment)	(854 929)	2 730	(852 199)
Networking capital (adjustment Dirco)	(194 998)	(2 730)	(197 728)
Net effect	(1 049 927)	-	(1 049 927)

The prior year restatements are explained in note 11 (Receivables) and note 13 (Departmental NRF Payable) because Dirco revised their 2019/20 closing balances by a net sum of R2,730 million. The adjustment was due to the errors identified in the Dirco financial records.

Due to the nature of the transactions being non-cash transactions, the CFS of the previous year has to be corrected.

<i>Note</i>	Amount bef error correction	Prior period error	Restated Amount
	2019/20 R'000	2019/20 R'000	2019/20 R'000
Assets:			
Intangible Assets additions	122 016	310	122 326
Immovable Assets additions	247 789	14 081	261 870
Moveable Tangible Assets (correcting of Computer equipment)	1 200 744	143	1 200 877
Moveable Tangible Assets (correcting of minor asset balances)	220 828	(143)	220 685
Non-Current Receivables (adjustments Dirco)	736 196	(2 730)	733 466
Net effect	2 527 573	11 661	2 539 234

The intangible, immovable and moveable assets were restated to correct the previous year additions; see note 28 (Moveable), 29 (Intangible) and 30 (Immovable assets).

The non-current receivables of the previous year's restatements are explained in note 11 (Receivables) because Dirco revised their 2019/20 closing balances by a net sum of R2,730 million. The adjustment was due to the errors identified in the Dirco financial records.

<i>Note</i>	Amount bef error correction	Prior period error	Restated Amount
	2019/20 R'000	2019/20 R'000	2019/20 R'000
Liabilities:			
Dept NRF Payable (adjustment Dirco)	2 290 293	(2 730)	2 287 563
Operating leases (within 1 year)	2 730	6 259	8 989
Operating leases (within 5 years)	2 394	3 591	5 985
Net effect	2 295 417	7 120	2 302 537

The prior year restatements are explained in note 13 (Departmental NRF payable) because Dirco revised their 2019/20 closing balances by a net sum of R2,730 million. The adjustment was due to the errors identified in the Dirco financial records.

Operating leases for "Machinery and equipment" for gFleet had to be restated to include some transactions that were omitted erroneously.

<i>Note</i>	Amount bef error correction	Prior period error	Restated Amount
	2019/20 R'000	2019/20 R'000	2019/20 R'000
Other:			

Claims recover sub-note (National Depts)	874 198	(2 730)	871 468
Net effect	874 198	(2 730)	871 468

This sub-note belongs to the Receivable note 11, and the restatement is because of Dirco adjusting their receivables balances of 2019/20.

33. BROAD BASED BLACK ECONOMIC EMPOWERMENT PERFORMANCE

Information on compliance with the B-BBEE Act is included in the annual report under the section titled B-BBEE Compliance Performance Information.

34. COVID-19 Response Expenditure

	<i>Note</i>	2020/21	2019/20
	<i>Annexure 11</i>	R'000	R'000
Compensation of employees		-	-
Goods and services		28 283	-
Transfers and subsidies		-	-
Expenditure for capital assets		-	-
Other		-	-
Total		28 283	-

In order to combat the COVID-19 pandemic the department had to spend on sanitising scanners gloves and masks amongst others. A total of R28 million that forms part of goods and services was for COVID-19 related expenditures.

The previous year's procurement of about R4 million for COVID-19 related goods and services took place during late March 2020 and the expenditure was only incurred in the new financial year which forms part of the R28 million.

ANNEXURE 1A**STATEMENT OF CONDITIONAL GRANTS AND OTHER TRANSFERS PAID TO MUNICIPALITIES**

NAME OF MUNICIPALITY	GRANT ALLOCATION				TRANSFER				SPENT			2019/20	
	DoRA and other transfers	Roll Overs	Adjustments	Total Available	Actual Transfer	Funds Withheld	Re-allocations by National Treasury or National Department	Amount received by municipality	Amount spent by municipality	Unspent funds	% of available funds spent by municipality	Division of Revenue Act	Actual transfer
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000	R'000	%	R'000	R'000
VARIOUS MUNICIPALITIES													
Vehicle Licences					1 926								1 933
TOTAL					1 926								1 933

National Departments are reminded of the DORA requirements to indicate any re-allocations by the National Treasury or the transferring department certify that all transfers in terms of this Act were deposited into the primary bank account of a province or where appropriate into the CPD account of a province as well as indicate the funds utilised for the administration of the receiving officer.

Departments are required to include a summary of expenditure per conditional grant to aid in the identification of under- / over spending of such funds and to allow the department to provide an explanation for the variance

ANNEXURE 1B**STATEMENT OF TRANSFERS TO DEPARTMENTAL AGENCIES AND ACCOUNTS**

DEPARTMENTAL AGENCY/ ACCOUNT	TRANSFER ALLOCATION				TRANSFER		2019/20
	Adjusted Appropriation	Roll Overs	Adjustments	Total Available	Actual Transfer	% of Available funds Transferred	Final Appropriation
	R'000	R'000	R'000	R'000	R'000	%	R'000
Independent Electoral Commission	-	-	-	-	2 100 534		2 012 749
Represented Political Party fund	-	-	-	-	162 723		157 760
Communication Licences -Radio and TV	-	-	-	-	488		390
TOTAL	-	-	-	-	2 263 745		2 170 899

ANNEXURE 1G**STATEMENT OF TRANSFERS TO HOUSEHOLDS**

	TRANSFER ALLOCATION				EXPENDITURE		2019/20
	Adjusted Appropriation Act	Roll Overs	Adjust-ments	Total Available	Actual Transfer	% of Available funds Transferred	Final Appropriation
	R'000	R'000	R'000	R'000	R'000	%	R'000
HOUSEHOLDS							
Transfers							
H/H Retirement Benefit	-	-	-	-	-	-	4 248
H/H Leave Gratuity	-	-	-	-	24 200	-	18 104
H/H Claims Against State	-	-	-	-	1 481	-	1 725
TOTAL	-	-	-	-	25 681	-	24 077

ANNEXURE 1H**STATEMENT OF GIFTS DONATIONS AND SPONSORSHIPS RECEIVED**

NAME OF ORGANISATION	NATURE OF GIFT DONATION OR SPONSORSHIP	2020/21	2019/20
		R'000	R'000
Received in cash			
Subtotal			-
Received in kind			
Netcare Sandton, Gift of the Givers, ANC Progressive Business Forum, SINOSTEEL, ADAPT IT, Jose Pearson Hospital, Department of Health, Jan Kemp dorp, Sanlam, Dept of Health Union Clinic, Jose Pearson Hospital, Avbob Funerals, NAFUPA SA, Nompumelelo Hospital, Xhingi incorporation organization	Donations of face masks and face shields from various organizations to different offices of DHA	874	-
Sanlam Russell & Son Funeral Directors	Donation in kind of back-packs for COVID-19 for Head Office and EC offices	619	-
Siyathemba Municipality Frances Baard District Municipality Humansdorp SAPS Church of Scientology International Kouga Municipality SAPS - Somerset East PZAM Family Ndlambe Municipality Trust APS - Graaff-Reinet Avbob Funeral Service Mpho Funeral Palour Maqholo Funerals Umzimvubi LM Gwiliza's Funeral Undertakers TNG Security Company Russell & Son Buffalo City Metro Municipality Funeral Directors	Decontamination deep-cleaning and sanitization by various organisations at offices where there were COVID-19 cases reported	2 764	-
Humansdorp Hospital ANC Caucus; EC Provincial Legislature Bhishe Mbashe Municipality NMB Municipality NAFUPA SA NCEDISIZWE FUNERALS Avbob Funerals Municipal Manager Nyandeni Gwiliza Funeral Service Municipal Manager Nyandeni Russell & Son Funeral Directors Mandlokhokho Funeral Parlour SAPS Lotto -Ithuba Sasol Nelspruit Office International Committee of Red Cross	Donations in kind for COVID-19 (sanitisers screen/desk protectors/shields gloves and thermometers)	75	-
Enoch Mgijima Municipality Walter Sisulu Municipality Emalaheni Local Municipality	Water tanks donations in response to COVID-19 and a microwave	9	-

NAME OF ORGANISATION	NATURE OF GIFT DONATION OR SPONSORSHIP	2020/21	2019/20
		R'000	R'000
Public Works Dept	5 X EPW WORKERS TO CLEAN AND MANAGE QUES in EC	400	-
Quick Ticket	Selfie Boards donated to Branch Comms and Grapic design services	48	-
Gift from the NEC International Management Team from Japan to the A/DG (cake presented by Japanese delegation)			1
Laptops to the Refugee Appeal Board			77
GIJIMA	Sponsorship from Gijima on the Natio PKI Technical Hardware replenishment	-	25
ANC Progressive Business Forum	COVID-19 Donation for 4000 masks & 100 disinfection pads	-	300
UNHCR	Donation in a form of rental payments by the UNHRC for the Durban Refugee Reception	-	450
VODACOM	500 Learner back packs donated by Vodacom for Mandela Day at the Mtirara Secondary School in Eastern Cape	-	-
UNODC	Sponsorship to DHA to cover accommodation & travelling costs in order to do survey on smuggling of illegal immigrants	-	-
PROCTER & GAMBE SA	Pampers for community outreach for 2018 Christmas day and 2019 new year's day for early birth registration	-	-
BIDVEST BANK	3 chairs & 1 Notice board donated to local office Scottburgh in KZN	-	-
Alimdaad Foundation	JoJo Water Tank donated to Nqutu medium office in KZN	-	-
OLD MUTUAL	40 CM PEDESTAL FAN donated to Vhembe office in Limpopo	-	-
Dr. Tyaliti Optometrist	One bucket 20 litre paint and two roller brushes	-	-
Mica Hardware	Two buckets 20 litre paint and two roller brushes	-	-
Sada Hardware	Two buckets 20 litre paint	-	-
MA Hardware	One bucket 20 litre paint	-	-
Thandabantu Hardware	One bucket 20 litre paint	-	-
Eyethu Hardware	One bucket 10 litre paint	-	-
Siyaya Hardware	One bucket 20 litre paint	-	-
Henge Cash and Carry	One bucket 20 litre paint	-	-
Sondelani Cash and Carry	10 Sweeping brooms	-	-
Whittlesea SPAR	35 small tins - black shoe polish	-	-
Hewu Hospital	Bale of sanitary towels	-	-
Hewu Hospital	Bale of toilet paper	-	-
Frontier Hospital	101 packs of sanitary towels	-	-
Mr. Moss Hiring	VIP Toilets - hiring	-	3
Mboko Decorations	Tables table cloths and chair covers	-	5

NAME OF ORGANISATION	NATURE OF GIFT DONATION OR SPONSORSHIP	2020/21	2019/20
		R'000	R'000
Chris Hani District Municipality	PA System	-	1
Russell and Son Funeral Directors	29 panes of glasses (different sizes) putty and 10 x (12 x 500ml) still water	-	4
EOH	Cisco switches	-	108
Subtotal		4 789	121
TOTAL		4 789	121

ANNEXURE 1I**STATEMENT OF AID ASSISTANCE RECEIVED**

NAME OF DONOR	PURPOSE	OPENING BALANCE	REVENUE	EXPENDI-TURE	PAID BACK ON/ BY 31 MARCH	CLOSING BALANCE
		R'000	R'000	R'000	R'000	R'000
Received in cash						
Cara funding	Funding sub-programme 3- Immigration services	2 637		(1 565)		1 072
Subtotal						
TOTAL		2 637		(1 565)		1 072

ANNEXURE 1J**STATEMENT OF GIFTS DONATIONS AND SPONSORSHIPS MADE**

NATURE OF GIFT DONATION OR SPONSORSHIP (Group major categories but list material items including name of organisation)	2020/21	2019/20
	R'000	R'000
Made in kind		
Waiving of application fees for temporary identity for the 24 homeless persons housed at the Lyttleton Hall Centurion because of corona virus pandemic	2	-
Waiving of application fees for temporary identity for the fire victims of Kwa-Mashu(KZN) in May 2020	48	2
Waiving of application fees for enabling documents for the fire victims of Alexander informal settlement (Gauteng) in June 2020	2	19
Waiving of applications fees for enabling documents for fire victims of Wyneberg(GP) informal settlement	11	18
Waiving of fees for enabling documents for fire victims of 221-2nd street Alexander as at 26th Aug 2020 fire disaster occurred	6	15
Waiving of fees for enabling documents for fire victims of Mapateng village in the Mashashane area as at 24th Aug 2020 fire disaster occurred		-
Waiving of fees for Smart Card ID the request came from Deputy Mayor of eThekweni municipality & NGO Simphilisiwe Community Care Centre to have smart card issued to the homeless people so that they can access Sassa grants	116	-
Waiving of fees for Smart Card ID's that were lost by Skynet Courier services for various offices on the 23rd Oct 2020 but investigation was finalised in current year	1	-
Waiving of fees for enabling documents after fire destruction on the shacks at Alexander 3rd Avenue dated 06 Dec 2020	1	-
Waiving of fees for enabling documents after fire destruction on the shacks at Churchville Western Cape dated 24 Jan 2021	3	-
Waiving of fees for enabling documents after fire destruction on the shacks at Phola Park Gugulethu Western Cape dated 20 Feb 2021	8	-
Waiving of fees for enabling documents after fire destruction on the shacks at NY-10 Gugulethu Western Cape dated 03 Dec 2020	5	-
Waiving of fees for enabling documents after fire destruction in the area called CT section Taiwan Site C in Khayelitsha Western Cape dated 01 Jan 2021	68	-
Waiving of fees for enabling documents after fire destruction in the area called Site B & C Masemola street Masiphumelele Western Cape dated 17th Dec 2020	364	-
Waiving of fees for enabling documents after fire destruction in the area called Booyens in Gauteng dated 22 Jan 2021	37	-
Waiving of fees for enabling documents for homeless beneficiaries that were sheltered by Gauteng Social development in Gauteng dated 22 Jan 2021	24	-
TOTAL	696	54

ANNEXURE 3B**STATEMENT OF CONTINGENT LIABILITIES AS AT 31 MARCH 2021**

Nature of Liability	Opening Balance	Liabilities incurred during the year	Liabilities paid/ cancelled/ reduced during the year	Liabilities recoverable (Provide details hereunder)	Closing Balance
	1 April 2020				31 March 2021
	R'000	R'000	R'000	R'000	R'000
Claims against the department					
Litigation and Legal Enquiries	2 077 806	75 967	(1 350)	-	2 152 423
Claims against the department: Labour matters	111 478	21 025	(41 675)	-	90 828
Subtotal	2 189 284	96 992	(43 025)	-	2 243 251
Other Liability					
EOH claim against the department for ABIS project	-	115 200	-	-	115 200
Subtotal	-	115 200	-	-	115 200
TOTAL	2 189 284	212 192	(43 025)	-	2 358 451

ANNEXURE 4**CLAIMS RECOVERABLE**

	Confirmed balance outstanding		Unconfirmed balance outstanding		Total		Cash in transit at year end 2020/21 *	
	31/03/2021	31/03/2020	31/03/2021	31/03/2020	31/03/2021	31/03/2020	Receipt date up to six (6) working days after year end	Amount
Government Entity	R'000	R'000	R'000	R'000	R'000	R'000		R'000
Department								
National Departments: Salary Recoverable	521	-		-	521	-		
Provincial Departments: Salary Recoverable	145	93	-	-	145	93		
Department of International Relations (Foreign revenue)	802 034	860 435	-	-	802 034	860 435		
XON DEPARTMENT OF JUSTICE	295	2 510	-	-	295	2 510		
ABIS Dept of Justice	-	4 041	-	-	-	4 041		
Department of International Relations (COLA)	4 113	4 113	-	-	4 113	4 113		
STUDY TOURS (TRANSPORT & STATS SA)	-	275	-	-	-	275		
PUBLIC ENTITIES		-	-	-		-		
SUBTOTAL	807 108	871 467		-	807 108	871 467		
Other Government Entities								
Study tours (BMA)	-	54	-	-	-	54		
GCRA CADETS	182	373	-	-	182	373		
ACSA	476	190	-	-	476	190		
SUBTOTAL	658	617	-	-	658	617		
TOTAL	807 766	872 084	-	-	807 766	872 084		

ANNEXURE 5**INTER-GOVERNMENT PAYABLES**

	Confirmed balance outstanding		Unconfirmed balance outstanding		TOTAL		Cash in transit at year end 2020/21 *	
	31/03/2021	31/03/2020	31/03/2021	31/03/2020	31/03/2021	31/03/2020	Payment date up to six (6) working days before year end	Amount
	R'000	R'000	R'000	R'000	R'000	R'000		R'000
GOVERNMENT ENTITY								
DEPARTMENTS								
Current								
DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT	6 905	-	-	-	6 905	-	-	-
PUBLIC WORKS	41 023	87 580	-	-	41 023	87 580	-	-
DPSA	1 172	-	-	-	1 172	-	-	-
KZN DEPT OF TRANSPORT	29	20	-	-	29	20	-	-
GAUTENG PROVINCIAL DEPARTMENT	567	802	-	-	567	802	-	-
DEPARTMENT OF COMMUNICATION DEP		-	-	-		-	-	-
DEPARTMENT OF INTERNATIONAL RELATIONS		-	-	-		-	-	-
Subtotal	49 696	88 402	-	-	49 696	88 402	-	-
TOTAL DEPARTMENTS	49 696	88 402	-	-	49 696	88 402	-	-
OTHER GOVERNMENT ENTITY								
Current								

	Confirmed balance outstanding		Unconfirmed balance outstanding		TOTAL		Cash in transit at year end 2020/21 *	
	31/03/2021	31/03/2020	31/03/2021	31/03/2020	31/03/2021	31/03/2020	Payment date up to six (6) working days before year end	Amount
GOVERNMENT ENTITY	R'000	R'000	R'000	R'000	R'000	R'000		R'000
TELKOM	5 791	3 073	-	-	5 791	3 073	-	-
SA POST OFFICE LIMITED	316	2	-	-	316	2	-	-
SA QUALIFICATION AUTHORITY (SAQA)	-	-	-	-	-	-	-	-
STATE INFORMATION TECHNOLOGY AGENCY (SITA)	44	17 057	-	-	44	17 057	-	-
SA REVENUE SERVICES (SARS)	-	-	-	-	-	-	-	-
GPW	91 986	73 449	-	-	91 986	73 449	-	-
CITY OF TSHWANE	11	23	-	-	11	23	-	-
GMT WP	184	79	-	-	184	79	-	-
SANRAL	-	-	-	-	-	-	-	-
Subtotal	98 332	93 683	-	-	98 332	93 683	-	-
TOTAL INTERGOVERNMENT PAYABLES	148 028	182 085	-	-	148 028	182 085	-	-

ANNEXURE 6

INVENTORIES

Inventories for the year ended 31 March 2021	Insert major category of inventory	Insert major category of inventory	Insert major category of inventory	Insert major category of inventory	TOTAL
	R'000	R'000	R'000	R'000	R'000
Opening balance	-	-	-	-	-
Add/(Less): Adjustments to prior year balances	11 296	-	-	-	11 296
Add: Additions/Purchases – Cash	3 941	-	-	-	3 941
Add: Additions - Non-cash					
(Less): Disposals					
(Less): Issues	(3 918)	-	-	-	(3 918)
Add/(Less): Received current not paid (Paid current year received prior year)					
Add/(Less): Adjustments					
Closing balance	11 319	-	-	-	11 319

ANNEXURE 7**MOVEMENT IN CAPITAL WORK IN PROGRESS**

MOVEMENT IN CAPITAL WORK IN PROGRESS FOR THE YEAR ENDED 31 MARCH 2021				
	Opening balance	Current Year Capital WIP	Ready for use (Asset register) / Contract terminated	Closing balance
	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES				
Other fixed structures	-	3 312	-	3 312
TOTAL	-	3 312	-	3 312

The department is currently refurbishing the office in Vredenburg in the WC. As at 31 March 2021 the project was still work in progress at the value of R3 million.

ANNEXURE 11**COVID 19 RESPONSE EXPENDITURE**

Per quarter and in total

Expenditure per economic classification	2020/21	2020/21	2020/21	2020/21	2020/21	2019/20
	Q1	Q2	Q3	Q4	Total	Total
	R'000	R'000	R'000	R'000	R'000	R'000
Compensation of employees						
Goods and services	3 412	13 460	6 765	4 646	28 283	-
CONS SUPP:MEDICAL SUPPLIES	1 408	8 391	4 535	2 833	17 167	-
CONS SUPP:UNI/PROT CLTH&CLOTHES	9	30	24	2	65	-
CONS HOUS SUP:DIS PAPER/PLAST	90	27	1	-	118	-
CONS HOUS SUP:TOILETRIES	651	3 742	1 062	638	6 093	-
CONS HOUS SUP:WASH/CLEAN DETE	218	341	74	81	714	-
CONS MAT&SUP:HARDWARE	86	-	-	-	86	-
CONS:COMMUNICATION ACCESSORIES	-	-	-	-	-	-
CONS:SP&OS:STATIONERY	-	129	-	-	129	-
P/P:CLEANING SERVICES	819	783	991	982	3 575	-
P/P:PEST CNTRL/FUMIGATION SER	131	17	78	74	300	-
P/P:SAFEGUARD&SECURITY	-	-	-	-	-	-
EQP<R5000:FURNITURE&OFFICE EQUIP	-	-	-	36	36	-
TOTAL COVID 19 RESPONSE EXPENDITURE	3 412	13 460	6 765	4 646	28 283	-

Expenditure was incurred to combat COVID-19.

The prior year's procurement of about R4 million for COVID-19 related goods and services took place during late March 2020 and the expenditure was only incurred in the new financial year which forms part of the R28 million.

