



ANNUAL REPORT 2021/2022



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA



We Care!

DEPARTMENT OF HOME AFFAIRS VOTE NO. 05

ANNUAL REPORT
2021/2022 FINANCIAL YEAR



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA



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PART A

GENERAL INFORMATION

1. DEPARTMENT GENERAL INFORMATION

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2. LIST OF ABBREVIATIONS/ACRONYMS

ACRONYM	DESCRIPTION
ABIS	Automated Biometric Identification System
ACSA	Airports Company South Africa
ACP	Automated Core Processor
AFIS	Automated Fingerprint Identification System
AGSA	Auditor General of South Africa
AIDS	Acquired Immunodeficiency Syndrome
AOP	Annual Operational Plan
APP	Advance Passenger Processing
APP	Annual Performance Plan
ASM	Asylum Seeker Management
AU	African Union
BAC	Bid Adjudication Committee
BABS	Branch Appointment Booking Systems
BACM	Biometric Access Control Management
BAS	Basic Accounting System
BBBEE	Broad-based Black Economic Empowerment
BEC	Bid Evaluation Committee
BMA	Border Management Authority
BMCS	Biometric Movement Control System
BMI	Body Mass Index
BRRR	Budgetary Review and Recommendation Report
BSC	Bid Specification Committee
BVP	Business Value Proposition
BVR	Operational Environment New Corporation Building
CA	Chartered Accountant
CD	Chief Director
CD: Permits	Chief Director: Permits
CDPSE	Certified Data Privacy Solutions Engineer

ACRONYM	DESCRIPTION
CEE	Commission on Employment Equity
CFO	Chief Financial Officer
CIA	Certified Internal Auditor
CGEIT	Certified in the Governance of Enterprise Information Technology
CIM	Citizenship, International Migration
CISA	Certified Information Systems Auditor
CISM	Certified Information Security Manager
COBIT	Control Objectives for Information and Related Technologies
CoE	Compensation of Employees
CoP	Community Of Practice
CORE	Code of Remuneration
COVID-19	Corona Virus Disease
CPSI	Centre for Public Service Innovation
CPU	Central Processing Unit
CRISC	Certified in Risk and Information Systems Control
CS	Civic Services
CSIR	Council for Scientific and Industrial Research
CC&SS	Counter Corruption and Security Services
DDG: IMS	Deputy Director General: Immigration Services
DDG: IS	Deputy Director General: Information Services
DHA	Department of Home Affairs
DIRCO	Department of International Relations and Cooperation
DG	Director-General
DPME	Department of Planning, Monitoring and Evaluation
DPSA	Department of Public Service and Administration
DPW&I	Department Public Works and Infrastructure
DORA	Division of Revenue Act
DRC	Democratic Republic Congo

ACRONYM	DESCRIPTION
EAP	Economically Active Population
ERRP	Economic Reconstruction and Recovery Plan
EMCS	Enhanced Movement Control System
EVP	Employee Value Proposition
EWP	Employee Wellness Programme
EXCO	Executive Committee
FAQs	Frequently Asked Questions
FY	Financial Year
GBV	Gender-Based Violence
GBV&F	Gender-Based Violence & Femicide
GCRA	Gauteng City Region Academy
GEMS	Government Employees Medical Scheme
GEWE	Gender Equality and Women Empowerment
GPW	Government Printing Works
HACC	Home Affairs Contact Centre
HANIS	Home Affairs National Identity System
HCT	HIV Counselling and Testing
HEIs	Higher Education Institutions
HIV	Human Immunodeficiency Virus
HO	Head Office
HR	Human Resources
HRD	Human Resources Development
HRM&D	Human Resources Management and Development
HRP	Human Resources Plan
HRS	Human Resource Strategy
ICAS	Independent Counselling and Advisory Services
ICT	Information Communication Technology
ID	Identity Document
IEC	Electoral Commission
IGR	Intergovernmental Relations

ACRONYM	DESCRIPTION
IRC	Information Resource Centre
IRE	Integrated Receipting Engine
IS	Information Services
JCPS	Justice, Crime Prevention and Security Cluster
JSTOR	Journal Storage
KIOSK	Virtual Interactive self-service machine
KZN	KwaZulu-Natal
LGBTQIA+	Lesbian, Gay, Bisexual, Transgender, Queer and Intersex
LIASA	Library and Information Association of South Africa
Logis	Logistical Information System
LRB	Late Registration of Birth
MAC	Ministerial Advisory Committee
M&E	Monitoring & Evaluation
MMC	Medical Male Circumcision
MMM	Minister's Management Meeting
MMP	Mixed-Member Proportional MMP
MISS	Minimum Information Security Standards
MoU	Memorandum of Understanding
MPSA	Minister of Public Service and Administration
MPSS	Minimum Physical Security Standards
MTEF	Medium Term Expenditure Framework
MTSF	Medium Term Strategic Framework
NA	National Assembly
NACH	National Anti-Corruption Hotline
NASP	National Annual Strategic Plan
NDP	National Development Plan
NICTIP	National Inter-Sectoral Committee of Trafficking in Persons
NIS	National Identification System
NMOG	National Macro-Organisation of Government
NPR	National Population Register

ACRONYM	DESCRIPTION
NRF	National Research Foundation
NSP	National Strategic Plan
NT	National Treasury
NTC	National Targeting Centre
OIMP	Official Identity Management Policy
OSBP	One-Stop Border Policy
OSG	Office of Solicitor-General
PFMA	Public Finance Management Act
PICC	Presidential Infrastructure Coordinating Council
PMDS	Performance Management and Development System
PLs	Provincial Legislatures
PMO	Programme Management Office
PPE's	Personal Protection Equipment
PPO	Project Management Information System
PPP	Public-Private Partnership
POE	Port of Entry
PSCBC	Public Service Coordinating Bargaining Council
PSETA	Public Service Sector Education and Training Authority
PTY Ltd	Proprietary Limited
PWD	People with Disabilities
QA	Quality Assurance
Q1	Quarter 1
Q2	Quarter 2
Q3	Quarter 3
Q4	Quarter 4
RMC	Risk Management Committee
RP	Refugee Protection
RfP	Request for Proposal
RfQ	Request for Quotation
RSA	Republic of South Africa

ACRONYM	DESCRIPTION
SA	South Africa
SADC	Southern African Development Community
SAICA	South African Institute of Chartered Accountants
SAPS	South African Police Service
SARS	South African Revenue Service
SAQA	South African Qualifications Authority
SCM	Supply Chain Management
SDM	Service Delivery Model
SETAS	Sector Education Training Authorities
SHE	Safety, Health and Environment
SHERQ	Safety, Health, Environment, Risk and Quality
SITA	State Information Technology Agency
SMS	Senior Management Service
SMS	Short Message Service
SOGIE	Sexual Orientation, Gender Identity and Expressions
SOP	Standard Operating Procedure
SSA	State Security Agency
STI	Sexually Transmitted Infection
TID	Technical Indicator Descriptor
TRAs	Threat and Risk Assessments
TRV	Temporary Residence Visa
TV	Television
U-AMP	User Asset Management Plan
UBC	Unabridged Birth Certificates
UNHCR	United Nations High Commission for Refugees
UPS	Uninterrupted Power Supply
VAS	Visa Adjudication System
VFS	Visa Facilitation Services
WAIO	Who Am I Online
WHO	World Health Organization

3. FOREWORD BY THE MINISTER



Dr Pakishe Aaron Motsoaledi, MP
Minister of Home Affairs

It gives me great pleasure to present the 2021/22 Annual Report of the Department of Home Affairs (DHA). The report reflects our efforts 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. DHA enables socio-economic development and transformation. Because of this crucial role, DHA enabling documents must have integrity.

As we conclude the third year of the 2019-2024 Medium-Term Strategic Framework (MTSF) and the second year of the 2020-2025 Strategic Plan, I wish to underscore that the DHA remained resolute in delivering its constitutional mandate under very difficult as the globe started to emerge from the impact by the COVID-19 pandemic. We embraced the new normal as we remained 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 continued to be guided by our constitutional and international obligations, the National Development Plan (NDP), MTSF priorities of government and departmental priorities – including the performance agreements the Deputy Minister and I signed with the President.

The programmes of the department were geared towards improving service delivery, securing the population register while, at the same time, enabling access to identification, status, immigration and citizenship services to qualifying citizens and residents. This enabled 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 2021/22 financial year our work was guided by the following key priorities:

- Establishment of an effective Border Management Authority (BMA);
- Completion of the modernisation programme;
- Facilitating the importation of critical skills and tourism into South Africa through a risk-based and strategic approach to immigration. In this regard, a new Critical Skills List was gazetted;

- 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;
- Access and footprint development to improve the reach of DHA services, including purpose-fit DHA physical infrastructure and mobile offices;

As we reflect and give account of our performance for the 2021/22 financial year, we will highlight priority areas where we have done well and where we have fallen short.

In the 2021/22 financial year, the department achieved 69% of its APP targets, which is a slight improvement on the 68% performance of the previous year. In numerical terms, this translates to achieving 20 out of the 29 APP targets set for the year under review. In the 2021/22 financial year the department operated under very difficult conditions. The adjustment to the reality of the Covid-19 pandemic continued to have a negative impact on service delivery operations and performance though at a lesser extent when compared to the previous financial year. The immigration services performance was directly impacted by the disruption of services and capacitation of staff as a result of reduced operating conditions under Covid-19 State of Disaster. Two critical immigration services were not offered for the most part of the 2021/2022 financial year. This refers to Permanent Residence Applications and Permanent Residence Appeals were only re-introduced with effect 1 January 2022. The Refugee Reception Offices remained closed during this reporting period and registration and processing of newcomers was suspended.

The civic services environment was also severely affected. The service delivery sphere and performance of the branch were impacted on by second and third waves of the virus which were characterised by abrupt office closures and limited access to health facilities. As lockdown levels eased, additional services were resumed. But the abrupt office closures resulted in backlogs in certain areas, overcrowding in offices and inability to service all clients in a day. The largest threat facing the operational environment during the review period was the reduction of human capital at local offices. Between April 2021

and March 2022, 155-line function posts were vacated and could not be filled due to acute funding shortages. Despite this constraining operating environment, civic services managed to achieve its targets. This was, to a large extent, made possible by the scenario targeting approach which was aligned to lockdown levels and availability of staff.

The “War on Queues” programme remained a priority for the department during the period under review. Whilst our efforts may have been temporarily deterred by Covid 19 with imposed staff and operational limitations, we continue to place focus on reducing long queues and improving turnaround / response times. Key interventions that are aimed at eradicating queues in our offices include the piloting of Branch Appointment Booking Systems (BABS) in all offices that can process Smart ID Cards and passports; and inclusion of seven offices the Presidential Infrastructure Priorities offices. They include: Mthatha Office Large Office, Gqeberha Large Office, Bloemfontein Large Office, Byron Place/ Pretoria Large Office, Pinetown Medium Office, Polokwane Large Office; and Johannesburg Large Office.

BABS was piloted in 25 of our busiest offices in the 2021/22 financial year. The department continued to receive positive feedback from the clients and, for this reason, we will be rolling out the system to more offices and also run a campaign to increase awareness.

In 2019/20 financial year, the Department embarked on a large-scale project to roll-out online birth registration system in 1445 public health facilities with maternity wards as part of the Early Birth Registration Strategy to register children within 30 days of birth. The ultimate goal of the project is to capacitate health facilities with maternity wards to ensure that births are registered where they occur and that all children born in health these health facilities leave with a birth certificate. Out of the 1445 public health facilities where births are delivered, approximately 85% of births are delivered in 251 health facilities and it is the desire of the department to make sure that every birth that takes place in these 251 facilities is registered before the parents leave the health centres. To date the department has managed to have a presence in 160 health facilities which are responsible for only 63% of births delivered. The department has not been able to complete the remaining 91 facilities responsible for 22% of birth occurrence due to lack of resource. In the next financial year, the department will submit a business case to National Treasury to request additional funding for the funding of the remaining health facilities and also look at self-financing.

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:

- **White Paper on Marriages:** The Department undertook extensive consultations within and outside government on the Green Paper on Marriages which was gazetted for public comments in April 2021. The Department received more than 1000 submissions from the public as well as from the stakeholders. The Green Paper was revised and submitted with concrete policy proposals to Cabinet as a draft White Paper. In March 2022 Cabinet approved the White Paper as a policy framework that will guide the development of a new single legislation that will regulate all marriages in SA. In the 2022/23 financial year the department will be drafting a new marriage legislation for submission to Cabinet. 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 new legislation will also outlaw child marriages; that is marriage of any person who is younger than 18 years.
- **One-Stop Border Post (OSBP) Policy:** Subsequent to the gazetting of the OSBP policy in December 2020, the department conducted extensive consultation with various stakeholders and NEDLAC. In March 2022 Cabinet approved the policy as a policy framework that will guide the development of a new legislation that will regulate the establishment and management of OSBPs in SA. 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.
- In March 2022 Cabinet further approved the Official Identity Management (OIM) Policy as the new policy that will guide the drafting of a new Identification legislation.

In the 2021/22 financial year, at the request of the National Assembly, the department initiated the process of amending the Electoral Act 73 of 1998. This amendment was necessitated by the Constitutional Court Judgement. In the New Nation Movement NPC

and Others v the President of South Africa matter, the Constitutional Court declared that "the Electoral Act 73 of 1998 is unconstitutional to the extent that it requires that adult citizens may be elected to the National Assembly (NA) and Provincial Legislatures (PLs) only through their membership of political parties". The Constitutional Court directed Parliament to rectify the defective sections of the Electoral law within a period of 24 months; that is, from June 2020 to June 2022.

Pursuant to the Constitutional Court judgement and subsequent consultations between the National Assembly (NA) and the Executive, I established the Ministerial Advisory Committee (MAC) in February 2021 to help develop policy options on the electoral system that address the defects of the Electoral Act 1998. The MAC carried out its business through public hearings, comprehensive review and analysis of existing literature and documents submitted by think tanks and other stakeholders on South Africa's electoral system and electoral systems on the African continent and beyond.

The MAC proposed two options; that is, the minimalist model and mixed-member model. In one hand, the minimalist model entails modifying the existing multi-member electoral system to accommodate independent candidates in the national and provincial elections without many changes in the legislation, including not interfering with the constitutionally required general proportionality. On the other hand, the mixed-member model entails combining the first-past-the-post and proportional representation, making it a mixed-member proportional (MMP) system resembling the current local government electoral system, albeit with some improvements. This option involves electing MPs from 200 single-member constituencies and the remainder from a single national multi-member constituency. Cabinet approved the minimalist model which informed the drafting of the Electoral Amendment Bill which was tabled in Parliament on 1 December 2021 to enable public consultations.

Since the promulgation of the BMA Act 2 of 2000, notable progress has been made towards the establishment of the BMA. This includes the signing of a BMA Commencement proclamation by the President which allows for the appointment of a Commissioner and Deputy Commissioner for the BMA. On that account, a Commissioner and two Deputy Commissioners have been appointed to lead the process of implementing and rolling out the BMA. In the 2022/23 financial year, the Department is going to embark

on a recruitment drive to fill strategic positions in the BMA. The BMA Border Guard will be capacitated and deployed at identified ports of entry and within the border law enforcement area. I have signed a delegation of authority to the BMA Commissioner in respect of the transfer of frontline immigration functions and personnel at ports of entry.

The Section 97 proclamations by means of which the frontline functions would have been transferred into the BMA was not finalised as concurrence on e.g. the health functions was not received. The Minister for Public Works and Administration has assigned interim custodial powers, duties and responsibilities to the Minister of Home Affairs for Oshoek, Lebombo, Ficksburg and Maseru ports of entry.

In the 2022/23 financial year, the department plans to roll out the BMA at 46 ports of entry by incorporating frontline Immigration, Port Health, Agriculture and Access Control functions into the BMA.

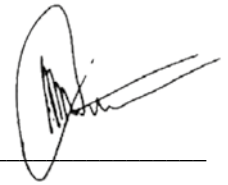
Despite the increasing demand for our services, the DHA continues to be under capacitated. As at 31 March 2022, the staff complement consisted of 8 277 employees, while the approved structure provides for 19 886 posts. To address the capacity challenges experienced by the department, a capacitation business case was developed, with a focus on core business. The business case was submitted to National Treasury on 18 October 2021. National Treasury approved the business case and allocated additional funding on 28 January 2022. The funding provided by National Treasury will bring relief as it allows for the funding of more than 750 posts, with preference being given to lower level staff at front line offices in the Civic Services and Immigration Branches. These posts will be filled in the new financial year. The funded business case capacitation will move the department from 41.6% to 45.4% staff complement.

We continue to aggressively fight crime, fraud and corruption within and outside of the Department. We are arresting our officials, persons wishing to fraudulently secure South African passports, IDs or other enabling documents and South Africans who sell their identity.

The department is serious about rooting out fraud and corruption. The zero tolerance campaign against fraud and corruption is not mere words, as evidenced by the numerous arrests and dismissals as reported in the media.

In 2021, I launched a Task Team to review the issuance of permits. This Task Team has presented a report which was presented in Parliament. The Task Team found numerous areas where fraud was taking place. This financial year, the Department is focused on implementing the recommendations of the Task Team.

I would like to thank our officials and partners who have enabled the department to achieve 69% of its APP targets under very difficult conditions. I wish to extend my gratitude to my colleague, Deputy Minister: Mr. Njabulo Nzuza, for his unwavering support for the programme of the department especially in the civic services area. Finally, our collective thank you goes 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:

4. DEPUTY MINISTER STATEMENT



Mr. N Nzuza, MP
Deputy Minister of Home Affairs

In one of the largest demonstrations staged in this country's history, about 20 000 women of all races marched to the Union Buildings on 9 August 1956, to present a petition against the carrying of passes by women. This was a march against the unjust laws of the then repressive State. Through the introduction of the passes for African women, the apartheid government restricted their movement and designated specific areas to live, work and travel. African women were required to carry and produce their "pass" at all times. In the petition women exclaimed, "We shall not rest until ALL pass laws and all forms of permits restricting our freedom have been abolished. We shall not rest until we have won for our children their fundamental rights of freedom, justice, and security". It is this fundamental right that every employee of the Department of Home Affairs (DHA) is constitutionally mandated to defend for all persons who live in the country irrespective of their races, sex, sex orientation, gender, religion and culture.

The DHA is at the centre of eliminating the "scandal of invisibility"; that is, through our mandate we ensure that no one, irrespective of their status, is left behind without a legal record of existence. The DHA is the only institution of the State that safeguards a person's legal record of existence from the cradle to the grave. Only the DHA can register a birth, affirm a person's identity and issue a South African identity document, passport and marriage and death certificates. No other department can affirm or grant citizenship and issue visas or permits to qualifying non-citizens. The DHA is also at the centre of safeguarding the sovereignty and national security of the State. That is, the sovereignty of any State is at risk if it does not know who its citizens are. It also cannot provide adequate protection to foreign nationals as prescribed in domestic law and international commitments if it does not know the identity and purpose of other nationals entering and leaving the country.

It is for this reason that during the 2021/22 financial year the DHA continued to provide its mandatory services whilst maintaining a balance to the adherence of Covid-19 regulations. 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 South Africa.

In the 2021/22 financial year, the Department received an allocation of R9. 431 billion. The allocation for 2021/22 shows a marginal increase of 7.3% compared to the previous

financial year. The department utilised its resources to, among other things, give new born children their first form of identity and belonging to our great nation. 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 2021/22 financial year the department set a target of registering 750 000 births within 30 calendar days. The department managed to register 1 016 684 births, of which 751 025 were births registered within 30 calendar days. In the 2021/22 financial year, the plan was to optimise birth registrations at health facilities, immediately after birth has occurred. The positive impact of the health facilities is demonstrated by the 42.3% of births registered in 2021/2022 which were done at health facilities which is an increase from 33.4% in 2020/2021. We anticipate that the numbers of birth registration in health facilities will increase in the new financial year.

We continued with our efforts to issue Smart ID cards to our citizens. By the end of 2021/2022 financial year, more than 19 million South African citizens had been issued with smart ID cards. The replacement of the old green barcoded ID books with the new smart ID cards initiated in 2013, remains on track, with milestones set for each year. During the 2021/2022 financial year, we issued a total of 2 369 245 smart ID cards surpassing the targeted 1,6 Million. This was despite the limitations imposed on operations by the Covid-19 pandemic and its management and preventative measures. Of the smart ID cards issued, 966 068 were for first-time applicants comprising mainly of the youth. It is

a significant improvement compared to the 622 539 issued to first time applicants in the previous financial year. It is indicative of the impact we are making in the lives of young people of our country.

In the 2021/2022 the Department procured additional 10 mobile units in addition to 100 mobile units which also provide support to high volume offices and offices under distress. Through the mobile units the Department is better placed to reach out to areas where there is little or no Home Affairs footprint, especially in rural and remote areas. The mobile units are also the backbone of the department's school Smart ID Campaign which has benefited both urban and rural school. Using mobile units, we have been able to target learners ensuring that South African learners doing grade 12 sit for their examinations already in possession of a Smart ID Card. We have now also placed focus to grade 11 which saw the number of learners starting their grade 12 without identity documents reduced from 8 187 in 2020 to 2 560 in 2021 academic year.

In the period under review we visited 1011 schools working in partnership with the Department of Basic Education. The additional mobile units purchased and the ones to be purchased in the new financial year will extend our reach and greatly enhance our school ID campaigns

The pandemic has highlighted the need to fast-track innovation in respect to how we render service delivery to our clients, 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. The DHA is working towards the finalisation of the Public-Private Partnership (PPP) with the banking sector and National Treasury to roll this out across the country.

The Department continued to experience system downtime which led to long queues in our frontline offices. Our 2021-22 provincial report estimates that system downtime, particularly on the live capture system, resulted in a production loss exceeding 682 business hours, or 28 business days. Under ordinary working conditions, the potential number of applications missed due to downtimes is approximately 200 000. In the

2022/23 financial the Department will continue to strengthen efforts that are aimed at improving the stability of our systems and network.

The Department's offices are normally closed over the weekends. However, our youth continued their selfless commitment to the Department by ensuring that our offices were occasionally opened to the public during weekends. Provision of services by our youth in various provinces were at no cost to the Department.

I wish to extend my appreciation to the entire workforce of the DHA for their continued commitment to our constitutional mandate. Without them, birth and death registration, issuing of Identity cards/documents, affirming of citizenship and granting of various civic and immigration status would have been impossible. The leadership of the Minister, Dr. PA Motsoaledi, has been very critical in the achievement of 69% of the department's targets.

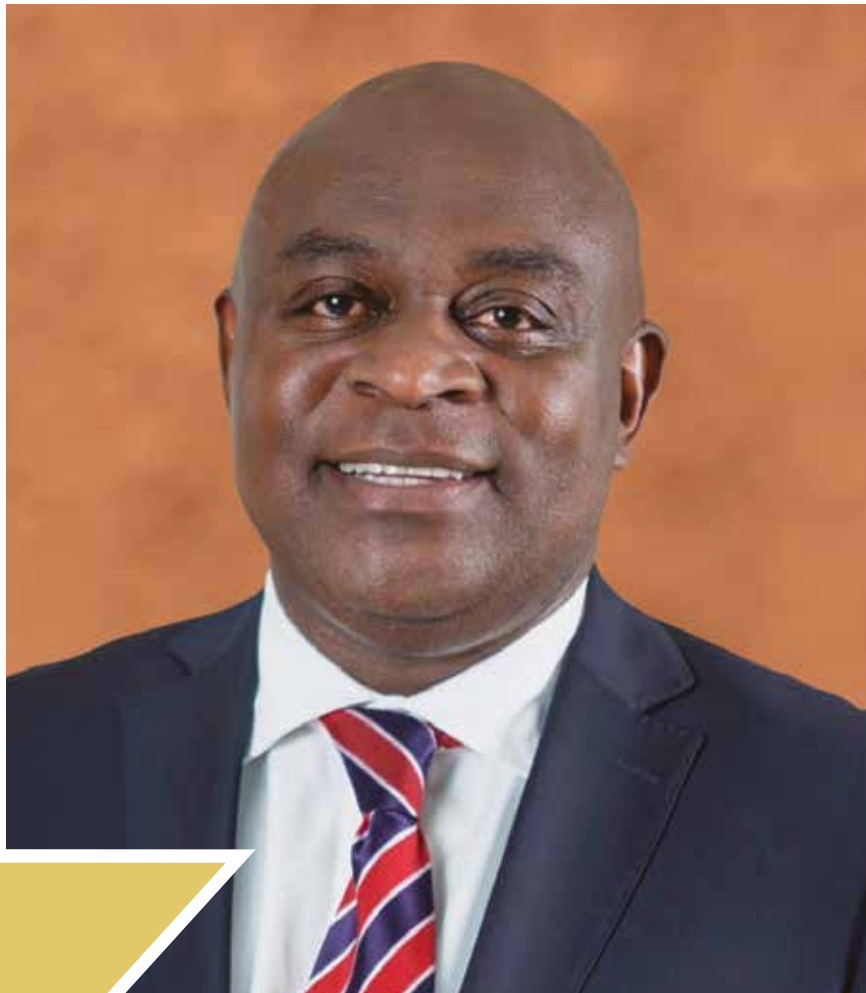


Mr N Nzuzi, MP

Deputy Minister of Home Affairs

Date:

5. REPORT OF THE ACCOUNTING OFFICER



Mr. L. T. Makhode
Director-General
Department of Home Affairs

INTRODUCTION

The Covid 19 pandemic highlighted the centrality of the department within a capable, ethical and developmental state like never before. It also highlighted the need for the department to refocus itself as an organ within the security cluster and apparatus of the state and to protect the sovereignty and constitutional rights of all citizens and visitors to South Africa. This mandate has a bearing on the lives of every person within the country – from the cradle to the grave!

Overview of the operations of the department

In comparison to the 2020/21 financial year, the operations of the department were less affected by Covid as the country moved down through the lockdown levels and as more services were rendered and staff returned to work. However, it has proven difficult to return to pre-Covid levels of production and to get 100% of staff back at the office. Issues such as co-morbidities, social distancing at the workplace, infrastructure constraints, and remote working arrangements are difficult to manage and control. The department nevertheless continued to provide essential services such as issuing birth and death certificates, identity documents, and visas throughout all lockdown levels. This highlights the critical role the department plays in government and society.

The department is organised into four programmes in accordance with the Estimates of National Expenditure (ENE) for the vote: Home Affairs. The four programmes are:

- Administration
- Citizen Affairs
- Immigration Affairs
- Institutional support and transfers

Programme 1: Administration provides for strategic leadership, management and support services to the department. It includes as sub programmes the Ministry, corporate services, transversal information technology and office accommodation. From a resourcing perspective, transversal information technology is allocated an annual

budget in excess of R1 billion. Office accommodation was allocated a budget of R582 million in the financial year under review.

The purpose of Programme 2: Citizen Affairs is to provide secure, efficient and accessible services and enabling documents to citizens and residents. The objectives are to ensure that registration at birth is the only entry point to the population register; that the number of smart ID cards issued per year increases year on year; and that the standard of service delivery be maintained for the issuing of machine readable passports for adults within 13 working days and for children within 18 working days through the live capture system. Service delivery through the front offices are coordinated at provincial level by provincial managers. As this is the heart of the department, the budget allocated to the provinces exceed R2 billion per annum.

The purpose of Programme 3: Immigration Affairs is to facilitate and regulate the secure movement of people through ports of entry into and out of the South Africa, to determine the status of asylum seekers, and to regulate refugee affairs. The objectives of this programme are to ensure that the standard of service delivery for processing enabling documents are maintained by ensuring 85% of permanent residence applications (processed and collected within South Africa for selected categories) are adjudicated within 8 months; that 90% of business and general work visa applications (processed and collected within South Africa) are adjudicated within 8 weeks; and that 95% of critical skills visa applications (collected with South Africa) are adjudicated within 4 weeks. Included under the sub-programme Immigration Services is the inspectorate responsible for the detection, detention and deportation of illegal immigrants in terms of the Immigration Act.

Programme 4: Institutional support and transfers provides institutional support and transfer funds to the Independent Electoral Commission (IEC), the Represented Political Parties' Fund and the Border Management Authority (BMA). On 21 July 2020 the President assented to law 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. The BMA will play a key role in integrated and coordinated border management and therefore deal effectively with the extent of illegal migration, potential terrorist threats, porous borders, etc.

The department is represented by its employees at 32 missions abroad. The department is assisted by DIRCO employees 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 of 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 in some countries abroad, as well as within South Africa.

As part of the Presidential economic stimulus package, the department continued to roll-out the E-visa to countries which require visa to visit SA. The eVisa enables 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. The tourist module of the e-Visa has been activated in 14 countries thus far, including China, India, Kenya and Nigeria. The DHA will continue to streamline and modernise the visa application process to make it easier to travel to South Africa for the purposes of tourism, business and work. In 2022/23 financial year the department will focus on stabilizing the e-Visa system while continuing to process clients (tourist visa) through the system.

The Minister of Home Affairs has oversight of three statutory bodies: the Immigration Advisory Board, the Refugee Appeals Board 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.

Entities within DHA Portfolio: the Independent Electoral Commission (IEC) and the Government Printing Works (GPW). The IEC is a chapter 9 constitutional 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, 1999. The GPW provides security printing for the State, such as passports and identity documents.

In the *New Nation Movement NPC and Others v the President of South Africa* matter, on 11 June 2020 the Constitutional Court declared that "the Electoral Act 73 of 1998 is unconstitutional to the extent that it requires that adult citizens may be elected to the National Assembly (NA) and Provincial Legislatures (PLs) only through their membership

of political parties". The Constitutional Court directed Parliament to rectify the defective sections of the Electoral law within a period of 24 months; that is, from June 2020 to June 2022. In the 2021/22 financial year the department initiated the process of amending the Electoral Act 73 of 1998. On 1 December 2021 the Electoral Amendment Bill was tabled in Parliament to enable public consultations.

Overall performance

During the year under review, the department achieved 69% of its APP targets, which is a slight improvement on the 68% performance of the previous year. In numerical terms, this translates to achieving 20 out of the 29 APP targets set for the year under review. The performance per programme is depicted in the table below:

APP targets achieved in the 2021/22 financial year

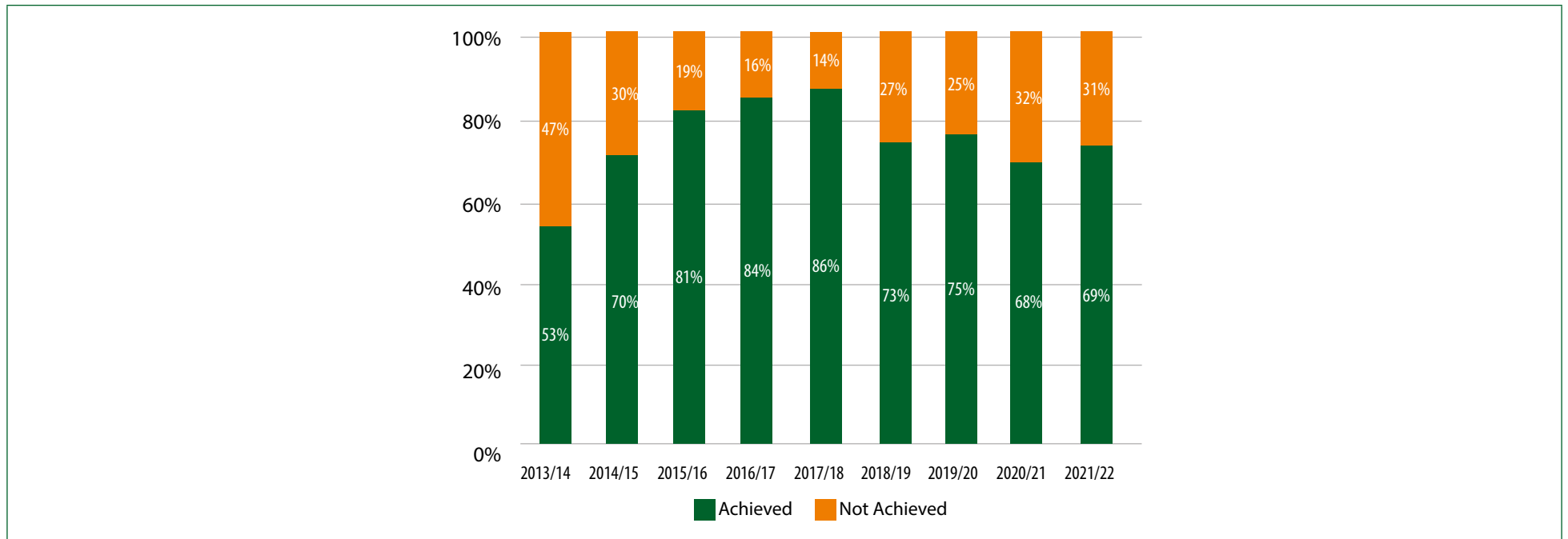
Programme	Number of planned targets	Achieved	% achieved	Not achieved	% not achieved
1. Administration	14	10	71%	4	29%
2. Citizen Affairs	4	4	100%	0	0%
3. Immigration Affairs	4	2	50%	2	50%
4. Institutional Support and Transfers	7	4	57%	3	43%
TOTAL	29	20	69%	9	31%

The reasons for non-achievement includes procurement delays, protracted consultation processes, the impact of Covid 19 and delays in finalising the Section 97 proclamation pertaining to the transfer of functions in respect of the BMA. The nine (9) APP targets not achieved with the main reasons advanced for the failure to achieve these targets are the following:

	APP targets not achieved	Reasons for non-achievement
1	23 selected ports of entry with biometric movement control system (BMCS) implemented as per the approved specifications	Delays with the procurement of IT equipment, given global shortage of computer chips.
2	Asylum seeker and Refugee system development onto live capture prototype	A prototype was developed in the Quality Assurance environment, but this prototype was not functional. Bid specifications to appoint a service provider to develop and implement a fully functional system is with SITA.
3	DHA Bill submitted to Cabinet for approval for introduction in Parliament	The draft Bill was presented to MMM on 17 February 2022. MMM directed that the draft Bill must be handed to an independent legal drafter to redraft the Bill. The procurement of a legal drafter is in progress.
4	Final draft of the Green Paper on the management of citizenship, international migration and refugee protection submitted to Cabinet to request approval to commence public consultation	The Green Paper was approved by the clusters for submission to Cabinet. The Ministers referred the Green Paper back for further consultation before final submission to Cabinet for approval to start the public consultation process.
5	85% of critical skills visas adjudicated within 4 weeks for applications processed with the RSA	57.2% (2 790 out of 4 876) of critical skills visas were adjudicated within 4 weeks for applications processed within South Africa. The Covid 19 restrictions limited the number of Immigration officials available to process applications. A number of these officials tested positive for Covid 19 resulting in down-time and office closures.
6	90% of business and general work visas adjudicated within 8 weeks for applications processed within the RSA	89.2% (812 out of 910) of business and general work visas were adjudicated within 8 weeks for applications processed within South Africa. This target was achieved in quarters 2 and 3. Non-achievement in quarter 1 was due to the Covid 19 lockdown regulations that were applicable at the time creating limitations regarding the number of officials reporting for duty and considering social distancing protocols. In quarter 4, the implementation of the IMS delegations on 12 January 2022 introduced a manual process, parallel to the online VAS process. The manual process is inefficient, cumbersome and time consuming.

	APP targets not achieved	Reasons for non-achievement
7	BMA incrementally established	The implementation protocols with SAPS, Defence and Health have not been concluded and the Section 97 proclamation pertaining to the transfer of functions has not been finalised. The BMA SARS protocol has been signed and 10 port coordinators were appointed. The SANDF has provided a revised draft of the BMA Defence implementation protocol which will be finalised for signature.
8	BMA incrementally rolled out to 11 ports of entry by incorporating frontline immigration, port health, border facility management and agriculture functions into the BMA	The Section 97 proclamations by means of which the frontline functions would have been incorporated into the BMA was not finalised as concurrence on e.g. the health functions was not received. The Minister for Public Works and Administration has assigned interim custodial powers, duties and responsibilities to the Minister of Home Affairs for Oshoek, Lebombo, Ficksburg and Maseru ports of entry.
9	Financial and contractual closure reached with the appointed bidders in respect of the redevelopment of six priority land ports of entry	The TA IIA application to approve the request for proposal (RfP) document which will be issued to the market for bid responses is under consideration by National Treasury. The information that was required as an input into the RfP had to be sourced from various government departments and the process of sourcing the information was not as smooth as was anticipated. The technical reports from studies commissioned by the DPWI were not provided to the transaction adviser on time. The expectation is that Treasury will grant TA IIA approval in the first quarter of 2022/23.

A comparative analysis of the performance of the Department against targets set over the period 2013/14 to 2021/22 is set out in the graph below:



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

In respect of the Annual Operational Plan (AOP), the department achieved 70% of the targets. The achievement of 70% of the operational plan targets is an indication that the fundamentals are in place to improve on service delivery.

BRANCH	PLANNED TARGETS	TARGETS ACHIEVED	% ACHIEVED	TARGETS NOT ACHIEVED	% NOT ACHIEVED
CS	9	6	67%	3	33%
IMS	6	3	50%	3	50%
BMA	1	1	100%	0	0%
IS	6	1	17%	5	83%
IPS	23	18	78%	5	22%
HRM&D	2	2	100%	0	0%
CC&SS	6	6	100%	0	0%
F&SCM	5	3	60%	2	40%
DG'S OFFICE	6	5	83%	1	17%
TOTAL	64	45	70%	19	30%

Organisational performance is a challenge and actions are taken to address under-performance. These actions include better target setting, reducing dependencies on others for achieving targets, redrafting individual performance agreements, monthly monitoring of APP and AOP targets, and holding managers accountable for under or poor performance. There is nothing that prevents the department from achieving 100% of its targets and to obtain a clean audit outcome. However, achieving 100% of the annual performance and operational plan targets and a clean audit will mean nothing should the demands and expectations from our diverse clientele and stakeholders not be met.

It is therefore not only “what” services we deliver as government, but also “how” such services are rendered that must be measured. To achieve this, the department will introduce innovative mechanisms to reduce turnaround times and improve customer satisfaction. In this regard, it is compelling for the department to render services in real-time, with predictability, and with assurance that systems are fully effective and robust to avoid system downtimes, in a suitable working environment, and with a professional, well trained staff compliment that really CARE.

CHALLENGES

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

- **Network connectivity**

Systems stability is a non-negotiable outcome of our interventions as this resides as the root cause of slow and ineffective service delivery. When systems are off-line, the live-capture environment for Civic Services is brought to a stand-still and services cannot be rendered for that period of time. The department is hard at work with SITA, the mandatory provider of technological solutions to government, to ensure that systems, networks and enabling IT infrastructure are optimally deployed and maintained.

Leveraging technology integration is equally important to changing “how” services are rendered. Our modernisation programme comprises key facets for improved execution of our mandate through the development of applications that make it easier for a client to interact with the department. Through the e-Home Affairs portal, clients can

now make online applications for passports and ID cards using their banking platform, with the department working closing with the commercial banking sector and BASA to ensure rapid expansion of the departmental footprint and service offerings. Rural communities are being serviced through the deployment of mobile units equipped with satellite technology. In addition to the existing fleet of 100 mobile units, the department procured and customised another 10 units in the year under review. More units will be procured in the next financial year.

- **Long queues**

The “War on Queues” remains a priority for the department. Whilst our efforts may have been temporarily deterred by Covid 19 with imposed staff and operational limitations, we continue to place focus on reducing long queues and improving turnaround / response times. In this regard, we believe that the root cause of long queues will be addressed by the following three strategic interventions: system stability, leveraging technology integration and investment in our staff. With the onset of the Covid 19 pandemic, the focus was on preventing long queues becoming ‘super-spreader’ events. While this focus must not be lost, the new focus is on eliminating queues altogether and exceeding customer expectations. Hands-on management, constant communication, and the introduction of an appointment system for clients form key parts of this initiative.

- **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 most do not meet the norms and standards set for modernised offices. As is the case with network connectivity, the department is dependent upon the 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 month to month, 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 stand alone, purpose build facilities on state owned land with adequate parking and access as the basis for our future accommodation needs.

Where offices had to be closed in accordance with the Covid-19 protocols, mobile units were deployed to ensure service delivery interruptions are minimal. In addition, the department is engaging the landlords of various malls throughout South Africa with a view to relocate some of our offices into these malls. Some of these landlords have

offered the department space for free or at significantly reduced rates. This is in addition to other benefits such as easy access, convenience, and sufficient parking and security being available. The department intends to pursue this option with vigour in the new financial year.

Proper and regular maintenance of our stock of office accommodation is problematic. This leads to frequent injunctions issued for non-compliance to the prescribed OHS standards. The department is engaging DPWI with a view to cede or assign to the department the repair and maintenance responsibility.

- **Capacity constraints**

Historically, the department has been insufficiently capacitated. For years, the department could not replace staff as and when positions became vacant, given the Compensation of Employee (COE) ceilings imposed by Treasury. As at 31 March 2022, the staff compliment consisted of 8 277 “warm bodies”, while the approved structure provides for over 19 886 posts. The underfunding has, as a result, adversely affected the vacancy rate and the capacity to deliver services. The high vacancy rate has led to reporting lines and segregation of duty being compromised. This resulted in a ‘flat’ hierarchical structure that compromises lines of accountability and responsibility”, thus creating a breeding ground for errors, fraud and corruption.

To address the capacity challenges experienced by the department, a capacitation business case was developed, with a focus on core business. The business case was submitted to National Treasury on 18 October 2021. Treasury considered the business case favourably and allocated the following additional funding on 28 January 2022:

2022/23	2023/24	2024/25
R266.953 million	R278.832 million	R291.352 million

The funding provided by Treasury will bring relief as it allows for the funding of more than 750 posts, with preference being given to lower level staff at front line offices in the Civic Services branch. These posts will be filled in the new financial year. The funded business case capacitation will move the department from 41.6% to 45.4% staff complement.

- **Fraud and corruption**

Unfortunately, the operations of the department leave it vulnerable to criminal acts, including fraud and corruption. Such action involves both our officials and persons wishing to secure a South African passport, ID or other enabling documents. Actions

range from voiding transactions on the tract and trace system to pocket the cash received, armed robberies and break-ins, fraudulent issuing birth certificates, passports and IDs, taking bribes, and granting visas and permits to non-qualifying foreign nationals.

The department is serious about rooting out fraud and corruption. The zero tolerance campaign against fraud and corruption is not mere words, as evidenced by the numerous arrests and dismissals as reported in the media. The 2021/22 financial year saw unprecedented unearthing of corrupt elements in the department. Corrupt officials and foreigners were nabbed in various operations by our Counter-Corruption officials in collaboration with other law enforcement agencies. 60% of fraud and corruption cases have to do with immigration issues, especially matters of permitting.

Overview of the financial results of the department

The department obtained its fifth unqualified audit opinion in the 2020/21 financial year. This remains a remarkable achievement given the continued impact of Covid 19 on the operating environment, reduced capacity, and system challenges. In what follows, the annual appropriation, expenditure and revenue collected will be highlighted.

Annual Appropriation

Annual Appropriation - R9. 431 billion		
	2021/22	2020/21
BASELINE ALLOCATION BY NATIONAL TREASURY	R'000	R'000
Baseline Amount	8 690 450	8 165 708
Home Affairs functions	6 427 193	5 902 451
Electoral Commission	2 100 534	2 100 534
Represented Political Parties Fund	162 723	162 723
Additional funds	740 986	621 700
Home Affairs functions	740 986	621 700
Final Appropriation	9 431 436	8 787 408

Starting from a lower baseline, the allocation for 2021/22 shows a marginal increase of 7.3% compared to the previous financial year. The increase of R644 million is mainly due to additional funding of R562.2 million for self-financing expenditure incurred for issuing official documents, which is defrayed by revenue generated from issuing the documents, R40 million for the Independent Electoral Commission: Procurement of Personal Protective Equipment and R138.8 million for Compensation of employees (COE) Adjustment: for the

non-pensionable monthly cash allowance as per the PSCBC resolution. Therefore, in real terms, the 2021/22 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 has spent its allocated budget in full.

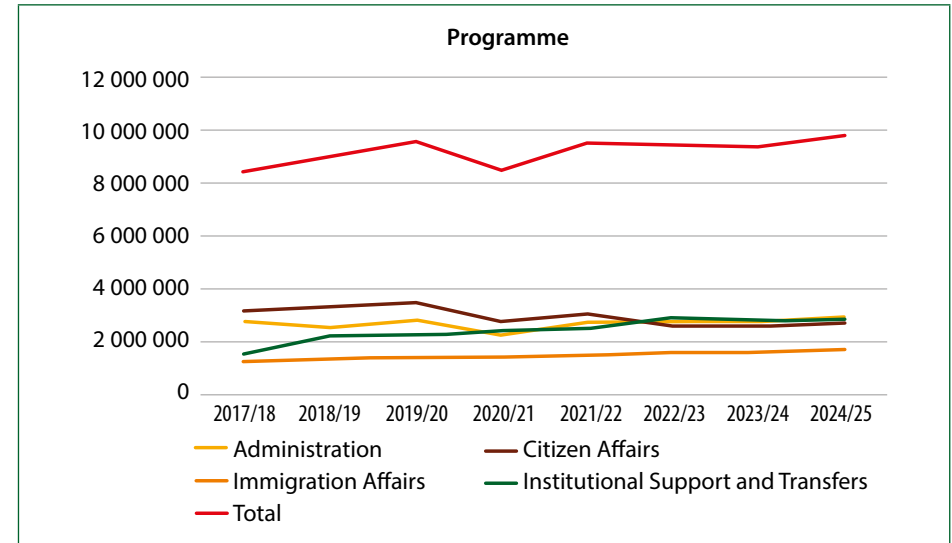
Following intense engagements with Treasury, and the submission of a capacitation business case, the department was allocated the following additional funding over the 2022 medium term:

- R837 million (R267 million in 2022/23, R279 million in 2023/24 and R291 million in 2024/25) for the capacitation of the department; and
- R536 million (R171 million in 2022/23, R179 million in 2023/24 and R187 million in 2024/25) for the Represented Political Party Fund.

The additional allocation for capacitation will go some way to relief pressure on staff as the department intends to fill more than 750 posts in the incoming financial year.

The graph below depicts the baseline allocations over the period 2017/18 to 2023/24.

Graph: Baseline allocations per programme



As reported in the previous financial year, the department changed its programme structure with effect from 1 April 2021 to add a fourth programme called Institutional support & transfers to allow for greater transparency and better comparison. This programme includes the transfer payments to the IEC, the Representative Political Parties Fund and the BMA. Previously the budget and expenditure relating to the transfer payments to the IEC and Representative Political Parties Fund were recorded under Programme 2: Citizen Affairs. This distorted the budget and expenditure picture of Programme 2: Citizen Affairs

In terms of economic classification, the main cost drivers are compensation of employees (COE), which costed the department R3, 667 billion (38.9%), followed by goods and services at R2, 980 billion (31.5%), and transfers and subsidies at R2, 443 billion (25.9%), as actual expenditure. Actual expenditure on payment for capital assets amounted to R331, 8 million (3.5%) in the year under review. The bulk of the actual expenditure on transfers and subsidies is to the IEC and the Representative Political Parties Fund (R2, 417 billion).

Departmental revenue: R719 million

Departmental receipts	2021/22			2020/21		
	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	545 000	694 004	(149 004)	605 954	357 508	248 446
Transfers received	-	-	-	-	-	-
Fines, penalties and forfeits	4 068	6 694	(2 626)	3 108	768	2 340
Interest, dividends and rent on land	310	600	(290)	765	499	266
Sale of capital assets	2 789	1 080	1 709	2 639	2 951	(312)
Financial transactions in assets and liabilities	10 015	16 316	(6 301)	9 234	9 176	58
Total	562 182	718 694	(156 512)	621 700	370 902	250 798

• Departmental receipts

During the year under review, revenue collected increased significantly by approximately R349 million (109%) to R719 million compared to the revenue collected in the previous financial year of R370.9 million. Against the revenue target of R562 million for the year under review, the target was exceeded by R156.5 million or 27.9%. While this is a significant improvement, the department is still behind the revenue collected in the pre-Covid era. In this regard, it is worth mentioning that the department collected R1, 062 billion in the 2019/20 financial year.

With regard to the DIRCO account, foreign revenue collected for the year under review is R87 million. Of this amount, R62, 8 million was paid into the National Revenue Fund (NRF) by DIRCO on behalf of the Department. During the year under review, DIRCO also paid into the NRF R257 million in respect of prior years; this leaves DIRCO with a balance of approximately R573,751 million owing to the department.

The less than optimal revenue collection is due to Covid 19 office closures, restrictions in international travel and the slow uptake in tourism, system interruptions, and staff shortages, amongst others.

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. As part of an incremental approach, the department decided to focus on the fees payable by citizens for ID documents and passports first. In this regard, the department submitted a proposal for fee increases for ID documents and passports via the Minister of Home Affairs to the Minister of Finance on 22 November 2021. A meeting was held on 25 February 2022 with National Treasury staff on the proposal. At this meeting, the department was requested to provide additional information / motivation, which was provided. The department is now waiting for concurrence from the Minister of Finance. It is worth mentioning that the proposal makes provision for different tariffs applicable to applications from abroad and priority passports. The second phase will involve a proposal

to increase visa fees.

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 100%, as compared to 96,4% in the previous financial year. R nil is to be returned to National Treasury as unspent funds.

Programme expenditure

Programme Name	2021/22			2020/21		
	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	2 636 851	2 636 851	0	2 243 156	2 184 675	58 481
Citizen Affairs	2 974 836	2 974 836	0	2 972 397	2 724 269	248 128
Immigration Affairs	1 392 651	1 392 651	0	1 288 981	1 278 477	10 504
Institutional Support and Transfers	2 427 098	2 427 098	0	2 282 874	2 282 838	36
Total	9 431 436	9 431 436	0	8 787 408	8 470 259	317 149

Expenditure per economic classification

Economic classification	2021/22			2020/21		
	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	3 680 819	3 667 486	13 333	3 574 850	3 511 357	63 493
Goods and services	2 988 341	2 980 392	7 949	2 599 412	2 335 589	263 823
Transfers and subsidies	2 430 381	2 443 714	(13 333)	2 291 353	2 291 353	-
Payment for capital assets	331 895	331 879	16	321 793	321 721	72
Payment for financial assets	-	7 965	(7 965)	-	10 239	(10 239)
Total	9 431 436	9 431 436	-	8 787 408	8 470 259	317 149

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 following virements were approved by National Treasury:

Per Programme	Adjusted Appropriation	Virement	% of Virement	Final Appropriation
	R'000	R'000	%	R'000
Administration	2 371 525	265 326	11%	2 636 851
Citizen Affairs	3 100 814	(125 978)	(4%)	2 974 836
Immigration Affairs	1 501 963	(109 312)	(7%)	1 392 651
Institutional Support and Transfers	2 457 134	(30 036)	(1%)	2 427 098
Total	9 431 436	-	0%	9 431 436

Treasury approval was granted on 8 March 2022 for goods and services allocations to be used within the same vote and programme for compensation of employees of the department in terms of section 5(1)(b) of the 2021 Appropriation Act. In addition, approval was granted in terms of section 6.3.1(c) of the Treasury Regulations to utilise R210 million of savings from the procurement of the passenger name records (PNR) system and R40 million from the BMA earmarked allocations towards funding various categories of goods and services and compensation of employees related items.

Rollover

As the department spent 100% of its allocation, 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 in the amount of R46.099 million (R4. 071 million in 2020/21). The irregular expenditure confirmed in this financial year, but incurred in previous financial years amounts to R1.238 million (R3.715 million in 2020/21). The irregular expenditure incurred in the current year consists of R12. 877 million of irregular expenditure relating to the ABIS contract and R33,222 million relating to the Fours sight firewall contract. The prior year

irregular expenditure relates to the procurement of accessories for the 15 mobile vehicles procured without the necessary approval and two cases emanating from the Gauteng province where the local content requirements were not applied for the designated sector procurement (reflector jackets).

There was no irregular expenditure condoned by National Treasury in the year under review. As a consequence, the closing balance for irregular expenditure increased to R555.219 million. The bulk of the closing balance relates to the Abis project (R294 million) and an old security contract (R199 million) where condonation by National Treasury is required. The department struggles to get feedback on the condonation requests and will escalate this matter in the new financial year.

Four cases of irregular expenditure under assessment are under consideration before the departmental loss control committee. These cases relate to expired courier services contract, the appointment of attorneys as single source, employees acting in higher positions for more than 12 months without the necessary approval, and the procurement of uniforms in about 2013/14.

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

A total amount of R6 000 (as against R514 000 for 2020/21) was recorded as fruitless and wasteful expenditure in the year under review. In addition, R85 000 was recorded for previous years' cases, bringing the total amount to R153 000 (R640 000 for 2020/21). This is a significant decrease that is attributed to the resolution of cases by the loss control committee.

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 of 'no shows' recorded is R6 000. Where appropriate, the expenditure is recovered from those officials responsible therefor. 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.

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.

• Future plans of the department

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

- Establish an effective Border Management Authority (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), Automated Biometric Identification System (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 digitization of records; and
- To obtain and maintain a clean audit.

With regard to the Apex priorities identified as part of the Medium Term Strategic Framework (MTSF) for 2019 to 2024, the contribution of the department is in support of economic transformation and job creation through the implementation of a revised visa regime and the issuance of visas and permits to grow the economy. This also forms part of the Economic Reconstruction and Recovery Plan (ERRP) of Government as the issuance of visas such as the critical skills visas, business and general work visas will facilitate the attraction of global business and promote tourism. Technology will be placed at the heart of operations through the implementation of the e-Visa system by making it easy and secure to enter and depart South Africa.

In terms of public and social employment, the employment stimulus announced by the President in the 2022 SONA will enable the department to recruit 10 000 unemployed young people for the project on digitization of records. This project entails the scanning and digitizing of more than 300 million paper based records. Currently, records are archived and it can take days, and sometimes longer, for the department to retrieve the records.

Repositioning of the department gives effect to the White Paper on Home Affairs, and in 2022/23 this will gain momentum through the establishment of a dedicated Enterprise Programme Management Office (EPMO).

- **Public Private Partnerships (PPP)**

The department had not concluded any public private partnership 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	The Request for Proposals (RfP) was submitted to National Treasury in March 2022 for approval. The outcome of the application for approval of the RfP is expected in the third quarter of the 2022/23 financial year.
Permanent Head Office	Build, operate and transfer new head office complex	R1 billion	20 years	The feasibility study (TA 1 approval) has been approved by National Treasury. The transaction adviser intends to finalise the RfP for submission to National Treasury in the second quarter of the 2022/23 financial year.
Frontline visa facilitation services	Appoint a service provider to receive and dispense visa and permit applications and outcomes	R4 billion	10 years	The bid for the appointment of the transaction adviser was issued and evaluated. The BEC evaluation report will be presented to BAC on 1 June 2022. The bid for a project manager was advertised and has closed. This bid is awaiting evaluation.
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. The project has been put on hold to allow ASM working with the UNHCR to develop an alternative approach.

- **Discontinued activities / activities to be discontinued**

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

- **New or proposed activities**

The department is planning to launch the Border Management Authority as a Schedule 3 PFMA entity on 1 April 2023.

- **Supply chain management**

The department submitted its procurement plan and 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 to the National Treasury.

During the year under review, the department did not entertain nor conclude any unsolicited proposals.

Human resource capacity constraints within the SCM environment remains a huge challenge as officials continue to leave the public service due to various reasons (retirement, deaths, promotions etc.).

Four SCM deviations were approved by relevant delegated authority where it was not practical or possible to follow normal procurement procedures. These deviations are:

DESCRIPTION	SUPPLIER	APPLICABLE REGULATION	REASON FOR DEVIATION	AMOUNT
Forensic digital evidence extraction	Facts consulting SA	NT Instruction Note number 3 of 2016/2017	Urgent procurement and impractical to advertise an open tender	R 4 098 600,00
Appointment of Attorneys and Counsels for the Zimbabwe Special Permit court case.	Sigogo Inc	NT Instruction Note number 3 of 2016/2017	Urgent appointment of counsel and attorney for the Zimbabwe Special Permit court case	R 5 000 000,00
Appointment of COSI Hiring for the provision of tent services for the refugees based at Wingfield Cape Town	COSI Hiring	NT Instruction Note number 3 of 2016/2017	Shelter to accommodate 500 destitute refugees based at Wingfield Military base	R 2 136 000,00
Microsoft Government Agreement Framework	Microsoft	NT Instruction Note number 3 of 2016/2017	Renewal of Microsoft Enterprise Agreement through SITA Government Agreement Framework	R 198 100 071.23

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.

A new cross functional Bid Adjudication Committee assumed duty on 1 April 2022 after the term of the previous committee came to an end.

- **Gifts and Donations received in kind from non-related parties**

The department received donations in kind from various sponsors as a direct impact of Covid 19. The nature of such donations varies from decontaminating offices for free and providing face masks and face shields, among others. The sponsors constitute an equally diverse group. Donations in kind to the State for the financial year total R481 000 (R4, 789 million in 2020/21). 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 CARA funding. CARA is the acronym for the Criminal Assets Recovery Account, created in terms of the Prevention of Organised Crime Act, 1998. In this regard, the Department received R70 million in the 2017/18 financial year for four law enforcement related projects. Of the first drawdown of R28 million, R21, 860 million was expensed in the 2018/19 financial year and a further R3, 5 million in 2019/20 financial year, to procure vehicles. 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.

The department entered into a multi-year partnership agreement with the United Nations High Commissioner for Refugees (UNHCR) for the support to the refugees appeals authority and the department with the backlogs facing refugees on 1 April 2021. The project will run to December 2024. The partnership enables the department to appoint additional legally qualified members to the refugees appeals authority and support the department in providing funding to cover the salary costs, expertise and equipment. The contribution of the UNHCR in the first phase amounts to R17. 820 million of which R7 962 million was already reimbursed. The budget allocation for the implementation of the project in the 2022/23 financial year will be R15. 915 million.

In cases of distress, the department considers waiving of 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 amount to R2. 364 million (R696 thousand in 2020/21). 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

- **Courier services**

The department is participating in a transversal contract (RT5-2020) for courier services. During the previous financial year, 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 department appointed its own forensic audit company in May 2021 to investigate and quantify the over-billing. The auditors have concluded the investigation and have submitted a final report in January 2022. The report was presented to EXCO and the Minister. The department is considering the recommendations made by the auditors and will engage the service provider and National Treasury in the new financial year with a view to conclude the matter.

- **VAS system**

Following allegations of unauthorised use and access to the Visa Adjudication System (VAS), the department appointed an audit firm to conduct a forensic investigation. The auditors finalised their investigation and handed over their report to the Ministerial Committee on visas and permitting.

- **IP Granite Firewall**

The department initiated an investigation following complaints received from a sub-contractor alleging that the main contractor wishes to cancel the subcontract agreement. The main contractor in turn alleges that a departmental official unfairly intervenes and delays payment of its invoices for services rendered. It is further alleged that the brother of the official works for the sub-contractor. The department has appointed an audit firm to conduct an investigation. This investigation is still ongoing.

- **Ministerial Committee on visas and permitting**

In addition to these departmental investigations, the Minister appointed a Ministerial Committee on 20 February 2021 to review the issuance of certain visas and permits issued since October 2004 and December 2020. This Committee was chaired by Dr Casius Lubisi and he presented an interim report to the Minister of Home Affairs in June 2021. Due to delays in accessing the databases of the Department, further extensions to the original time frame of six months was agreed to. The Committee again presented its findings to Minister on 19 January 2022, and requested an extension to allow for ongoing forensic digital evidence extraction and analysis in support of finalising and documenting its findings. The extension was granted and the final report is expected early in the new financial year.

CONTINGENT LIABILITIES: R2.338 BILLION

Contingent liabilities of R2.338 billion (R2. 358 billion in 2020/21) are disclosed in the financial statements.

On 27 August 2021, the Supreme Court of Appeal dismissed with costs an application for leave to appeal by New Dawn Technologies and Valor IT over a portion of contract for an electronic document management system. The case by the two companies accounted for around R630 million or about a third of the department's contingent liability as at the end of the 2020/21 financial year. The application for leave to appeal was dismissed on the grounds that there is no reasonable prospect of success in an appeal and there was no other compelling reason why an appeal should not be heard.

On 3 December 2021, the Department received summons in the matter of Yusuf Ibrahim Ismail and Hasina Pillay versus Minister of Home Affairs and another (Case number D 10991/21, KwaZulu Natal High Court). The plaintiffs in this matter are suing the Department for R504, 948 million for failing to issue a study permit applied for on 1 July 2013 timeously and as a result the first plaintiff sat at home for approximately 3 049 days and in isolation and hiding from the public due to fear of deportation as he had no legal documents to remain in South Africa. The second claim is for damages suffered after the department declared the first plaintiff an undesirable person at the Golela border post on 27 December 2017. The third claim is for refusing the first plaintiff entry into South Africa at the Komatipoort border post for allegedly being in possession of a fraudulent visum.

The fourth claim is an alternative claim for punitive constitutional damages, alternatively punitive damages under the common law of delict developed to promote the spirit and purport and objects of the bill of rights, for R500 million. The department is defending the matter.

The department will continue to defend civil litigation by opportunistic litigants and vexatious legal practitioners. Matters where there has been no or little movement on the part of the plaintiff for years will be actively pursued by the department in order to bring finality. To this end, the department has strengthened its civil litigation unit by appointing additional staff.

FINANCIAL MANAGEMENT IMPROVEMENTS

The department receiving another unqualified audit opinion, the fifth in a row. While this 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

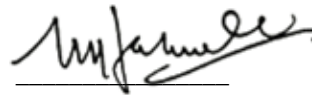
There are no events (adjusting and non-adjusting), favourable and unfavourable that occurred after the reporting date and the date of approval of the Annual Financial Statements.

ACKNOWLEDGEMENT/S OR APPRECIATION

The department wishes to thank the Minister, Dr Motsoaledi, MP, the Deputy Minister, Mr Nzuza, 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 convey my heartfelt appreciation to the management and staff of the department for their continued commitment to serving the people of this country and the visitors to our shores. The last two years have placed very different and difficult demands on our staff where all of us were required to adapt to a new way of working and living. I am confident that we have now mastered these new challenges and will continue to serve our people as per the departmental value statement of: "We Care!".

APPROVAL AND SIGN OFF

The annual financial statements set out on pages 190 to 293 have been approved by the accounting officer.



Mr. L. T. Makhode

Director-General

Department of Home Affairs

Date: 31 May 2022

6. 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.

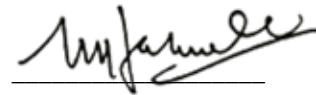
The Accounting Officer is responsible for the preparation of the annual financial statements and for the judgements made in this information.

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 2022.

Yours faithfully



Accounting Officer

Mr. L. T. Makhode

Date: 31 May 2022

7. 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

8. LEGISLATIVE AND OTHER MANDATES

Births, Marriages and Deaths

- Births and Deaths Registration Act, 1992 (Act No 51 of 1992);
- Regulations on the Registration of Births and Deaths, 2014; • Marriage Act, 1961 (Act No 25 of 1961);
- Regulations made under the Marriage Act, 1961;
- Recognition of Customary Marriages Act, 1998 (Act No 120 of 1998);
- Regulations made under the Recognition of Customary Marriages Act, 1998;
- Civil Union Act, 2006 (Act No 17 of 2006); and
- Civil Union Regulations, 2006.

Identity Documents and Identification

- Identification Act, 1997 (Act No 68 of 1997);
- Identification Regulations, 1998; and
- Alteration of Sex Description and Sex Status Act, 2003 (Act No 49 of 2003).

Citizenship

- South African Citizenship Act, 1995 (Act No 88 of 1995); and
- Regulations on the South African Citizenship Act, 1995.

Travel Documents and Passports

- South African Passports and Travel Documents Act, 1994 (Act No 4 of 1994); and
- South African Passports and Travel Documents Regulations, 1994

Legislative mandate: Immigration

- Immigration Act, 2002 (Act No 13 of 2002);
- Immigration Regulations, 2014;
- Refugees Act, 1998 (Act No 130 of 1998); and
- Refugees Regulations, 2018

Other Prescripts Relevant to the Mandate of Home Affairs

- The Constitution of the Republic of South Africa, 1996;
- Promotion of Access to Information Act, 2000 (Act No 2 of 2000);
- Promotion of Administrative Justice Act, 2000 (Act No 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;
- The UNHCR Handbook and Guidelines on Procedures and Criteria for Determining Refugee Status, 1997; and
- Protection of Personal Information Act, 2013 (Act No 4 of 2013).

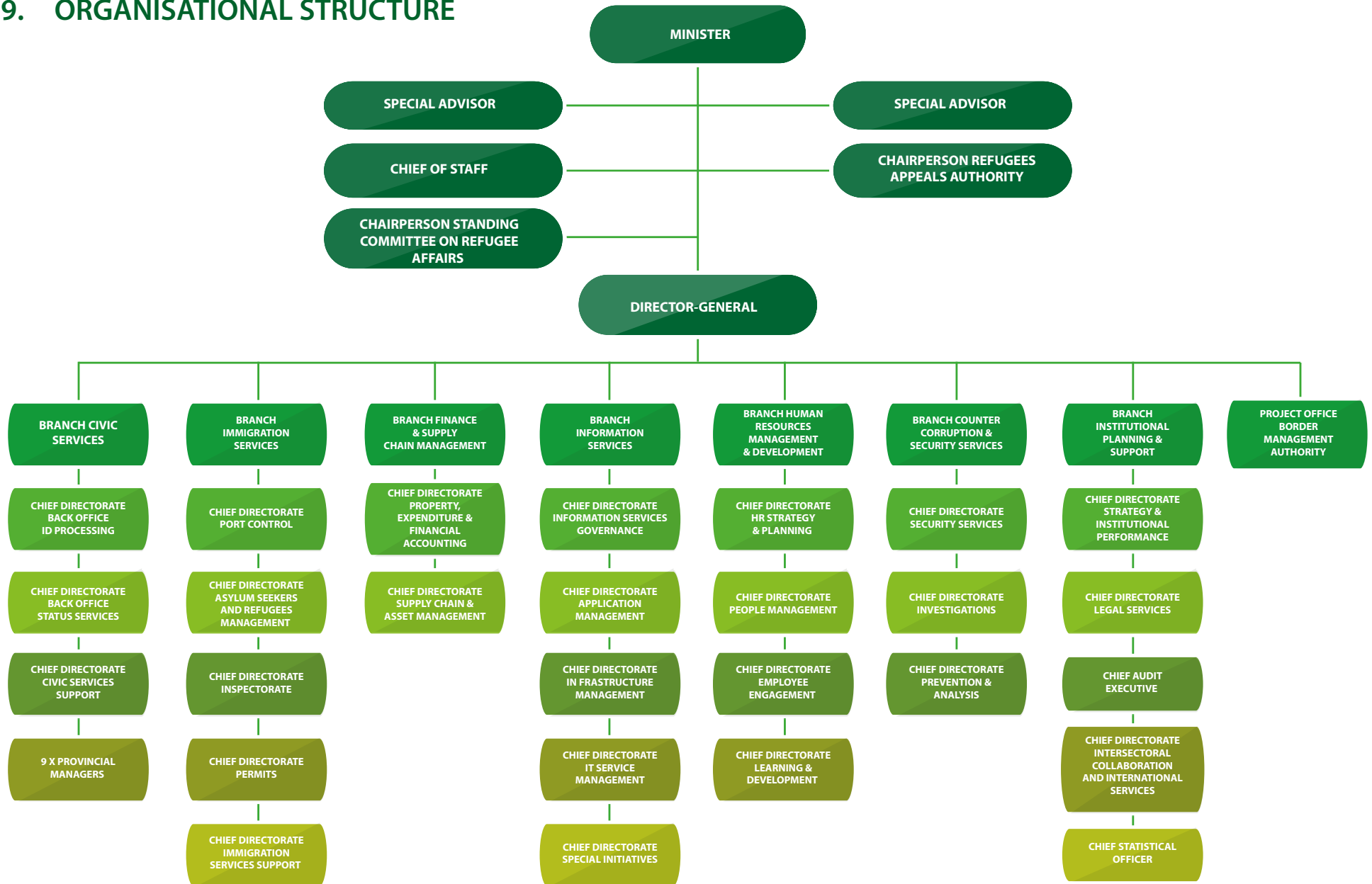
Other Legislative Mandates

The DHA is responsible for administering the Public Holidays Act, 1994 (Act No 36 of 1994).

The DHA transfers funds to institutions reporting to the Minister of Home Affairs and exercises oversight in that regard as prescribed by Public Finance Management Act, 1999 (Act No.1 of 1999), Treasury Regulations and the Acts establishing the entities. The institutions reporting to the Minister of Home Affairs, and the legislation administered by the said institutions, are as follows:

- The Electoral Commission (IEC)
- Electoral Commission Act, 1996 (Act No. 51 of 1996)
- Electoral Act, 1998 (Act No. 73 of 1998)
- Local Government: Municipal Electoral Act, 2000 (Act No. 27 of 2000)
- Political Party Funding Act, 2018 (Act No. 6 of 2018)
- The Government Printing Works (GPW)
- Border Management Authority (BMA)
- Border Management Authority Act, 2020 (Act No. 2 of 2020)

9. ORGANISATIONAL STRUCTURE



10. 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 (GPW)	The GPW operates as a government component after proclamation in Government Gazette No. 32616, dated 9 October 2010	Payment for goods and services	<p>The functions of the GPW include the following:</p> <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 185 of the Report of the Auditor General, published as Part E: Financial Information.

2. OVERVIEW OF DEPARTMENTAL PERFORMANCE

2.1 Service Delivery Environment

The department creates and add value to the society and the state by providing citizens and residents with enabling documents which are key in legalising their existence through identity and confirmation of nationality and status as enshrined in the Constitution. A right to a name and nationality is a human right and the department is constitutionally obliged to affirm and protect the rights of citizens and residents. Thus, the department is an enabler of citizen empowerment and inclusivity, economic development and national security. Furthermore, the department manages and regulates international migration and refugee protection, the mandates that contribute to affirmation of the country's sovereignty, national interest and international protection.

The client base of the DHA is huge and diverse. Every South African citizen and foreigner is a client of the DHA as the DHA is the sole provider of official identity and immigration services. The enabling documents issued by the DHA are required by all citizens to access rights and services such as access to social grants, admission to schools, opening of a bank account, travelling internationally, etc. The DHA provides its services through the following service channels:

- 412 frontline offices of which 197 have been modernised to issue smart ID cards and passports;
- 342 health facilities equipped for birth and death registration systems;
- 27 banks hosting DHA service points using an online "e-Home Affairs" platform;
- 72 ports of entry comprising of 11 airports, 8 seaports and 53 land ports
- Over 100 missions abroad and DHA has presence in 32 of them;
- 4 Premium visa and permit centres;
- 11 Visa facilitation centres (in South Africa);
- 45 Visa facilitation centres in 18 countries abroad;
- 5 refugee reception offices and 1 repatriation centre; and
- A fleet of 100 mobile offices to service rural and remote areas. The fleet is equipped with a new live capture system for processing and issuance of smart ID cards and passports.

In the 2021/22 financial year the department operated under very difficult conditions emanating from internal and external environments. The Covid-19 pandemic continued to have a detrimental impact on service delivery operations and performance in the 2021/22 financial year. The immigration services performance was directly impacted by the disruption of services and capacitation of staff as a result of reduced operating conditions under Covid-19 State of Disaster. Two critical immigration services were not offered for the most part of the 2021/2022 financial year. This refers specifically to permitting - Permanent Residence Applications and Permanent Residence Appeals were only re-introduced with effect 1 January 2022. The Refugee Reception Offices remained closed during this reporting period and registration and processing of newcomers was suspended. Asylum Seeker Management (ASM) was limited to extensions of Section 22 and Section 24 permits.

The civic services environment was also severely affected by the COVID-19 pandemic. The service delivery sphere and performance of the branch were impacted on by second and third waves of the virus; unpredictable office / service point closures; lack of or limited access to health facilities; reluctance of clients to visit DHA offices and service points for fear of being exposed. As lockdown levels eased, additional services were rendered

resulting in backlogs in certain areas, overcrowding in offices and inability to service all clients in a day. The largest threat facing the operational environment during the review period was the reduction of human capital at local offices. Between April 2021 and March 2022, 155-line function posts were vacated and could not be filled due to acute funding shortages. Despite this constraining operating environment, civic services managed to achieve its targets. This was, to a large extent, made possible by the scenario targeting approach which was aligned to lockdown levels and availability of staff.

System downtimes and network instability continued to distract provision of services leading to very long queues and unhappy clients. For instance, a total of 24,186 hours of downtime with a corresponding estimated production loss of 295,438 applications were experienced in the 2020/21 financial year for smart ID cards. System downtime affect processing of cross-border movements and impact border security with non-availability of the risk engine during. In the 2022/23 financial year, the department will continue to work with SITA to stabilize the network and reduce system downtimes. The DHA will re-engineer and automate all front end processes; refresh and integrate all core back end systems; rollout all modernised systems fully; and stabilise current systems in operations on an urgent basis.

“War on Queues” remains a priority for the DHA. War on queues programme is a department’s response to calls from frustrated and devastated members of the public due to long queues and the time spent in some of DHA offices across the country. This resulted in negative publicity to the department which caused serious reputational damage. These calls prompted and necessitated the department to come up with special interventions and strategies to alleviate the long queues. Key interventions that are aimed at eradicating queues in our offices include the following:

- Roll-out of Branch Appointment Booking Systems (BABS) in all Live capture office;
- Review of the Lease Agreements and expedite relocation of the office to the new premises which will have enough space capacity to cater for our clients;
- Development of a dashboard management tool to assist in tracking products against turnaround times;
- Information Services’ War Room to provide EXCO with progress report on system stability and functionality;

- Seven offices have been included in the fifteen Presidential Infrastructure Priorities offices. They include: Mthatha Office Large Office, Gqeberha Large Office, Bloemfontein Large Office, Byron Place/ Pretoria Large Office, Pinetown Medium Office, Polokwane Large Office; and Johannesburg Large Office.

The DHA is handicapped by its heavy reliance on external stakeholders, role-players and service providers (e.g. SITA, Department of Public Works and Infrastructure, service providers in especially the ICT environment, etc.). Such reliance has contributed to its failure to deliver uninterrupted services and to meet certain targets especially in the border management and ICT environments.

The challenges that confronted the department did not deter it from delivering on its mandate, which is to manage civil registration and citizenship, international migration and refugee protection. The department achieved 69% of its APP targets; this is an improvement of 1% from the 2020/21 performance. In an attempt to improve customer satisfaction and experience, the DHA continued to roll-out its modernisation and repositioning programmes which will enable the department to be accessible to all clients and deliver services effectively, efficiently, humanely and in a secure manner. Key interventions included the following:

- Rolling-out of the BMCS: The BMCS solution was piloted at OR Tambo, Cape Town, King Shaka and Lanseria international airports. 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.
- Roll-out of the eVisa to countries whose citizens require visa to visit South Africa. The eVisa enables eligible travelers to complete the online application forms in the comfort of their homes and submit these to Home Affairs without visiting our missions abroad. A total of 14 countries have been activated to-date, these are - Kenya, Cameroon, Iran Egypt, Philippines, Saudi Arabia, Ethiopia, Pakistan, DRC, Mexico, India, China, Nigeria, and Uganda. To ensure the successful end to end implementation of eVisa, the integration with APP remains a critical component to ensure that a person with a valid eVisa is able to board an aircraft en route to South Africa. During this financial year e-Visa was successfully uploaded and tested to the testing environment (QA) of APP before the implementation of the automated upload of e-Visas on APP production.

- 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 travelers 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.

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.

2.2.1 Main services and standards

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quantity				
Birth Registration	RSA Children RSA parents	751 250 births were registered within 30 calendar days	700 000 of birth registered within 30 calendar days	During FY2021/22 a total of 798 025 births were registered within 30 calendar days
Identity Documents	RSA citizens PR Holders Naturalised citizens	90 % IDs (First issues) issued within 54 working days for applications collected and processed	70% of IDs (First issues) issued within 54 working days for applications collected and processed within the RSA	89,75% of IDs (First issues) issued within 54 working days for applications collected and processed within the RSA
Identity Documents	RSA citizens PR Holders Naturalised citizens	95 % IDs (Re-issue) issued within 47 working days for applications collected and processed within the RSA	75% of IDs (Re-issue) issued within 54 working days for applications collected and processed within the RSA	89,81% of IDs (Re-issue) issued within 47 working days for applications collected and processed within the RSA
Identity Documents	RSA citizens	1 233 754 Smart ID cards issued to citizens 16 years of age and above	1 600 000 smart ID cards issued to citizens 16 years of age and above	2 369 245 smart ID cards issued to citizens 16 years of age and above
Permanent Residence Permits	Foreign nationals residing within and outside SA who require permanent residency in the country	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	85% 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)	85.6% (351 out of 410) 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)

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quantity				
Permanent Residence Permits	Foreign nationals residing within and outside SA who require permanent residency in the country	New standard	Project launched to finalise pending Permanent residence applications received prior 01 June 2014.	A list of 4600 was compiled and published on a notice on the National Gazette No. 40691 on 17 March 2017, advising the applicants who had pending manual applications that were submitted prior to 02 June 2014 at any of the departments Local offices, to resubmit application online from 02 May 2017 to 30 June 2017. The applications for all the applicants who failed to comply with the notice were rendered closed
Permanent Residence Permits	Foreign nationals residing within and outside SA who require permanent residency in the country	New standard	Number of Permanent residence applications received prior 01 June 2014 resolved.	Only a few applications were resubmitted however, we do not have the report at hand data is missing and a requested was sent to IS we will correctly report next month.
Temporary Residence Visas	Foreign nationals	83.30 % of business and general work visa per year adjudicated within eight (8) weeks for applications processed within RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)	90 % of business and general work visa per year adjudicated within eight (8) weeks for applications processed within RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)	89,2 % of business and general work visa per year adjudicated within eight (8) weeks for applications processed within RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)
Permanent Residence Permits Temporary Residence Visas	Foreign nationals	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	Feasibility study conducted at 3 foreign missions (Harare, Europe and Asia)	DG letter was issued to National Treasury requesting funding
Temporary Residence Visas	Foreign nationals	Enhanced Movement Control System rolled out to 60 Ports of Entry	EMCS with biometric solution implemented in line with new Immigration Regulations at identified Ports of Entry	Biometric Movement Control Systems has since been rolled out to 4 airports. The further roll out has been delayed by unavailability of some of IT equipment in the country. The roll out will commence in FY 2022/23.

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quantity				
Temporary Residence Visas	Foreign nationals	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	E-Permitting solution implemented. Number of applications finalised	e-Permit phase 1 which is tourism module was developed and rolled out to 14 countries. The solution is used in 14 countries. The solution has been implemented and 4809 applications have been transacted successfully on ePermit system.

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quality				
Birth Registration	RSA Children RSA parents	No further records were digitised during the 2020/21 financial year due to a lack of funding	Digitization of Birth, Marriages and Death records	Not Applicable
Birth Registration	RSA Children RSA parents	High number of litigations resulting from service delivery breakdown	Reduction in the number of litigations	There was a reduction in LRB litigations for the period under review.
Birth Registration	RSA Children RSA parents	Non-adherence birth registration process (SOPs), in particular, verification and authentication of customers during birth registration resulting in audit finding	Training on birth registration business process (SOP)	During the review period, Civic Services rolled out a birth registration compliance checklist that must be attached to all application forms for birth registration. The compliance checklist details mandatory supporting documentation that must be submitted in compliance on the regulations.
Birth Registration	RSA Children RSA parents	Online verification scanners not available in some connected Health facilities and 3G network possess a network challenge in connectivity.	Installation of online verification scanners.	70 Online verifications scanners installed in 70 Priority 1, 2 and 3 health facilities. The service provider was appointed to supply 300 online verification scanners during 2021/22 FY, however, the model was out of the market. IS in the process of identifying the model scanners that is compatible with DHA systems.
Birth Registration	RSA Children RSA parents	Birth registration business process not evaluated to identify possible vulnerabilities of fraud, corruption and security breaches	Late birth registration process evaluated to identify possible vulnerabilities of fraud, corruption and security breaches	1 report that has incorporated all the findings and recommendations from Q1 to Q4 to be shared with the relevant stakeholders (POE and BMA)

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quality				
Identity Documents	RSA citizens PR Holders Naturalised citizens	Automated Fingerprint Identification System (AFIS) impact analysis report signed off by DDG:CS and DDG: IMS	Migration of AFIS data into automated Biometric Identification System (ABIS)	ABIS infrastructure has been completed and 47 mil of 48 mil HANIS records are migrated from HANIS to ABIS.
Identity Documents	RSA citizens PR Holders Naturalised citizens	National Identification System (NIIS) development: Citizenship and Amendment processes developed onto Live capture	Asylum Seeker Management process developed onto Live Capture. NIIS developed	Development of Asylum Seeker Management process was delayed because the department could not appoint the serviced provider to develop the system. The Asylum Seeker management process to be developed in FY 2022/23
Identity Documents	RSA citizens PR Holders Naturalised citizens	Submission for the OIM Policy was approved by Minister on 30 March 2021	Official Identity Management Policy submitted to Cabinet for approval.	Official Identity Management Policy was submitted to Cabinet for approval.
Identity Documents	RSA citizens PR Holders Naturalised citizens	2 DHA Business processes evaluated to identify possible vulnerabilities to fraud, corruption and security breaches.	2 DHA Business processes evaluated to identify possible vulnerabilities to fraud, corruption and security breaches.	1 report that has incorporated all the findings and recommendations from Q1 to Q4 to be shared with the relevant stakeholders (POE and BMA)
Permanent Residence Permits	Foreign nationals	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	Feasibility study conducted at 3 foreign missions (Harare, Europe and Asia)	DG letter was issued to National Treasury requesting funding
Permanent Residence Permits	Foreign nationals	Enhanced Movement Control System rolled out to 60 Ports of Entry	EMCS with biometric solution implemented in line with new Immigration Regulations at identified Ports of Entry	Biometric Movement Control Systems has since been rolled out to 4 airports. The further roll out has been delayed by unavailability of some of IT equipment in the country. The roll out will commence in FY 2022/23.
Permanent Residence Permits	Foreign nationals	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	E-Permitting solution implemented. Number of applications finalised.	e-Permit phase 1 which is tourism module was developed and rolled out to 14 countries. The solution is used in 14 countries. The solution has been implemented and 4809 applications have been transacted successfully on ePermit system.

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quality				
Permanent Residence Permits	Foreign nationals	e-Visa phase 1 integrated with advanced passenger processing, payment gateway and central list orchestration.	E-Visa phase 2 module developed onto Live Capture and deployed in quality assurance environment: Permanent Residence Permits General work, section 26 (a), section 27 (b); Business, section 27 (c)	E-Visa phase 2 module developed onto Live Capture and deployed in quality assurance environment
Temporary Residence Visas	Foreign nationals	e-Visa phase 1 (Tourist TRV) integrated with: Advance Passenger Processing (APP) Payment Gateway Central List Orchestration	e-Visa phase 2 module developed onto Live Capture and deployed in quality assurance environment. Temporary Residence Visas Critical skills visa and business visa	E-Visa phase 2 module developed onto Live Capture and deployed in quality assurance environment.



Batho Pele arrangements with beneficiaries (Consultation access, etc.)

Current/actual arrangements	Desired arrangements	Actual achievements
Consultation		
<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.</p> <p>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.</p> <p>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> <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>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>To enhance impact of the communication strategy informing the public and staff:</p> <p>The following was achieved,</p> <p>49 Media engagements</p> <p>19 Outreach engagements</p> <p>6 Campaigns</p> <p>8 Online Notes from the DG's Desk</p> <p>5 Ministerial Home Affairs Today</p> <p>4 Publication of Ikhaya Internal newsletter</p> <p>1 Budget Vote Speech.</p>
<p>270 civic services offices have reported that they have complaint/suggestion boxes</p>	<p>Complaint/Suggestion boxes placed in all hospital service points with standard feedback form to capture client's suggestions and feedback.</p>	<p>Complaints/ Suggestion boxes installed in 160 health facilities</p>

Current/actual arrangements	Desired arrangements	Actual achievements
Consultation		
<p>Complaint/Suggestion boxes placed in some hospital service points. No standard form for clients to record their suggestions and/or complaints about the services provided by the department</p>	<p>Standard forms for complaints and suggestions designed and placed in front offices for use by clients.</p> <p>Capturing of complaints and suggestions in front offices.</p>	<p>Complaints management forms designed and shared with 80 offices identified for the rollout of the complaints management strategy.</p> <p>Complaints are captured in the complaints registers and suggestions and feedback provided via the suggestion boxes. Suggestion boxes managed by supervisors and office managers</p>
<p>Complaint/Suggestion boxes placed in some hospital service points. No standard form for clients to record their suggestions and/or complaints about the services provided by the department</p>	<p>Automated complaints and suggestion boxes.</p>	<p>Research on the design of the automation of complaint/suggestion boxes conducted. The information will be used for conceptualisation of the automated complaints/suggestion boxes</p> <p>Automated complaints management system on rolled-out to head office (Contact Centre).</p> <p>Manual complaint registers and suggestion boxes used in Front offices.</p> <p>Automation of front offices is still in the planning phase.</p>
<p>Complaint/Suggestion boxes placed in some hospital service points. No standard form for clients to record their suggestions and/or complaints about the services provided by the department</p>	<p>Digitised gadgets for registration of complaints and suggestions in health facilities.</p>	<p>Research on the design of the automation of complaint/suggestion boxes conducted. The information will be used for conceptualisation of the automated complaints/suggestion</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.</p> <p>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.</p>	<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>Annual Target Achieved – 49 Media engagements conducted in 2021/22.</p> <p>Annual Target Achieved – 19 Outreach engagements conducted in 2021/22.</p> <p>Annual Target Achieved – 6 Campaigns conducted in 2021/22.</p>

Current/actual arrangements	Desired arrangements	Actual achievements
Consultation		
<p>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> <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>270 civic services offices have reported that they have complaint/suggestion boxes</p>	<p>Complaint/Suggestion boxes placed in all Front offices with standard collection questionnaire to capture client’s suggestions and/or complaints about the services we provide.</p>	<p>80 assessed front offices confirmed to have complaints registers and suggestion boxes. Total number of Front Offices with suggestion boxes to be confirmed upon conclusion of the office assessments</p>
<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>DHA Communication Strategy and Plan implemented through:</p> <ul style="list-style-type: none"> • 20 Media engagements • 6 Outreach engagements • 3 campaigns/ Imbizo 	<p>49 Media engagements conducted. 19 Outreach engagements conducted. 6 Campaigns conducted.</p>
<p>International Migration Policy Discussion Paper submitted to Minister in March</p>	<p>Immigration and Refugees Bills submitted to Parliament for approval</p>	<p>Green Paper on Citizenship, International Migration and Refugee Protection</p>

Current/actual arrangements	Desired arrangements	Actual achievements
Service Standards		
Manual application process for Birth and Death Registration at offices and health facility service points resulting in long processing time.	Improving service delivery standards through the rollout of Live Capture for birth registration in front offices, including health facilities for improved processing time.	Birth registration process has been automated and rolled out to 27 DHA offices.
65% of Unabridged Birth Certificates (UBCs) issued within 8 weeks.	70% of Unabridged Birth Certificates (UBCs) issued within 8 weeks.	47,41% of UBCs were finalized within 8 weeks. 52 880 UBCs finalized within and 58 660 above. The total finalized was 111 540.
Not all birth delivered are registered within 30 days of birth resulting in persistent late birth registration (LRB).	Late birth registration processed and birth certificates issued within turnaround times	204 736 births were registered in the age category 31 days to 15 years. 13 925 births were registered in the age category 16 years and above.
Management of service standards are carried out using Standard Operating Procedures (SOPs) and turnaround times	Advance Implementation of the Modernisation Programme by developing an uninterruptible, efficient and secure digital system, the core which will be the National Identity System (NIS).	The department is engaging Cuban Ministry to reach an agreement to develop NIS. So far, modernisation is progressing on implementing front end systems.
Front office toolkit to improve performance improving the daily management of operations in all offices for effective and efficient management of Front Office Operations implemented in all civics offices	Front office toolkit enhanced to improve performance all offices	The department partnered with CPSI and Innovation Hub for the automation of the Front Office Toolkit. Simplus was appointed to automate the Front Office Toolkit by CPSI on behalf of DHA and have designed the first and second phase of the system and the system has been piloted in Pretoria and Bronkhorspruit office. The third phase requires integration of the Toolkit with DHA system and the schema for integration was developed and awaiting IS for integration
Service standards for Permanent Residence permits not adhered to	Service standards for Permanent Residence permits not adhered to.	The unit is unable to meet the Service Standards in terms of turnaround times due to backlogs that have been unresolved for years. This is a direct result of capacity constraints caused by the imbalance in process flows and supply of officials on relevant ranks.
Front office toolkit to improve performance improving the daily management of operations in all offices for effective and efficient management of Front Office Operations implemented in Civic Services Offices	Front office toolkit to improve performance improving the daily management of operations in all offices for effective and efficient management of Front Office Operations implemented in all IMS offices	The department partnered with CPSI and Innovation Hub for the automation of the Front Office Toolkit. Simplus was appointed to automate the Front Office Toolkit by CPSI on behalf of DHA and have designed the first and second phase of the system and the system has been piloted in Pretoria and Bronkhorspruit office. The third phase requires integration of the Toolkit with DHA system and the schema for integration was developed and awaiting IS for integration.

Current/actual arrangements	Desired arrangements	Actual achievements
Access		
Manual application process for Birth and Death Registration at offices and health facility service points.	Increase the number of offices and health facilities registering births and deaths using the new automated process	Birth registrations were conducted using the new automated process at 6 office during the review period (GP 2, LP 3 & NC 1).
Rollout of online birth registration system in public health facilities with maternity wards.	Rollout of online birth registration system in public health facilities with maternity wards.	Online birth registration system rolled out in 120 Priority 2 & 3 health facilities
Signage (Internal and external) inadequate and worn out.	Signage (Internal and external) in hospital service points	For the financial year under review, no signage was installed in hospital service points.
Directional signage installed for some of our hospital service points	Directional signage installed is all hospital service points with DHA presence	None
412 Front Offices providing the Department Civic Services. 184 offices and 14 banks have Live Capture system with the ability to issue ID Smartcards and passports	Increase number of offices with capabilities to support the replacement of the green ID book with ID Smartcard, including roll-out to banks.	10 additional mobile units were procured and deployed during the period under review to help with issuance smart ID cards
100 mobile units were equipped with connectivity by SITAband 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	Mobile solution rolled out to 190 offices.	<ul style="list-style-type: none"> Monthly mobile unit deployment plans / schedules were received from the 9 provinces as per the annual target. Over 73% of mobile units were deployed in accordance with planned day to day schedules. Annual performance for mobile units is 131 164 applications collected for the reporting period. This accounts to 6% of smart ID card applications collected nationally by mobile units.
Access to service delivery to be enhanced through the review and implementation of the DHA access model	DHA Access Model approved by EXCO	DHA Hybrid Access Model approved by the Minister
For the financial year under review, the department has installed 920 internal and 37 external signage at its front offices	Signage (Internal and external) in all Front Offices	For the financial year under review, the Department installed signages at 16 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	Accessible rails with rails in all Front Offices	The majority of offices have adequate facilities to provide access for people with disabilities. The Department of Public Works and Infrastructure (DPWI), which is responsible according to the GIAMA Act for the procurement of offices, was provided with specifications whenever new offices were procured or constructed. In offices where there is non-compliance, DPWI moves the Department to more compliant offices as and when they become available.

Current/actual arrangements	Desired arrangements	Actual achievements
Access		
For the financial year under review, the department installed 598 internal and 41 external signages	Directional signage installed for all Front Offices	For the financial year under review, the Department install the following signages: <ul style="list-style-type: none"> • Internal = 1 827 • External = 3 • Directional Signages = 41
Applications are done online and at 12 VFS Global Visa Facilitation Centres within South Africa.	Applications are done online and at 12 VFS Global Visa Facilitation Centres within South Africa.	Applications are done online through 12 VFS centres and processed through Visa Adjudication System (VAS). The system has improved the turnaround time and security on the eVisa has improved.
Applications are done at 2 Premium VFS Global Visa Facilitation Centres within South Africa.	Applications are done at 2 Premium VFS Global Visa Facilitation Centres within South Africa	Applications are done online and at 12 VFS Global Visa Facilitation Centres within South in all 9 provinces.
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	E-Permitting solution implemented. Number of applications finalised.	e-Permit phase 1 which is tourism module was developed and rolled out to 14 countries. The solution is used in 14 countries. The solution has been implemented and 4809 applications have been transacted successfully on ePermit system.

Current/actual arrangements	Desired arrangements	Actual achievements
Courtesy		
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	100% of nominated staff trained (300 for leadership and management development programmes)	689 Junior, Middle and Senior Managers empowered on identified leadership and development interventions, namely training, seminars, mentoring and coaching.
Hospital Service Charter on service rendered not displayed in all hospital service points.	Hospital Service Charter displayed in all health facilities with DHA presence	Hospital Service Charter displayed in 160 health facilities with DHA presence.

Current/actual arrangements	Desired arrangements	Actual achievements
Courtesy		
<p>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:</p> <p>http://www.dha.gov.za/index.php/about-us/leadership-of-homeaffairs</p> <p>http://www.dha.gov.za/index.php/contact-us/27-dha-leadership</p>	Updated details of top management displayed on the department's website	Updated details of top management displayed on the department's website.
<p>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 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>	Approved Three Year Rolling Plan for HACC enhancement implemented	<p>Contact Centre environment migrated to the new environment. 10 new servers procured and deployed to the new environment. SQL server software upgraded. Latest operating system deployed in the centre.</p> <p>Telephony management and case management software to be upgraded in 2022/23 financial year.</p> <p>Complaints management and redress framework rolled out to 80 Front offices. The project is still continuing.</p>
<p>In the year under review property management did not receive any requests from business units</p>	Service Charter displayed in all Front offices	In the year under review, property management did not receive any requests from business units.
<p>Training on customer-related services provided by Learning Academy</p>	Managers (junior, middle and senior) trained on customer-related services through the implementation of Service Charter	<ul style="list-style-type: none"> • 35 SMS members trained Applied Risk Identification and Assessment, 3 SMS members trained on Khaedu. • 26 MMS members trained on Khaedu, 5 MMS members trained on Professionalisation of the DHA staff, 18 MMS members trained on Programme & Management. • 132 junior employees trained on Professionalisation of the DHA staff, 40 junior employees trained on EMDP. • 35 junior employees trained on Programme and Management
<p>Optimisation plan implemented in a phased approach</p>	DHA Contact Centre solution implemented as per project plan	Contact Centre environment migrated to the new environment. 10 new servers procured and deployed to the new environment. SQL server software upgraded. Latest operating system deployed in the centre.

Current/actual arrangements	Desired arrangements	Actual achievements
Information		
250 civic services front offices reported to have displayed service charters in public space	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.	Workshop conducted with all front office managers about the Service Charter and emphasis made for the provision of complete and accurate information to citizens. Service specific Service Charters displayed in 250 front offices and 72 Ports of entry.
Information about the services the department provides is distributed through pamphlets and not adequate.	Citizens are given complete and accurate information about the services they are entitled to receive through Departmental Service Charter displayed in Front Offices	Service Charter and the requirements for application of DHA services, including tariff per service are published on DHA website. Pamphlets for various services are provided in from offices for access to clients.
Information about the services of the department available on the department's website.	Information about the services of the department available on the department's website.	Information about the services of the department are available on the department's website
Information about the services the department provides is distributed through pamphlets and not adequate.	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 department's website	Service Charter and the requirements for application of DHA services, including tariff per service are published on DHA website. Pamphlets for various services are provided in from offices for access to clients.

Current/actual arrangements	Desired arrangements	Actual achievements
Openness and Transparency		
The Chief Directorate: Communication Services, produced 2000 name tags in financial year 2020/21	Wearing of name tags by all officials and displaying of name plates at counter level	Newly appointed officials are issued with name tags.

Current/actual arrangements	Desired arrangements	Actual achievements
Redress		
217 civic services front offices have leadership charts displayed in front offices	Leadership Charts in all front offices and escalation resolved.	Local office managers contact details are displayed in all frontline office.
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 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	Approved Three Year Rolling Plan for HACC enhancement, inclusive of redress mechanism in line with the Service Charter implemented	Contact Centre environment migrated to the new environment. 10 new servers procured and deployed to the new environment. SQL server software upgraded. Latest operating system deployed in the centre. Telephony management and case management software to be upgraded in 2022/23 financial year. Complaints management and redress framework rolled out to 80 Front offices. The project is still continuing

Current/actual arrangements	Desired arrangements	Actual achievements
Redress		
Law enforcement operations/ inspections: 288 law enforcement operations / inspections conducted Overstay appeals: Total number of 1 150 appeal cases were received with 824 cases completed within 28 days (71,6%) Prohibition and good cause appeals: 32% (annual percentage) for both prohibition and good cause completed within 90 days Inspectorate investigations: Total number of 329 cases were received annually and 80 cases finalised. 17% of cases finalised within 90 days	Approved timeline of 25 working days for the resolution of a query or complaint	Law enforcement operations/ inspections: 294 achieved with target of 220 Overstay appeals: 1193 finalised cases :82.7% completed in 28 days (with target of 60% within 28 days) Prohibition and good cause appeals:314 finalised case- 69,2% completed within 90 days (with target of 60% within 90 days) Inspectorate investigations: 217 finalised cases - 42% completed within 90 days (with target of 60% within 90 days)
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 Applicants can check progress of their application through the VFS system, or through the DHA Home Affairs contact centre (contact centre)	Customer can follow process of application through the Department website.	Customers can follow process of application through the VFS website and HACC.
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 within various Directorates that deals with inquiries received from various sources. Due to capacity challenges there is no dedicated teams to deal with enquiries.

Current/actual arrangements	Desired arrangements	Actual achievements
Value for Money		
First issue of unabridged certificate issued free of charge	First issue of Unabridged certificate issued free of charge	1 018 718 first issue unabridged certificates were issued free of charge to customers during the review period.
ID First Issue issued within 54 days	Increase the issuance of ID First issue to citizens	89,75% of ID first issues were issued within 54 working days
ID Re-issue issued within 47 days	To reduce the issuance of ID Re-issue to citizens	89,81% of ID re-issues were issued within 47 working days
High percentage error on IDs	To reduce number of errors on Identity documents through quality assurance checklists rolled out to all DHA service points	The checklist was not rolled out during the review period
Strategy for "Discontinuation of the Green Barcoded Identity Document" approved by Minister	Nine (9) awareness campaigns on Strategy for "Discontinuation of the Green Barcoded Identity Document" conducted	Campaigns were not rolled out during the review period
Quality assurance on adjudicated files is done before outcomes are dispatched	Improve quality of adjudicated files	Quality checks on adjudicated files is done by all Supervisors at random. However, the new delegation is going to ensure improvement in our quality assurance.

Current/actual arrangements	Desired arrangements	Actual achievements
Time		
Unabridged birth registration processed and birth certificates issued within 8 weeks.	Unabridged birth registration processed and birth certificates issued within 8 weeks.	47,41% of UBCs were finalized within 8 weeks. 52 880 UBCs finalized within and 58 660 above. The total finalized was 111 540
Unabridged birth certificates for new birth issued in one (1) day	Unabridged birth certificates for new birth issued in one (1) day	Unabridged birth certificates are linked to the birth registration process and are provided on demand at local offices
First Issue: First Issues to be issued within 54 days	First Issue: First Issues to be issued within 54 days	89,750% of IDs (First issues) issued within 54 working days for applications collected and processed within the RSA
Re-Issues to be issued within 47 days	Re-Issues to be issued within 47 days	89,81% of IDs (Re-issue) issued within 47 working days for applications collected and processed within the RSA
Smart ID Card: 13 days	Smart ID Card: 13 days	2 369 245 smart ID cards issued to citizens 16 years of age and above
Permanent Residence Permit issued with eight (8) months	Permanent Residence Permit issued with eight (8) months	85.6% (351 out of 410) 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 (s27(b)), general work (s26(a) and business (s27(c)) only.

Current/actual arrangements	Desired arrangements	Actual achievements
Cost		
R75 charged for Unabridged birth certificate	R75 charged for Unabridged birth certificate	R 75 was charged for unabridged certificates in respect of persons born before March of 2013. Persons born from March 2013 receive their unabridged certificates on initial registration of the birth
Re-issuance of unabridged birth certificates is R70	R70 charged for re-issue of unabridged birth certificate	R 75 was charged for unabridged certificates in respect of persons born before March of 2013
ID First Issue issued within 54 days	ID First Issue free of charge	ID First Issue was issued free of charge for first time applicants.
R140 charged and citizens are subsidized	R140 charged and citizens are subsidized	R140 charged and citizens are still partially subsidized
R1 520 DHA processing fee is applicable	R 1 520 DHA Processing Fee.	R 1 520 DHA Processing Fee.
R1 350 handling fee charged for application through VFS	R1 350 handling fee charged for application through VFS.	R1 350 handling fee charged for application through VFS.
R500 is charged for applications at premium VFS centres (optional)	R 500 for applications at Premium VFS Centres (optional)	R 500 for applications at Premium VFS Centres (optional)

2.2.2 Service delivery information tool

Current/actual information tools	Desired information tools	Actual achievements
Service Delivery Model not updated	Service Delivery Model revised and approved by the Minister	Service Delivery Model Approved by the Minister

2.2.3 Complaints mechanism

Current/actual complaints mechanism	Desired complaints mechanism	Actual achievements
270 civic services offices have reported that they have complaint/suggestion boxes	Complaint/Suggestion boxes placed in all hospital service points with standard feedback form to capture client's suggestions and feedback.	Complaints/ Suggestion boxes installed in 160 health facilities
Complaint/Suggestion boxes placed in some hospital service points. No standard form for clients to record their suggestions and/or complaints about the services provided by the department	Standard forms for complaints and suggestions designed and placed in front offices for use by clients. Capturing of complaints and suggestions in front offices.	Complaints management forms designed and shared with 80 offices identified for the rollout of the complaints management strategy. Complaints are captured in the complaints registers and suggestions and feedback provided via the suggestion boxes. Suggestion boxes managed by supervisors and office managers
Complaint/Suggestion boxes placed in some hospital service points. No standard form for clients to record their suggestions and/or complaints about the services provided by the department	Automated complaints and suggestion boxes.	Research on the design of the automation of complaint/suggestion boxes conducted. The information will be used for conceptualisation of the automated complaints/suggestion boxes Automated complaints management system on rolled-out to head office (Contact Centre). Manual complaint registers and suggestion boxes used in Front offices. Automation of front offices is still in the planning phase.
Complaint/Suggestion boxes placed in some hospital service points. No standard form for clients to record their suggestions and/or complaints about the services provided by the department	Digitised gadgets for registration of complaints and suggestions in health facilities.	Research on the design of the automation of complaint/suggestion boxes conducted. The information will be used for conceptualisation of the automated complaints/suggestion

2.3 Organisational environment

A major weakness and risk for the DHA is the inadequate human resource capacity and capability in critical specialist, management areas and frontline offices. 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 and cutting of the COE budget 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:

- Review of the organisational structure and post establishment;
- Integrated human resource planning;
- Rectification of personnel movement;
- Optimal utilisation of staff; and
- 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 was 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.

Capacitation of the BMA is currently underway and good progress is being made in this regard. On that account, a Commissioner and two Deputy Commissioners have been appointed to lead the process of implementing and rolling out the BMA. The DHA is going to embark on a recruitment drive to fill strategic positions in the BMA. The BMA National Border Guard will be capacitated and deployed at identified ports of entry and within the border law enforcement area. I have signed a delegation of authority to the

BMA Commissioner in respect of the transfer of frontline immigration functions and personnel at ports of entry.

The department also managed to fill the position of the DDG: Counter Corruption and Security Services (CC&SS) which had been vacant for a very long time. The CC&SS unit is a very important role player in the implementation of the measures to prevent and combat fraud and corruption in the DHA.

During the 2021/22 financial year the DHA submitted a business case to National Treasury requesting funding for critical areas in the DHA. The business case was approved with an additional amount of R266 million for compensation of employees for 2022/23 for the filling of 762 posts (328 for immigration services, 427 for civic services and 7 for information services). This will assist greatly in dealing with the severe human resource capacity constraints in the DHA.

Other developments which should impact positively on the human resource capacity situation and performance in the DHA are the receipt of a discretionary grant of R3 million for the recruitment and placement of 50 interns in the DHA and the appointment of 10 000 youth for the digitization of records and modernization of civic services (subject to funding to be made available).

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 department drafted the following policies for submission to Cabinet:

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.

The Department undertook extensive consultations within and outside government on the Green Paper on Marriages which was gazetted for public comments in April 2021. The Department received more than 1000 submission from the public as well as from the stakeholders. The Green Paper was revised and submitted with concrete policy proposal to Cabinet as a draft White Paper. Cabinet approved the White Paper as a policy framework that will guide the development of a new single legislation that will regulate all marriages in SA.

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.

The Department undertook extensive consultations within and outside government on the draft OSBP policy which was gazetted for public comments in December 2020. The Department received substantial submission from the public as well as from the stakeholders within the transport and logistics industry. The draft policy was revised and submitted with concrete policy proposal to Cabinet. Cabinet approved the policy as a policy framework that will guide the development of a new legislation that will regulate the establishment and management of OSBPs in SA.

Official Identity Management (OIDM) 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, 1997 (Act No. 68 of 1997) and Alteration of Sex Description and Sex Status Act, 2003 (Act No. 49 of 2003) in line with the Constitution of the Republic of South Africa, 1996 and the Protection of Personal Information Act, 2013 (Act No. 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.

The Department undertook extensive consultations within and outside government on the draft OIDM policy which was gazetted for public comments in December 2020. The Department received more than 400 submissions from the public as well as from the stakeholders, especially the gender and human rights organisations. The draft policy was revised and submitted with concrete policy proposal to Cabinet. Cabinet approved the policy as a policy framework that will guide the development of a new legislation that will enable affirming and assigning of a legal identity to all persons in line with the Constitutional principles of equality, non-discrimination and human dignity.

Green Paper on Citizenship, International Migration and Refugee Protection

The Green Paper includes the review of certain provisions of the 2017 White Paper on International Migration in line with the legal opinion and other developments. The Green Paper facilitates the integration of all core mandate policies and legislation and enables the seamless management of the following policy areas:

- Management of Civil Registration (Birth, Marriage and Death Registrations);
- Management of Citizenship;
- Management of International Migration; 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, 2002 (Act No. 13 of 2002); and
- Refugees Act, 1998 (Act No. 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, 1992 (Act No. 51 of 1992);

- Marriage Act, 1961 (Act No. 25 of 1961);
- Recognition of Customary Marriages Act, 1998 (Act No. 120 of 1998);
- Civil Union Act, 2006 (Act No. 17 of 2006);
- South African Citizenship Act, 1995 (Act No. 88 of 1995);
- South African Passports and Travel Documents Act, 1994 (Act No. 4 of 1994);
- Alteration of Sex Description and Sex Status Act, 2003 (Act No. 49 of 2003); and
- Identification Act, 1997 (Act No. 68 of 1997).

At a multilateral level, the United Nations adopted the Global Compact for Safe, Orderly and Regular Migration and the Global Compact on Refugees. On the other hand, the African Union adopted the Protocol on Free Trade Area, the Protocol on Free Movement of Persons and the Revised Migration Framework for South Africa. At national level, the Refugee Act is not grounded on an approved policy to guide management of asylum seekers and refugees.

The gaps in the current policy environment necessitate the need for a revised policy provision, in alignment with the constitutional and international obligations. The new policy is expected to enable the consolidation of the current legislation into single legislation on International migration and refugee protection.

The department had intended to submit the Green Paper to Cabinet by the end of the 2021/22 financial year to request approval for public consultations. However, this target was not achieved as it transpired during consultations within the department and government that further consultations were required prior to the gazetting of the Green Paper. This target has been rolled over to the 2022/23 financial year.

3. ACHIEVEMENT OF INSTITUTIONAL IMPACTS AND OUTCOMES

- 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
<p>Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments</p>	<p>Risk-based and strategic immigration approach implemented against predetermined measures that ensures sovereignty, national security, public safety, stability and development</p>	<p>BMA incrementally rolled out as per the BMA Roadmap 2032 to:</p> <ul style="list-style-type: none"> • 36 ports of entry • 10 segments of the land borderline and • Two (2) community crossing points 	<p>The BMA Commissioners assumed duty during the reporting period and established immediate priorities towards the establishment of the BMA. One such priority was the acceleration of discussions with targeted Departments to finalise outstanding legislative instruments for the BMA. Significant progress has been made in this regard wherein (a) the SARS-BMA Implementation Protocol, inclusive of the finalised Annex, has been concluded.</p> <p>Processes are currently underway to seek approval for the creation of a BMA Branch within DHA. The structure in this regard has been finalised following consultations with DPSA.</p> <p>The BMA has been rolled-out to 5 segments of the land border law enforcement area.</p> <p>The BMA was rolled-out to one community crossing point, i.e. Tshidilamolomo</p>
		<p>Construction and redevelopment of six (6) priority land ports of entry as OSBPs completed by 2025</p>	<p>Financial and contractual closure could not be reached as the private parties have not been appointed in respect of the redevelopment of six priority land ports of entry</p>
		<p>Risk-based and strategic approach to immigration implemented in respect of:</p> <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 	<p>The OSBP Policy was approved by Cabinet in March 2022.</p> <p>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</p>

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 issuing of visas and permits against predefined, percentage-based targets to grow the economy by 2024/25	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"> • 85.6% (351 out of 410) permanent residence applications adjudicated within 8 months for applications • 89.2% (812 out of 910) of business and general work visas adjudicated within 8 weeks • 57.2% (2 790 out of 4 876) of critical skills visas adjudicated within 4 weeks
	Risk-based and strategic visa system implemented	eVisa rolled out to all selected countries (106) by 2025	eVisa has been activated in 15 countries during period under review
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	<ul style="list-style-type: none"> • The department had planned to appoint a service provider to develop Asylum Seeker and Refugee System however this was not achieved. The following progress was achieved User requirements were developed and approved by DDG: IMS. • Technical specifications were developed and approved by DDG: IS. • The prototype was developed at QA environment
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)	2 396 560 births registered within 30 calendar days against the 5-year target of 3 930 000. 6 419 470 ID Smart cards were issued to citizens 16 years and above against the 5-year target of 11million
	Legislation in operation in respect of a new Marriage Act	New Marriage Act implemented to regulate all marriages	The draft marriage policy, cabinet memorandum and presentation were submitted to the cabinet secretary
	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	Official Identity Management Policy was submitted to Cabinet for approval

Outcome	Outcome indicator	5-year target	Progress
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	DHA Bill could not be submitted to Cabinet for approval however the Bill was presented to MMM during the reporting period. MMM resolved that the Bill must be handed over to an independent legislative drafter to re-draft the Bill.
		Service Delivery Model revised and implemented in line with repositioned DHA	Service Delivery Model of the Department of Home Affairs was approved Minister during the period under review
		DHA Access Model implemented in support of repositioning of the DHA	DHA Access Model implemented through revised Footprint Optimisation Plan / User Asset Management Plan (U-AMP) submitted to DPW&I for submission to National Treasury
		Communication Strategy implemented as per the communication plan	DHA communication strategy and Action Plan implemented through engagements; Izimbizo and campaigns
		Counter-Corruption Strategy for DHA implemented in terms of initiatives outlined in APPs	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. 62% of reported cases on fraud and corruption finalised within 90 working days Threat and Risk Assessments (TRAs) 42 conducted in accordance with the requirements of Minimum Information Security Standards (MISS) and / or Minimum Physical Security Standards (MPSS) 369 vetting files referred to State Security Agency (SSA) for evaluation
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 were halted due to NIS security risk 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

BMA could not be established by 31 March 2020 as the enabling legislation had not been passed into law.

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

Key BMA establishment tasks can only be undertaken once BMA Legislation has been passed. 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

The Administration programme covers all functions of the DHA that support its core business, such as policy, governance, finance, human resource (HR) management and security. It is also responsible for the provision of information communication technology (ICT) infrastructure, accommodation, transport and the keeping of records. In addition, large transversal IT systems reside under this programme, which explains why its budget is relatively large, and it is responsible for the implementation of key systems in the modernisation programme of the DHA, such as finalisation of the Who Am I Online (WAIO) scope, the building of the Automated Biometric Identification System (ABIS) and the National Identity System (NIS).

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

Sub-programmes

- **Ministry**
 - Minister
 - Deputy Minister
- **Management Support Services**
 - Director-General
 - Institutional Planning and Support
- **Corporate Services**
 - Counter Corruption and Security Services
 - Human Resources Support
 - Financial Services
- **Transversal Information Technology Management**
 - IS Operational

- Hanis
- National Immigration Information System
- Transversal IT Projects

- **Office Accommodation**

4.1.1 Management Support Services

Chief Directorate: Policy and Strategic Management

Repositioning programme

During the 2021/22 financial year the department continued to implement critical projects of the repositioning programme within the six priority areas:

- 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 most important development was the appointment of a service provider that will manage the Programme Management Office over a period of 36 months. Great strides have already been made with regards to the establishment and institutionalisation of the PMO. This includes:

- Approval of the PMO Governance Framework;
- Development of a Skills transfer plan; and
- Setting up of the Project Management Information System (PPO) which will enable the department to monitor and report on the repositioning projects.

Directorate: Policy Development

The Policy Development directorate is responsible for the development of policies that are aligned to the South African Constitutional mandate and government priorities. The development of policies is guided primarily by both the DHA Policy Development Framework which is derived from the National Policy Development Framework and other relevant prescripts. The directorate has facilitated the following policy development interventions in 2021/2022 financial year:

- Submission of the Official Identity Management (OIM) Policy to Cabinet for approval
- Submission of the One-Stop-Border-Post (OSBP) Policy to Cabinet for approval.
- Submission of the White Paper on Marriages in South Africa (SA) Policy to Cabinet for approval.
- Submission of the Green Paper on Citizenship, International Migration and Refugee Protection (CIM & RP) to Cabinet for approval

The key deliverables undertaken by the directorate include:

- Gazetting of the approved Green Paper on Marriages in South Africa for public comments.
- Conducting stakeholder engagements, virtual bilateral, provincial and national on the Green Paper on Marriages in South Africa. This included distribution and analysis of the public comments, through a questionnaire, on the policy proposals.
- Drafting and submission of the White Paper on Marriages in SA Marriage Policy which also incorporated the public comments.
- Drafting and submission of the Socio-Economic Impact Assessment System Reports on all the aforementioned policies to the Department of Planning, Monitoring and Evaluation for approval, for OIM, OSBP, CIM&RP and White Paper on Marriages in SA.
- Submission of the draft White Paper on Marriages in SA, OIM policy, OSBP policy and the Green Paper on CIM & RP to various relevant clusters.

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 Annual Performance Plan for 2022/23 was developed during the 2021/22 financial year and tabled in Parliament on 10 March 2022. The COVID-19 pandemic continued to have a significant impact on the strategic planning programme which was implemented in the 2021/22 financial year.

The strategic planning process for the 2022/23 financial year and period leading up to 2025 were informed by national, regional and international commitments. The national commitments focused specifically on contribution of the DHA to the National Development Plan (NDP), the revised Medium Term Strategic Framework (MTSF) for 2019 to 2024, National Annual Strategic Plan (NASP), commitments in the state of the nation address, ministerial and departmental priorities.

The directorate coordinated and facilitated an extensive strategic planning programme in the 2021/22 financial year culminating in the tabling of the Annual Performance Plan for 2022/23. The planning programme comprised of physical as well as virtual meetings and included an extended EXCO Retreat, two departmental planning workshops involving senior managers and levels below senior management as well as 9 head office branch and 9 provincial planning sessions. Approval for the submission of draft and final plans was obtained from the DHA EXCO and Executive Authority.

Other developments which impacted on the strategic planning process included budget committee meetings, organisational performance reviews, the compilation of the estimates of national expenditure chapter and key developments within the DHA such as the information communication technology modernisation programme, DHA repositioning programme and 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 2020/21 was tabled in Parliament as per prescripts in September 2021. The annual report was subsequently presented to Portfolio Committee.

The four DHA performance reports for the 2021/22 financial year were approved by the DG and submitted to the DPME as per the National Treasury prescripts.

The Directorate coordinated the reporting process of the Bi-Annual Progress Reports and the Mid-Term Review Report on the Implementation of the Medium-Term Strategic Framework (MTSF) 2019-2024. These reports were approved by the DG and submitted to the JCPS Cluster Secretariat for consolidation and submission to the DPME.

In addressing the poor organisational performance recorded during the first nine months of the 2021/22 financial year, the Directorate coordinated weekly meetings to track progress on targets identified to be at risk of not being achieved by end of the financial year. This intervention yielded a positive outcome as some APP targets subsequently achieved. Going forward, this intervention will be instituted earlier in the financial year to improve organisational performance.

In the 2021/22 Financial year, the Directorate implemented a monthly reporting system for APP targets. The monthly reports are used to internally monitor the Department's progress in achieving its quarterly targets. M&E is in process of strengthening the monthly performance reporting system in order to yield the desired results. Monitoring & Reporting Guidelines as well as Monitoring & Evaluation Framework were reviewed and approved by the Director General.

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 aimed at informing policy, strategic planning and promoting evidence-based decision making. During the Directorate: Research Management undertook the following activities:

- Undertaking of the "DHA Customer Satisfaction Tracker Study" aimed at assessing the citizen's level of satisfaction with the services / products offered in all operations within the Department of Home Affairs.
- Undertaking the exploratory research on the Collection and Storage and Utilisation of DNA information as part of identity management. The study was aimed at exploring the possibility of the Department of Home Affairs collecting, storing and utilising DNA Biometrics as part of identity management. A comprehensive review of literature and

engagements with both internal and external stakeholders were conducted during the study.

- Undertaking exploratory research titled "Digital Identity: Issues and Challenges" aimed at explaining the concept of Digital Identity and elucidating policy and legal issues pertaining to Digital Identity. The research included literature review on the concept of Digital Identity and its origin, international best experiences and best practices in Digital Identity also the review of legal frameworks and policies pertaining to Digital Identity
- Establishment of Collaborative Partnerships with Research Organisations and Institutions of Higher Learning etc.:
 - The Memorandum of Understanding between the National Research Foundation and DHA was signed on 31 March 2021 by the DHA's Director-General and the NRF's Acting Chief Executive Officer. The implementation of the MoU has been facilitated through the establishment of two Task Teams – i.e. Task Team on DHA/NRF Community of Practice and the other on Information/Data Sharing. Concept Notes for the two Task Teams were thus developed.

In addition, the Research Management Unit facilitates and manages the process for the approval of Research Requests received by the Department. During the year under review, a total of 36 research requests were received. Of these, 20 were approved, 14 rejected and 2 pending due to amongst others, non-availability of required documentation.

Chief Directorate: Intergovernmental Relations

The unit continued to conduct its work mainly on a virtual platform due to the various level lockdowns due to the COVID-19 Alert. For the period under review the IGR received a total of 149 Parliamentary Questions posed to Minister from both Houses of Parliament. On 26 May 2021 the Portfolio Committee on Home Affairs conducted an oversight visit to the Government Printing Works (GPW). The Portfolio Committee on Home Affairs also conducted an oversight visit to KwaZulu-Natal and Gauteng Provinces following the unrest that took place from 11 until 23 July 2021. The purpose of the oversight visit was to assess the damage caused during the unrest in the two provinces and how quickly the Department of Home Affairs would be able to restore its services. The oversight visit to the two provinces took place from 1 August 2021 until 6 August 2021.

Chief Directorate: Channel Management

Directorate: Footprint Development and Hospitals

• Service Delivery Model (SDM) of the Department of Home Affairs - APP Target

The Department **adopted** a Service Delivery Model that aligns to a Business Model Canvas consisting of nine (9) dimensions which are key to successful attainment of the department's mandate.

- The four (4) dimensions were compiled during Q2 of the financial year and the remaining five (5) dimensions were successfully compiled during Q4 as well as the compilation of the comprehensive Service Delivery Model which was presented to EXCO and the Minister.
- The Service Delivery Model of the Department of Home Affairs was approved by the DG and the Minister on the 29th March 2022.
- The Service Delivery Model of the department comprise of nine (9) dimensions, including Value Proposition, Customer segmentation, Distribution channels, Customer relations, Key resources, Key activities, key partners and suppliers and lastly Cost structure.
- The SDM describes the manner in which the department will achieve its mandates and will be used to determine the most suitable operating model and the revision of the new organisational structure aligned to repositioned DHA.

• Strategic accommodation requirements for 2024/25 FY – APP Target

- The directorate conducted 9 X 2-days interactive workshops with provinces to discuss the implications of the DHA Hybrid Access Model, Norms and standards, the revised model office, Service Charter, Revised Footprint and health facility project.
- The provinces shared their views on the implications of the access model, provided strategies for reduction and relocation offices, as well as strategies for deployment of mobile units to 778 mobile visiting points as identified by the access mode.
- The strategic accommodation requirement template was updated with information gathered from provincial workshops during Q4 and the final excel

draft submitted to DPWI as required.

- The comprehensive Strategic accommodation requirements was presented to EXCO and the Minister and the final draft approved by the DG and the Minister on the 29th March 2022.
- Training on the compilation of the U-AMP for Footprint Development and Property Management team was conducted which led to the compilation of 11 templates of the U-AMP.

• Rollout of online birth registration system in health facilities

- The Directorate has successfully assessed 120 priority 2 & 3 health facilities and 116 priority 2&3 health facilities, over and above the 41 priority 1 health facilities can issue a birth certificate on the spot. Thus, 156 health facilities out of 1445 health facilities with maternity wards are fully capacitated through this project and can issue a birth certificates on the pot.
- Four (4) priority 1 health facilities were officially opened by the Deputy Minister during 2021/22 financial year, namely, **Paarl, Dora Nginza, Rahima Moosa and New Castle** hospitals.
- During Q1, the directorate received consignment of IT equipment that was procured during 2020/21 financial year comprising of 300 Desktop, 300 OKI printers and 250 BACM scanners.
- 300 Online verification scanners were also procured and order number issued. However, the service provider could not find the 3M scanners that aligned to DHA specifications in the market and thus the order was cancelled and awaiting IS to provide alternative specifications for online verification scanners.
- IT equipment, including Desktop, OKI printers, online verification scanners, UPS and Cabinets were distributed and installed in priority 2&3 health facilities during the financial year.
- The directorate further supported Mobile Unit directorates with four (4) routers collected from health facilities with space constraints which were allocated to the new mobile trucks to ensure that all new procured mobile truck have network connectivity.

- New Mobile trucks also received Online verification scanners, CPUs and Monitors from the project.
- Health facilities with space constraints were also capacitated with online birth registration system and 28 health facilities where alternative office space was allocated were reconfigured and refurbished
- Counters were installed and power skirting done.
- Operating chairs and public chairs were delivered.
- Corporate tiles installed and office space painted in corporate colours.
- Operating and directional signage installed.
- Service Charter displayed and suggestion boxes installed.
- **Mobile structures in health facilities**
 - The tender for the appointment of the service provider for the design, manufacture and deployment of mobile structures in health facilities was advertised during 2020/21 financial year and was evaluated during 2021/22 FY. However, no suitable service provider was found during evaluation and BEC recommended cancellation and re-advertisement of the tender.
 - Cancellation and the request for re-advertisement of the tender was granted by BAC where specifications were then revised for the re-advertisement of the tender.
 - Re-advertisement of the tender for provision of mobile structures in health facilities was approved and awaiting permission from NT.
 - The purpose of these Mobile structures in health facilities is to provide a solution to space constraints in health facilities where DoH is unable to allocate the office space that conforms to DHA office norms for health facility service point.
- **Virtual Interactive Self-service KIOSK**
 - Permission to go out on a tender for the appointment of the service provider for the design and supply of the virtual interactive self-service machine (KIOSK) was granted by BAC in 2021/22 FY and BSC and BEC members appointed.
 - It was envisaged that the service provider will be appointed during 2021/22 financial in which the specifications were developed and presented to BAC.

However, the delays in approval of the specifications by BAC led to the delays in the appointment of the service provider.

- The specifications were presented on various occasions and all BAC recommendations implemented.
- The tender specification was eventually approved by BAC on the 11th January 2022 and will be advertised once permission to advertise is granted by NT.
- However, it should be emphasised that targets that are dependent of the external service provider are only set based on the approvals received from BAC to go out on a tender a year prior to the financial year under review, as well as SCM timelines pertaining to the advertisement period and evaluation process.
- The Virtual Interactive self-service machine (KIOSK) aims to provide an alternative digital self-service channel that will provide direct interactive with DHA clients for the application, processing and collection of Smart ID Cards and Passport as well as the reprint of Birth/Death/Marriage certificates.
- **Service Delivery Improvement Plan**
 - Q1 to Q3 SDIP report was compiled in line with the quarterly reports prepared by Business units and was presented to EXCO on the 14th March 2022.
 - SDIP quarterly report provided the progress made on the improvement of services identified for continuous improvement and identified services that could not be measured since no targets were set to allow for measurement.
 - The challenges pertaining to non-adherence of turnaround times called for the revision of the turnaround times for all services in the next financial year.
 - Footprint Development Policy
 - Specifications for the appointment of the service provider for the development of Footprint Development Policy was advertised through RQF process in Q3, however, no bids were received by the closing date and the period was extended to end of January 2022.
 - The received bids were evaluated on the 7th March 2022 and the service provider recommended for appointment.

- The BEC recommendations for the appointment of the preferred service provider for the development of the Footprint Development Policy was appointed on the 11th March 2022.
- The Footprint Development Policy aims to provide a standardised processes and procedures for the acquisition and management of office accommodation in the department in line with the regulatory framework governing office accommodation utilised by organs of the state.
- **Promotion of Service Delivery Charter**
 - 9 x 2/3 days interactive workshops for the implementation of DHA Hybrid Access Model was conducted with all provinces.
 - The Service Charter was also presented and discussed with provinces as part of the access norms and standards and it was established during the workshops that majority of officials have a different view with regards to the turnaround and feels that they are not realistic.
 - It was also observed in front offices that the turnaround times communicated to clients are not in line with the Service Charter.
 - The turnaround times will be revised in the next financial year.
- **Ad hoc activities and support services**
 - The directorate responded to all parliamentary questions relating to DHA Hybrid Access Model and support Civic Services in parliamentary responses.
 - The directorate continued to support all business units including the design of model office for sea ports of entry and providing support on the development of the SDM for BMA.
 - The directorate attended to all submissions received from provinces relating to the acquisition of new or alternative accommodation, including attending all site visits for the design of the office layout for the refurbishment of alternative accommodation, planning for alternative accommodation, site visits for identification of suitable office accommodation and finalisation and approval of office layouts.

DIRECTORATE: HOME AFFAIRS CONTACT CENTRE

• Customer Complaints Management and Redress Strategy

- A total of 80 Front Offices were identified for the rollout of the complaints management and redress strategy. 60 of the offices were assessed on readiness and trained on the strategy in Q1 to Q3. In Q4, the remaining 20 offices were assessed and consultations on the strategy held with the management teams and relevant end users.
- The strategy was rolled out to the 20 offices in Q4. The strategy covers areas of complaints management at both head office and provincial level, the norms and standards for handling complaints and the redress mechanisms in line with the DPSA complaints policy and guidelines and the Batho Pele Principles.

• Case Resolution Report

- A total of 4 Case resolution reports were drafted for the performance year and presented to EXCO for noting, approval of the recommendations and implementation thereof. The last Case resolution report was presented to EXCO of 14th March 2022.
- The reports include cases reported to the Home Affairs Contact Centre on both Civic and Immigration Services products and sub-products, reasons for complaints and queries lodged and trends on highest to lowest number and categories of cases, challenges with Services and service standards and possible solutions to the challenges.

4.1.2 Corporate Services

Communication Services

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

In the fiscal year 2021/2022, the Communication Services Chief Directorate supported the department's strategic objectives and interventions through Media Relations, Corporate

Communication Services, and Public Awareness initiatives. The unit was able to meet its key targets despite the Covid-19 constraints prevalent during the reporting period.

Minister Aaron Motsoaledi and Deputy Minister Njabulo Nzuza contributed to the overall Home Affairs media coverage supported by Media Relations. The Minister of Home Affairs received good coverage on social media, digital media, newspaper, TV, radio and community radio stations.

The main media activities for 2021/22, in and amongst others were as follows: The termination of the Zimbabwean Exemption Permit, Voter Registration Weekend ID collection campaign for local government elections 2021, Green Paper on Marriages in South Africa provincial consultations, festive season oversight visits to border posts, and the High-Level Bilateral meeting between the Government of South Africa and UNHRC.

Communication Services supported major DHA programmes and events in and amongst others as follows: the Home Affairs Deputy Minister visit to Eshowe to promote alternative service points for death registration during the July insurrection in Kwazulu-Natal in July 2021, the launch of the 2022 matric smart ID card and back to school programmes, the opening of Rahima Moosa Mother and Child hospital health facility and a launch of the online birth registration facility at the Newcastle Provincial Hospital to encourage early birth registration at health facilities as Civic Services increases footprint at hospitals.

Internal communication platforms were used to keep officials informed of key developments in the department. To this end, publications used for this purpose were the Notes from the DG's Desk, Home Affairs Today, and the Ikhaya Internal Newsletter.

Counter Corruption and Security Services

The Department made a huge stride in its fight against fraud and corruption with the appointment of the Deputy Director-General: Counter Corruption and Security Services in June 2021, after the post had been vacant for quite a while. As a result, the following documents have been developed and/or updated to give effect to the Department's commitment and impetus to efforts to eradicate criminality from its midst:

- Counter Corruption and Fraud Prevention Strategy
- Fraud Prevention Plan
- Risk Profile on Fraud and Corruption in the Department of Home Affairs

- DHA Policy on the Reporting of Unethical Behaviour, Misconduct and Corruption
- DHA Investigations Policy
- DHA Internal Security Policy
- DHA Vetting Policy

Further, the Analysis section was instrumental in the success of critical projects within the Branch, such as the birth registration and passport application processes.

A particular highlight was the arrest of 28 people at the Krugersdorp Home Affairs involved in syndicate activities relating to passport photo swap. Overall, 43 arrests were effected during the financial year (13 officials and 30 non officials)

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. Since the onset of the Covid 19 pandemic, the branch continued to provide critical service offerings such as facilities management, budgets, expenditure, financial accounting, payroll and SCM.

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 & Support do not report to the branch Finance & 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.

The finalisation of the 2020/21 audit process was delayed by the closure of the DIRCO audit. Immediately after the audit report was submitted, an audit action plan was developed and subjected to an internal audit process to ensure the audit action plan addresses all the AGSA findings.

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.

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.	Annual financial statements submitted for auditing	Yes
2.	Monitor reduction of non-compliance to SCM prescripts to avoid cases of irregular and fruitless and wasteful expenditure	Yes
3.	Tariff proposal approved by Treasury	No
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

In respect of the tariff proposal, the Minister requested the concurrence of the Minister of Finance on 22 November 2021 to increase the price of passports and ID cards. Subsequent engagements with National Treasury followed and the Department is now awaiting the concurrence. The target of paying 100% of invoices paid within 30 days of date of receipt of invoice was not met. In this regard, the Department managed to pay 99.14% of invoices within 30 days of receipt of invoice. This is an improvement on the previous financial year where 97, 75% of invoices were paid within 30 days of receipt. To put this performance into perspective, the number of invoices not paid within 30 days from date of receipt in 2021/22 was 161. The department will continue to strive to pay all valid invoices within 30 days of receipt.

FINANCIAL, EXPENDITURE AND ASSET MANAGEMENT

Asset management performed well in difficult circumstances. Assets are managed on the BAUD system. Current year additions are reconciled to BAS on a monthly basis. Obsolete and redundant assets were disposed by means of public auction.

Financial management continued to perform well. Despite the 2020/21 AGSA regularity audit finishing late, the department could submit 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 well. This directorate ensured that suppliers were paid on time, that officials received their correct salaries, and that their S&T claims are paid.

REVENUE AND BUDGET MANAGEMENT

The Budget Management directorate excelled and 100% of the departmental budget was spent. During the year under review, the directorate completed a zero based budgeting exercise, the outcome of which indicated that the department is severely underfunded.

No unauthorised expenditure was incurred.

During the year under review, revenue collected increased by approximately R349 million to R719 million. The target set for revenue collection of R562 million was achieved and significantly exceeded. However, revenue collections are still below the pre-Covid targets.

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 version 3 upgrade was successfully implemented during the year under review.

SUPPLY CHAIN MANAGEMENT

Eighteen bids were awarded in the period under review. These bids were for various goods and services. The table below indicates the B-BBEE status levels of the successful bidders:

Total number of bids awarded	18
100% Black owned	15
>51% Black owned	2
<51% Black Owned	1
100% Black women owned	6
>51% Black Women owned	1
<51% Black Women Owned	11
B-BEEE level 1	18

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

PROPERTY & FACILITIES MANAGEMENT

Lack of funding hampered the performance of the Property directorate. However, the following new offices were opened in the year under review: Modimolle, Boksburg and Lusikisiki.

The functions resorting under the directorate Facilities management have been reconfigured and aligned. These changes will be implemented in the 2022/23 financial year.

The directorates Records and Archives were merged under one director. As part of the digitization project, this director conducted several office inspections and assessments. The function of records & archives will be moved to the branch IPS in the 2022/23 financial year in order to better drive the management of departmental records and archives.

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)

ABIS project phase 1 seeks to implement ABIS with fully functional and operational functionalities currently on Home Affairs National Identity System (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.

Since the re-instatement of the ABIS Project in March for Idemia to complete Phase1, to date the project has achieved significant progress on the technical deliverables:

- ABIS Infrastructure (Data Centres and Security Integration) is complete and ready for production.
- 47mil of the 48 mil Active HANIS Records are migrated from HANIS into ABIS with exception records still under investigation.
- The development of Applications and Interfaces into ABIS is complete and the Interfaces are performing System Stability & performance testing.
- Business Process mapping is complete, business users are trained and are performing User Acceptance Testing.

The ABIS system will be launched after the successful Database Synchronisation between HANIS and ABIS with all the six ABIS Interfaces transacting at 100% in order for ABIS to become the primary system.

Data Migration and Applications & Interfaces still remains a challenge, therefore the release of the ABIS into the production environment has been delayed by technical complexities related to data migration and Interfaces.

Live Capture functionality for efficient processing of IDs, Passports and Birth registration

The roll out of live capture system since commenced in 2013. The Department continues to expand Live capture in DHA offices, banks and mobile units. The system contributes in rebuilding the confidence of citizens to the services offered by the Department. The turn-around time has improved immensely compared to the past years manual processes.

The system is also enhanced continually to fix the bugs, increase security and improve its performance. The department procured 10 additional mobile units which will also

provide live capture services on processing IDs and Passports. The increase of mobile units has a huge positive impact to citizens that do not have access to Home affairs services as services are taken to people.

Biometrics Movement Control System (BMCS) at the Ports of Entry

The Biometrics Movement Control System (BMCS) was developed with features and alignment to Immigration policy requirements. The system is an additional module to Live Capture to ensure single view of all travellers and citizens. It allows system users to capture biometrics and view Permit details at the Ports of Entry.

The roll out of the system was delayed in the reporting year because of IT equipment that could not be procured on time. However, the system is functional in 4 airports (Lanseria International Airport (IA), OR Tambo IA, Cape Town IA and King Shaka IA) and is used parallel with the Enhanced Movement Control System that will be decommissioned eventually.

eVisa

Through the Modernisation Programme eVisa phase 1 module which entails tourist module was developed and completed. Contained three integrated modules, i.e. online application system and adjudication for head office and Mission for interviews and processing. The software development was on the Automated Core Processor (ACP) to leverage the Live Capture suite of systems, i.e. National Population Register (NPR) and HANIS which enabled the delivery of the requirements. The system was piloted at Kenya and India in 2019/20 financial year and in 2021/22 was rolled out to additional countries. The countries are as follows: Saudi Arabia; Ethiopia; Pakistan; DRC; Mexico; Cameroon; Egypt; Iran; Philippines; Uganda; Nigeria; China; India and Rwanda. The eVisa will positively contribute to the revival of the tourism market by allowing tourists to apply for the visa from the comfort of their own homes and make it easy to come to our shores as part of the economic recovery plans.

4.1.4 Office Accommodation

The general state of office accommodation is poor. In pursuit of the implementation of the DHA Model Office implementation and to address the infrastructure challenges faced by the Department, 15 (fifteen) high volume offices having been identified as priority for immediate improvement. In order to fast track their implementation, the offices have been registered with the Presidential Infrastructure Coordinating Council (PICC). The registration with PICC is to obtain its financial and technical advice as well as support. The PICC is currently identifying various under utilised state owned land and buildings where the new offices can be built or existing buildings refurbished. Once the PICC is done with the availability assessment, it will provide the department with the comprehensive report on each site identified and then making recommendations to the department on best available solution either to build or to rebuild/renovate the existing buildings as well as advise on funding options like Public Private Partnership (PPP) and others. The report is expected in the second quarter of the 2022/23 financial year.

- Eastern Cape: East London, Port Elizabeth and Mthatha offices
- Free State: Bloemfontein
- Gauteng: Johannesburg (Harrison Street) and Pretoria (Byron)
- Kwazulu-Natal: Pinetown and Pietermaritzburg
- Limpopo: Polokwane
- Mpumalanga: Nelspruit and Witbank
- Northern Cape: Kimberley
- North West: Mmabatho/Mafikeng and Rustenburg
- Western Cape: Cape Town (Barrack Street)

As part of the War on Queues initiative, the following progress in relocating/upgrading some of our major offices has been made:

The **Mthatha** office is housed in an old and dilapidated national heritage building. DPWI was requested to find alternative accommodation. DPWI went out on tender on 24 November 2021 and the bid closed on 15 December 2021. Seven buildings were viewed and the department communicated its selection to DPWI on 14 March 2022.

DPWI retracted their submission dated 01 April 2022 regarding the progress status quo, and DPWI will develop a recovery plan and forward it to the department.

In respect of **Gqeberha**, an underutilized Post Office building has been identified. The building was visited by DHA, DPWI and SAPO and a need analysis in line with the DHA Hybrid Access model has been submitted for approval. The following steps are to do the condition / refurbishment assessment to determine the refurbishment cost, develop the layout plan, and finalize the designs and costings.

For **Pretoria** (Byron Place), the DG approved the alternative accommodation submission on 10 March 2022. The need assessment and user specifications requesting alternative accommodation were forwarded to DPWI on 30 March 2022.

Alternative accommodation was also requested for the **Polokwane** office. In this regard, DPWI convened a bid evaluation meeting on 22 March 2022 and prepared an evaluation report. The department is awaiting the outcome of this bid process

The bid for alternative accommodation for **Pinetown** was advertised on 20 November 2020. The bid closed on 26 January 2021. The bid was awarded and the lease agreement signed. Unfortunately, the lease agreement was subsequently cancelled as the bidder could not obtain the required funding to purchase the building. A new bid process started in March 2021 and was finalised and awarded to Ocean Diamond. The letter of acceptance was prepared by legal services and was accepted by the bidder. The lease agreement was sent to the bidder for signature. Still, an email was received from the bidder informing DPWI that the building recommended for the award was damaged during the unrest and will take approximately eight (8) months to be ready. The landlord offered an alternative building and a viewing was conducted on 3 September 2021. The department confirmed interest in the alternative building on 7 September 2021. The landlord submitted the layout plans on 10 September 2021, which have already been forwarded to the department and the NDPWI professional architect. DPWI Regional Office submitted a submission to their acting Director-General for approval to cancel the award and start afresh with the process. DPWI is awaiting approval from National Treasury to re-advertise the bid for the 3rd time.

A tender for the **Bloemfontein** office was awarded to the successful bidder for alternative accommodation. Regular tenant Installation meetings took place, and the drawings were given to DHA Bloemfontein by the landlord for input. DHA requested changes on the drawing, and the landlord was busy attending to it.

As part of the footprint expansion and to reduce queues in offices, the department is looking at the opening office in shopping malls. The malls offer the following advances: Security, abolition facilities for clients, parking, etc. The department is currently waiting for the regulatory approvals from the National Treasury before implementation.

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 public-private partnership 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. National Treasury provided conditional Treasury Approval (TAI) to move the project to the procurement phase.



INSTITUTIONAL PROGRAMME PERFORMANCE INFORMATION

Table 4.1.1.1

Programme 1: Administration								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
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	Biometric functionality implemented at ports of entry equipped with the Enhanced Movement Control System (EMCS)	Number of selected ports of entry with biometric movement control system (BMCS) implemented as per approved specifications	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	Not Achieved Contract (work order) for procurement of IT equipment signed. (until re-tabling) Not Achieved BMCS Servers were installed and configured in two airports User theoretical training was provided Service provider for IT equipment contracted	23	Not achieved Procurement of IT equipment completed. The following equipment was received: 1. Webcams, 2. Fingerprint scanners, 3. Passport scanners & 4. Servers Still awaiting delivery of PCs and the estimated time of arrival is 26 April 2022	(23)	There was a global shortage of computer chips that negatively impacted on the procurement process and resulted in project implementation delays.

Programme 1: Administration								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	e-Visa system designed (phased approach)	e-Visa modules quality assured as per approved specifications (phased approach) (e-Visa phase 2 module quality assured as per approved specifications – 2021/22)	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	Not Achieved <i>0 (until re-tabling)</i> Achieved APP integration has been completed and able to communicate between APP system and BMCS exchanging the fight number and communicate between APP to eVisa to exchange the eVisa generated by the eVisa system	e-Visa phase 2 module developed onto live capture and deployed in quality assurance (QA) environment: Temporary Residence Visas Critical skills visa Business visa Permanent Residence Permits General work, section 26(a); Critical skills, section 27(b); Business, section 27(c)	Achieved E-Visa phase 2 developed onto Live Capture at QA environment.	Not applicable	Not applicable
Secure population register to empower citizens, enable inclusivity, economic development and national security	Components of the National Identity System (NIS) designed and operationalised	Development of Asylum Seeker and Refugee system onto live capture as per approved specifications (prototype) (21/22)	New PI	Not Achieved Service provider not appointed The procurement process is on hold to address proper processes	Asylum Seeker and Refugee system development onto live capture - Prototype	Not achieved User requirements specifications and technical specifications developed.	<ul style="list-style-type: none"> User requirements were developed and approved by DDG: IMS. Technical specifications were developed and approved by DDG: IS. 	Service provider was not appointed to develop a full functional system, so that the system becomes fully functional.

Programme 1: Administration

Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
							<ul style="list-style-type: none"> The prototype was developed at QA environment but not functional or activated. 	Internal staff managed to design and develop a non-functional prototype of the system. However, the TID required functionality on all business processes associated with Asylum seeker and refugee system.
DHA positioned to contribute positively to a capable and developmental state	Policy and legislation developed in support of a repositioned DHA	Promulgation of DHA Bill (Submission of DHA Bill to Cabinet for approval (21/22))	<p>Not achieved</p> <p>Revised DHA Bill presented to:</p> <ul style="list-style-type: none"> the departmental and interdepartmental workshops the JCPS and Governance, State Capacity and Institutional Development clusters Minister and Deputy Minister 	<p>Not Achieved</p> <p>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 (until re-tableting)</p>	DHA Bill submitted to Cabinet for approval	<p>Not Achieved</p> <p>Bill was submitted to Minister on or before 22 October 2021 to consider and approve the Bill, and Cabinet Memo.</p> <p>Minister requested that the Bill be presented during MMM meeting of 15 December 2021. The Bill was removed from the Agenda (of MMM's meeting of 15 December 2021) due to time constraints.</p>	DHA Bill was not submitted to Cabinet for approval	A letter was sent to the Office of Solicitor-General (the "OSG") requesting assistance to appoint an independent legislative drafter. Awaiting the OSG's response

Programme 1: Administration								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
				<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>		<p>The Bill was presented to MMM on 17 February 2022. MMM resolved that the Bill must be handed over to an independent legislative drafter to re-draft the Bill. MMM further resolved that SCM processes be followed to appoint the independent legislative drafter.</p> <p>A letter was sent to the Office of Solicitor-General (the "OSG") requesting assistance to appoint an independent legislative drafter. Awaiting the OSG's response</p>		
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	<p>Achieved</p> <p>Media engagements</p> <p>53 media engagements conducted</p>	<p>Not Achieved</p> <p>12 Media engagements conducted</p> <p>Izimbizo</p> <p>0 Campaigns 0 <i>(until re-tabling)</i></p>	<p>DHA Communication Strategy implemented through:</p> <ul style="list-style-type: none"> • 20 Media engagements 	<p>Achieved</p> <p>49 Media engagements conducted.</p>	<p>29 for Media engagements</p> <p>16 for Outreach engagements</p> <p>3 for Campaigns</p>	<p>Media engagements:</p> <p>Inspection in Beit Bridge border post in Musina</p> <p>Opening of home affairs office in Dora Nginza hospital in Gqeberha.</p>

Programme 1: Administration

Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
			<p>Campaigns</p> <p>4 campaigns conducted</p> <p>Izimbizo</p> <p>9 Izimbizo conducted</p>	<p>Achieved</p> <p>Media engagements</p> <p>53 Media engagements conducted</p> <p>Izimbizo</p> <p>8 Outreach engagements conducted</p> <p>Campaigns</p> <p>4 Campaigns conducted</p>	<ul style="list-style-type: none"> 6 Outreach engagements and 3 Campaigns 	<p>19 Outreach engagements conducted.</p> <p>6 Campaigns conducted.</p>		<p>Bilateral meeting between RSA and UNHCR</p> <p>Illegal crossing at Beit Bridge in Limpopo</p> <p>Update on the Digitisation of Records Project and publication of the Critical Skills List</p> <p>Responses on Home Affairs matters flowing from SONA 2022(including funding for six land ports).</p>
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 for approval to Cabinet	<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>Not Achieved</p> <p>The Official Identity Management Policy has been updated and was submitted to Minister for approval in the next quarter (until re-tableting)</p>	Official Identity Management Policy submitted to Cabinet for approval	<p>Achieved</p> <p>Official Identity Management Policy was submitted to Cabinet for approval.</p>	Not applicable	Not applicable

Programme 1: Administration								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
				Achieved Submission for the OIDM Policy was approved by the Minister on 30 March 2021				
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations / Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Policy and legislation developed in support of citizenship, international migration and refugee protection	Submission of the Citizenship, Immigration and Refugees Bill to Cabinet for approval (Submission of the Green Paper on the Management of Citizenship, International Migration and Refugee Protection to Cabinet to request approval for public consultation – 2021/22)	Achieved Draft Immigration Bill presented to Exco and submitted to Minister in March 2020 for approval	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. (until re-tabling)	Green Paper on the Management of Citizenship, International Migration and Refugee Protection submitted to Cabinet to request approval for public consultation	Not Achieved The Green Paper was approved by the Clusters for submission to Cabinet however the Ministers requested that it be taken for further consultation before final submission to Cabinet for approval for public consultation.	Green Paper on The Management of Citizenship, International Migration and Refugee Protection was not submitted to Cabinet to request approval for public consultation.	Awaiting the Ministers approval and submission to Cabinet. The target to submit to Cabinet has been rolled over to Q1 of the 2022/23 financial year.

Programme 1: Administration

Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	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	Phased implementation of the revised Service Delivery Model (Approval of Revised Service Delivery Model by Minister (2021/22)	New PI	<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. 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 (until re-tabling)</p> <p>Achieved</p> <p>The Concept document, including the implementation plan for the development of the Service Delivery Model approved by the DG</p>	Revised Service Delivery Model approved by Minister	Achieved Service Delivery Model of the Department of Home Affairs was supported by EXCO and approved by the DG and the Minister on the 29th March 2022.	Not applicable	Not applicable

Programme 1: Administration								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
DHA positioned to contribute positively to a capable and developmental state	DHA Access Model implemented through Footprint Optimisation Plan / User Asset Management Plan (U-AMP)	Phased implementation of DHA Access Model through Footprint Optimisation Plan / User Asset Management Plan (U-AMP) (Approved User Asset Plan submitted to DPW&I for submission to National Treasury – 2021/22)	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.	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 (until re-tabling) Achieved The Revised DHA Access Model presented to EXCO on the 25th January 2021 and the model was supported.	DHA Access Model implemented through revised Footprint Optimisation Plan / User Asset Management Plan (U-AMP) submitted to DPW&I for submission to National Treasury	Achieved The Strategic accommodation requirements (Template 1 of the U-AMP) was submitted to DPWI on the 28th February 2022. The comprehensive Strategic accommodation requirements for 2024/25 FY was supported by EXCO and approved by the DG and the Minister on the 29th March 2022.	Not applicable	Not applicable

Programme 1: Administration

Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
				<p>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</p> <p>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</p>				
DHA positioned to contribute positively to a capable and developmental state	DHA Gender-based Violence and Femicide Strategy implemented	Number of awareness sessions on gender-based violence and femicide, gender and disability mainstreaming conducted	NA	New PI	13	Achieved 15 Awareness Sessions conducted on Gender-based Violence and Femicide (GBV&F), Gender and Disability mainstreaming	2	Increased activities due to Women's Month activities

Programme 1: Administration								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
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	New PI	Achieved 2 DHA business processes evaluated to identify possible vulnerabilities to fraud, corruption and security breaches	1 (One consolidated report on process evaluation to focus on the 6 identified areas)	Achieved 1 report that has incorporated all the findings and recommendations from Q1 to Q4 to be shared with the relevant stakeholders (POE and BMA)	Not applicable	Not applicable
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	Achieved 74,6%	Achieved 70.8 % <i>(until re-tabling)</i> Achieved 70,55% of reported cases on fraud and corruption finalised within 90 working days	50%	Achieved 62%	12%	Allocation of cases according to expertise. Sharing of best practice. Improvement of processes.
DHA positioned to contribute positively to a capable and developmental state	Counter Corruption Strategy for the DHA implemented	Number of Threat and Risk Assessments (TRAs) conducted in accordance with the requirements of Minimum Information Security Standards (MISS) and / or Minimum Physical Security Standards (MPSS)	Achieved 64	Not Achieved 0 <i>(until re-tabling)</i> Achieved 31	40	Achieved 42	2	Deployment of officials from HO to Provinces

Programme 1: Administration

Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
DHA positioned to contribute positively to a capable and developmental state	Counter Corruption Strategy for the DHA implemented	Number of vetting files referred to State Security Agency (SSA) for evaluation	Achieved 444	Not Achieved 19(<i>until re-tabling</i>) Achieved 533	300	Achieved 369	69	The further relaxing of Covid-19 protocols during the period under review had a positive outcome on the performance of the Directorate by way of enhanced accessibility of records and availability of officials for interviews and references.

Linking performance with budgets

The budget as per the final appropriation versus actual expenditure is 100% spent for Programme 1: Administration. The actual expenditure for Programme 1: Administration increased by 17.5% from R2, 243 billion in 2020/21 to R2, 636 billion in 2021/22. With marginal increases in the sub programmes: Ministry and Corporate Services, the biggest increases in expenditure are for Transversal Information Technology Management and Office Accommodation where expenditure increases by 16.8 % and 36.2% respectively.

4.1.1.2 Sub-programme expenditure: Programme 1: Administration

Sub- Programme Name	2021/2022			2020/2021		
	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
Ministry	25 643	25 643	-	21 332	21 332	0
Management Support Services	252 841	252 841	-	216 559	208 985	7 574
Corporate Services	710 959	710 959	-	670 543	632 288	38 255
Transversal Information Technology Management	1 033 768	1 033 768	-	884 721	872 069	12 652
Office Accommodation	613 640	613 640	-	450 001	450 001	0
Total	2 636 851	2 636 851	-	2 243 156	2 184 675	58 481

Strategy to overcome areas of under performance

Departments should provide the strategies to address under performance.

Indicator	Strategies to address underperformance
A number of selected ports of entry with a biometric movement control system (BMCS) implemented as per approved specifications	Number of ports of entry has been increased to intensify the implementation of BMCS.
Implementation of Asylum Seeker and Refugee system	A service provider to be appointed and a number of developers to be appointed in the department to develop the system.
Promulgation of DHA Bill (Submission of DHA Bill to Cabinet for approval (21/22)	A letter was sent to the Office of Solicitor-General (the "OSG") requesting assistance to appoint an independent legislative drafter. Awaiting the OSG's response
Submission of the Citizenship, Immigration and Refugees Bill to Cabinet for approval (Submission of the Green Paper on the Management of Citizenship, International Migration and Refugee Protection to Cabinet to request approval for public consultation – 2021/22)	The target to submit to Cabinet has been rolled over to Q1 of the 2022/23 financial year.

Reporting on the Institutional Response to the COVID-19 Pandemic

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

4.1.1.3 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	Contribution to the Outputs in the APP (where applicable)	Immediate outcomes
1	Provision of PPE and cleaning services	Head Office, Gauteng Province	2 500	Not possible	6 448	3 246	Enabled the head office to remain functional during all lockdown levels	Uninterrupted services

Head office procured Covid PPE and additional cleaning services for all staff working at the various head office buildings (Hallmark, BVR, Rosslyn, Brits and Ministry).

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 residence. Clients are served at various sites, including local and mobile offices, health facilities and bank branches.

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

Sub-programmes

- **Citizen 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 National Population Register (NPR). These include: Maintaining an accurate 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; providing financial assistance to

citizens abroad who wish to return to South Africa but have no means of doing so; and determining and granting citizenship.

- **Identification Services (Back Office ID Processing)** oversees issues relating to identity such as fingerprints, photographs and identity documents by establishing and maintaining national identity systems.
- **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.

Summary of main achievements per sub-programme:

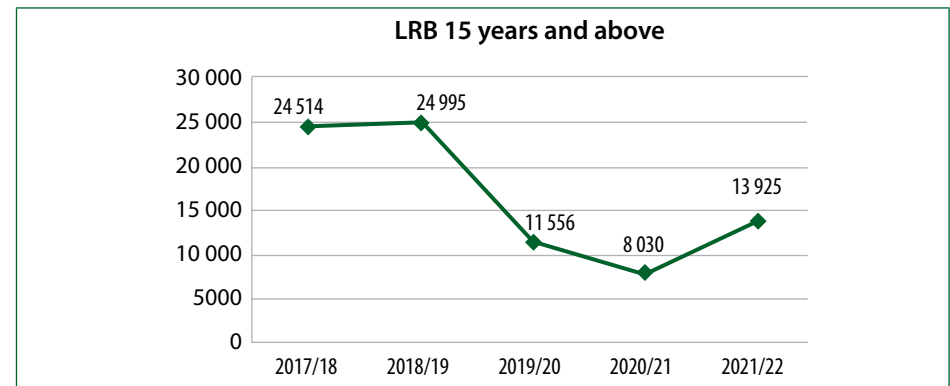
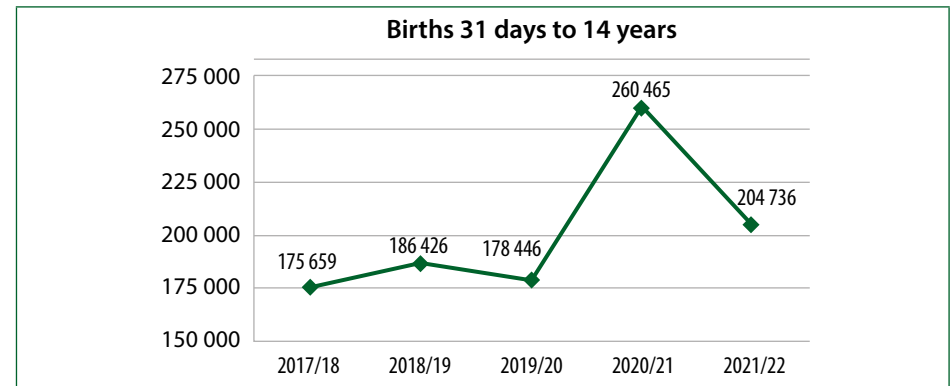
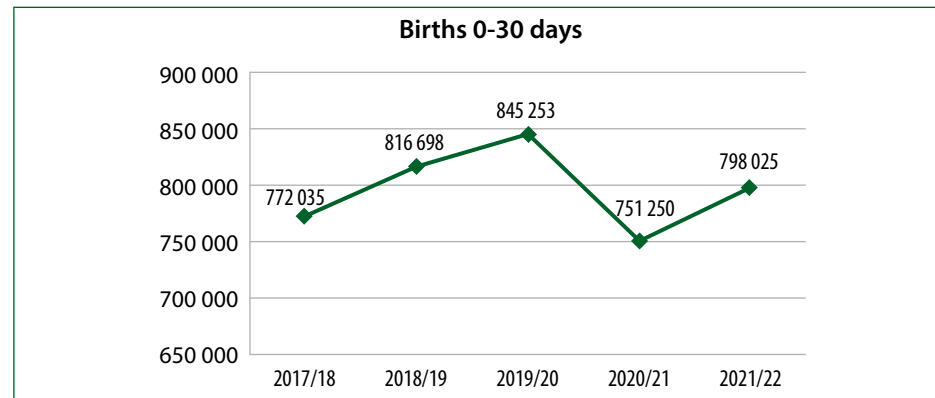
Sub-Programme Status Services

Birth Registration

A key strategy coordinated by Civic Services is to ensure a credible, accurate and secure National Population Register (NPR) with a single point of entry within 30 calendar 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 optimization 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 witnessed the second year of the pandemic. Unlike the 2020-21 review period, there were no limitations placed on the registration of births between 1 April 2021 and 31 March 2022, despite varying lockdown levels implemented. Compared to 2020-21 review period, the number of births registered within 30 calendar days increased by 6% while a reduction of 21% is witnessed in the category 31 days to 14 years. Despite this improvement on category 31 days to 14 years, the late registration of births 15 years upward saw an increase of 73%. During the FY 2020/21 a total of 8030 birth were registered compared to to a total of 13 925 during FY2021/22 for the category 15 years and above. The increase in the category 0-30 days as well as the reduction in the category 31 days to 14 years is in line with our strategic intent. However, the increase in the late registration category 15 years and above is not consistent with our strategy and the department will monitor these registrations closely going forward.



During the 2021-22 review period, the percentage of births registered within 30 calendar days compared against the total population of births registered was 78,33%. This percentage is up from 73,67% during the preceding review period. Our intention is to normalize the registration within 30 calendar days above 80%.

A few factors contributed to our increased registration within 30 calendar days. As indicated above, birth registration continued during the review period and was not disrupted as a result of the varying lockdown levels implemented. The department also continued with initiatives as outlined below:

Outreach programmes: Minister and DHA Senior Managers visited provinces and health facilities to encourage birth registration. DHA had regular meetings with Health to acquire birth occurrence reports from 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 broadcast on community radio stations to encourage birth registration.

Development and implementation of provincial birth optimization programmes: The department developed and implemented birth registration optimization plans. Due to inadequate human resource capacity at provinces, head office employees were also deployed to work at the front line to assist with birth registration.

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. This resulted in an increase of 20,6% with 53,95% of the total births registered during 2021-22 compared to 33,35% during the 2020-21 review period. This was mainly achieved due to less limitations imposed on DHA deployments to health facilities as a result of the pandemic.

Daily performance updates on births registered to Provincial and Office Management: The Department continued issuing daily updates of 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. This monitoring will be intensified in order to exceed 80% birth registrations within 30 calendar days.

We collected and registered births at 305 local offices of the department and 342 health facilities during the review period. Jointly, the number of registration sites where births were registered during the review period (including health facilities) was 647.

Still our single largest threat facing the operational environment during the review period (and going forward) is the reduction of human capital at local offices. Between April 2021 and March 2022, a total of 155 line function posts were vacated and could not be filled due to acute funding shortages. We must acknowledge efforts by the National Treasury wherein additional funding was allocated for the filling of critical vacant posts over the medium term. This will enable the department to expand our service offerings to the public.

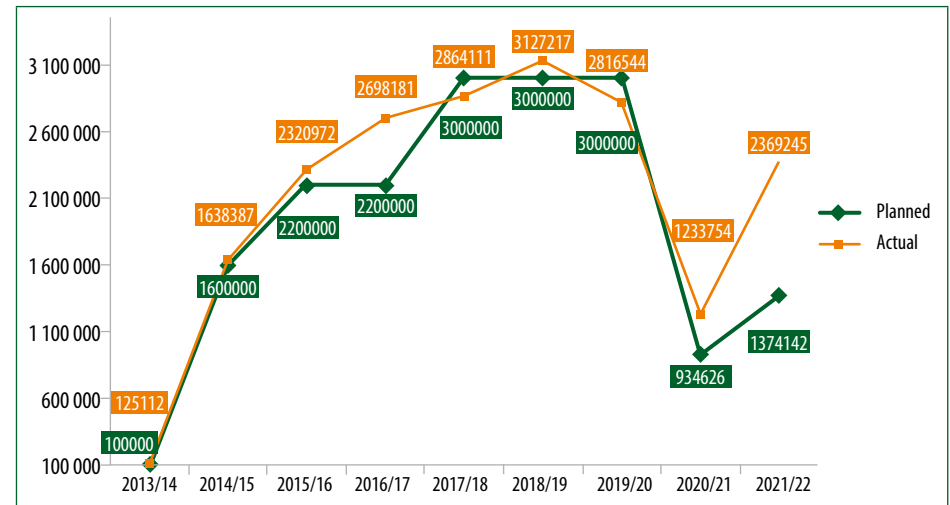
Sub-Programme Identification Services

Issuance of Smart ID Cards to citizens

During the review period, the department extensively monitored downtimes on the live capture system. Our 2021-22 provincial report estimates that system downtime, particularly on the live capture system, resulted in a production loss exceeding 682 business hours, or 28 business days. Under ordinary working conditions, the potential number of applications missed due to downtimes is approximately 200 000.

The mobile offices are now in full operation. Our mobile units collected 40 789 Smart ID card re-issues and 85 413 Smart ID first applications during the review period totalling to 126 202 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 2022, a total of 19 193 523 South African citizens had been issued with Smart ID cards since inception in 2013.

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

Demand for the green barcoded identity documents increased during the review period, due to the relaxation on pandemic and related lockdown restrictions. This increase may have been the result of downtimes on the live capture systems. Taking into account the severe technical challenges we are encountering with the live capture systems, the discontinuation of the green identity documents may need to be revisited as the current approval to discontinue during 2024/25 may not be feasible, should these technical challenges persist over the medium term.

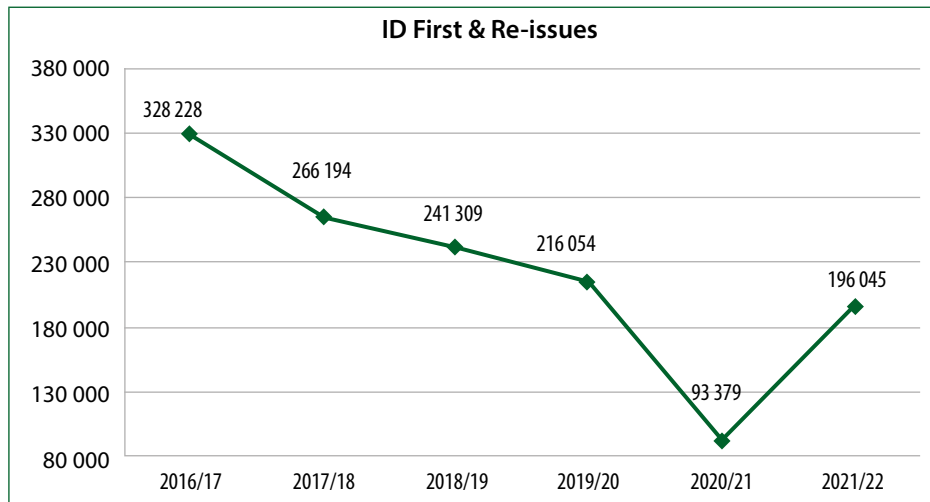


Table 4.2.1.1

Programme 2: Citizen Affairs								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligation	Births registered within prescribed period of 30 calendar days	Number of births registered within 30 calendar days	Achieved 845 253 births registered within 30 calendar days	Not Achieved 144 681 <i>(until re-tabling)</i> Achieved 606 569 births registered within 30 calendar days	100% fully functional front offices: 700 000	Achieved 560 972	73 604	<ul style="list-style-type: none"> Adjusted target; for 100% capacity level is 487368. Adjusted target; for 75% capacity level is 26856. Adjusted target; for 50% capacity level is 88411. FY2021/22 a total of 798025 births were registered within 30 days against the Annual adjusted scenario planning target of 602635. The adjusted Annual target was calculated based on the resources and capacity levels as regulated through the Disaster Management Regulations for each Covid-19 Lockdown level;
					75% fully functional front offices – 525 000	Achieved 42407	15551	
					50% functional front offices – 350 000	Achieved 194646	106235	

Programme 2: Citizen Affairs								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
								<ul style="list-style-type: none"> Weekly reports monitoring and evaluating birth performance keeps provincial management aware of operational progress. The weekly reports assist the department in identifying areas of underperformance for purposes of implementing interventions. <p>The Provinces worked overtime from 02 - 13 January 2022 which contributed to the over-achievement since offices has an additional two hours after working hours to assist clients with birth registration.</p>
					33.3% functional front offices – 233 100	Not applicable	Not applicable	Not applicable
					Level 5 - No service to be rendered	Not applicable	Not applicable	Not applicable

Programme 2: Citizen Affairs

Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	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) 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	Not Achieved 2 816 544 ID smart cards were issued to citizens 16 years and above	Not Achieved 22 903 <i>(until re-tabling)</i> Achieved 1 210 851 ID Smart cards were issued to citizens 16 years and above	100% fully functional front offices: 1 600 000	Achieved 1880542	772103	<ul style="list-style-type: none"> The adjusted target for 100% capacity levels is 1 108 439. The adjusted target for 75% capacity levels is 59 712. The adjusted target for 50% capacity levels is 205 973. FY2021/22 a total of 2369245 Smart cards were issued to citizens 16 years and above against the Annual adjusted scenario planning target of 1374124. The Adjusted target was calculated based on the resources and capacity regulated through the Disaster Management Regulations for each Covid-19 Lockdown level.
					75% fully functional front offices – 1 200 000	Achieved 79901	20189	
					50% functional front offices – 800 000	Achieved 408802	202829	
					33.3% functional front offices - 532 800	Not applicable	-	
					Level 2 -5: No service to be rendered	Not applicable	-	

Programme 2: Citizen Affairs								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
								<ul style="list-style-type: none"> The business unit has enhanced its performance at the back office by maintaining the exercise of granting weekly approval for the service provider to implement the augmented change request, where applications for first time applicant who are linking parents on function 192 and the parents are verifying green, such applications are processed in bulk for printing, thereby reducing head office intervention.

Programme 2: Citizen Affairs

Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
								<ul style="list-style-type: none"> GPW had a backlog during December of more than 350 000 smart ID Cards that could not be printed and issued due to capacity constraints. The backlog of December was printed during January 2022 by GPW. The branch worked overtime during January 2022 and March 2022. Support for Ministerial projects through deployment of Mobile Units to assist with Smart ID Card applications and collections.
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligation	Adult passports issued as per set standards	Percentage of machine readable adult passports issued within prescribed turnaround times according to the risk adjusted approach	Achieved 95,31% of machine readable passports (new live capture system) for adults issued within 13 working days (745 331 of 782 047)	Not Achieved 10,97 % <i>(until re-tabling)</i>	Level 5: NA	Not applicable	-	

Programme 2: Citizen Affairs								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
					Level 4: NA	No Target	-	<ul style="list-style-type: none"> No target was set for Lockdown Level 4 and Lockdown Level 5, however, a total of 9 652 passports were issued during Lockdown Level 4 The 9652 passports issued during Lockdown Level 4 were documents that were received by the Branches hence these documents were already in the process of being delivered when Lockdown Level 4 was announced by the President.
				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:	Level 3: 90% of machine readable adult passports issued within 42 working days	Achieved 99,22% of machine readable passports were issued within 42 working days. 49 140 were issued within and 384 above. A total of 49 524 adult passports were issued in this level.	9,22%	<ul style="list-style-type: none"> This target was overachieved due to regular daily engagements between the branch and the service providers BBD, Finance (CFO), Interfile, GPW, IT and Civic Services.

Programme 2: Citizen Affairs

Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
				22 851 machine readable passports were issued within 42 working days and 1 695 above. The total issued was 24 546				<ul style="list-style-type: none"> Use of DHA drivers to deliver passports to local offices around Johannesburg and Tshwane metros to reduce the turn-around time. Daily monitoring on all performance gates.
				<p>Achieved</p> <p>Level 2: 85,77% 2 609 machine readable passports were issued within 32 working days and 433 above. The total issued was 3 042</p>	Level 2: 90% of machine readable adult passports issued within 32 working days	<p>Achieved</p> <p>98,66% of machine readable passports were issued within 32 working days. 41 531 were issued within and 566 above. A total of 42 097 were issued during this level.</p>	8,66%	
				<p>Achieved</p> <p>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</p>	Level 1: 90% of machine readable adult passports issued within 13 working days	<p>Not achieved</p> <p>88,22% of machine readable passports were issued within 13 working days. 277739 were issued within and 37102 above. A total of 314841 were issued during this level.</p>	-1,78%	

Programme 2: Citizen Affairs								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
								<ul style="list-style-type: none"> Inability of GPW to handover passports on the system to Passport Dispatch Centre for quality assurance and dispatch. Non-availability of sufficient bins resulting in a days' work being dispatched the following day. Applications not linked to payment.
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligation	Policy and legislation developed in support of citizenship and civil registration	Submission of the Marriage Bill to Parliament for approval (Submission of the Marriage Policy to Cabinet (2021/22)	New PI	Not Achieved Draft Marriage Policy gazetted for public comments	Marriage Policy submitted to Cabinet for approval	Achieved The marriage policy, cabinet memorandum and presentation were submitted to the cabinet secretary during the review period.	Not applicable	Not applicable

Linking performance with budgets

The budget as per the final appropriation versus actual expenditure reflects 100% spent for Programme 2: Citizen Affairs. The actual expenditure for Programme 2: Citizen Affairs increased by less than 9.18% from R2, 724 billion in 2020/21 to R2, 974 billion in 2021/22. With marginal increases in the sub programmes: Identification Services and Service delivery to provinces, the biggest increase in expenditure is for Citizen Affairs Management with 148%, while expenditure for Status Services increased by 36% from R392 million in 2020/21 to R532 million in 2021/22.

4.2.1.2 Sub-programme expenditure: Programme 2: Citizen Affairs

Sub- Programme Name	2021/2022			2020/2021		
	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
Citizen Affairs Management	92 523	92 523	-	37 352	37 352	0
Status Services	532 494	532 494	-	608 695	391 761	216 934
Identification Services	262 108	262 108	-	259 820	255 453	4 367
Service Delivery to Provinces	2 087 711	2 087 711	-	2 066 530	2 039 703	26 827
Total	2 974 836	2 974 836	-	2 972 397	2 724 269	248 128

Reporting on the Institutional Response to the COVID-19 Pandemic

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

4.2.1.3 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	Contribution to the Outputs in the APP (where applicable)	Immediate outcomes
2	All Officials adhere to COVID-19 Protocols	All Nine Provinces (Citizen Affairs)	5 000 officials in both Front Office and Back Office	All Civic Services staff and clients visiting the offices	R 5 570	R 5 365	Officials enabled to perform frontline and back office services	Civic Services rendered for Lockdown Level 5 through to Level 1

The branch allocated a budget of R5. 57 million for COVID 19 for the procurement of PPE's and cleaning services.

Managers ensure that officials and clients visiting our offices adhere to COVID-19 regulations at all times, and are assisted in doing so through the provision of sanitizers and face masks, monitoring of adequate social distancing, and observing all health protocols. Officials who tested positive are advised not to report for duty and to quarantine accordingly.

4.3 Programme 3: Immigration Affairs

Immigration Services is responsible for the implementation of immigration legislation; functions at ports of entry; the immigration inspectorate and deportations; the visa and permitting regime; the processing of asylum seekers and refugees; and the management of a holding facility (Lindela) for illegal immigrants awaiting deportation after confirmation by their countries of origin.

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** provides for the overall management of the branch and policy direction, sets standards, and manages back office processes.
- **Admission Services** is responsible for issuing visas, securely facilitating the entry and departure of persons to and from South Africa in line with the Immigration Act (2002); recording their movements on the movement control system; and controlling the processing of applications for permanent and temporary residence permits/visas, including work, study and business visas.
- **Immigration Services** deals with immigration matters in foreign countries; detects, detains and deports illegal immigrants in terms of the Immigration Act (2002); conducts investigations with other law enforcement entities; and provides policy directives on immigration matters.
- **Asylum Seekers** considers and processes applications for asylum, issues enabling documents to refugees, and facilitates processes to find durable solutions to refugee problems in line with the Refugees Act (1998). The head office is responsible for providing strategic leadership, whereas refugee reception offices are responsible for operations.

Permits:

TARGET (1): 85% 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 (s27(b), general work (s26(a) and business (s27(c) categories only)

NARRATIVE: The target was achieved during the first quarter and subsequent to that there was no population to report on, as there was no intake on new applications for the rest of the reporting period.

TARGET (2): 85% 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)

NARRATIVE: The non-achievement of the target for the adjudication of critical skills visa applications within a period of 4 weeks was already communicated as early as quarter 1. The rest of the quarters could not be salvaged as the existing conditions of Covid19 restrictions had an impact on the number of officials available to process applications. A number of officials responsible for attending to critical skills visa applications also tested positive for Covid-19, resulting in down-time and office closures over pro-longed periods.

TARGET (3): 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)

NARRATIVE: This target, which has an 8 week turnaround time was consistently achieved for the first 3 quarters. This performance could however not be maintained due to the impact the new Immigration Delegations, which came into operation on 12 January 2022) had on the processing of these applications. The new process requires printing of applications and routing them to the Chief Director: Permits, a process which is cumbersome and results in undue delays.

e-Visa Phase 1:

A total of 14 countries have been activated to date, namely Kenya, Cameroon, Iran Egypt, Philippines, Saudi Arabia, Ethiopia, Pakistan, DRC, Mexico, India, China, Nigeria, and Uganda.

The Department continues to receive applications online, even though the back-office capacity with regards to adjudicators is still constrained. There are not enough

adjudicators to handle the volume of applications and the queries received pertaining to the e-Visa. Many challenges were also experienced with the functioning of the system, which resulted in undue delays and frustration to the applicants making use of the system and wanting to travel within a few days.

Critical Skills List

The Critical Skills List was published in February 2022 for implementation. The Department has started to receive applications, as well as enquiries on some of the requirements appearing on the List. Some of the major challenges include the NQF levels for qualifications, as well as Professional Bodies. Occupations such as University Lecturers do not have professional bodies, even though the Immigration Regulations requires such membership. The Directorate: Corporate Accounts is in consultations with Legal Services to resolve the issues raised by applicants.

IMS Delegations 2022

The Chief Directorate: Permitting received the new IMS Delegations on the 12th of January 2022. In terms of the Delegations, Adjudicators are only authorized to process three (3) of the 15 visa categories available in the Immigration Act. Other categories may only be processed by the DG or CD: Permits.

Challenges: The current Visa Adjudication System (VAS) is not designed in line with the new IMS Delegations, which Delegations became effective on 12 January 2022. The said Delegations had to be implemented with immediate effect (i.e. 12 January 2022), meaning that adjudicators could only process 3 visa categories, namely that of study, crew and tourist visa extensions.

Information Systems (IS) is currently busy with changes to the VAS so as to align the system with the content of the new IMS Delegations. IS confirmed that the VAS changes will be completed by the 10 May 2022. As soon as VAS has been amended, applications will be able to be attended to online, which would have an impact on the turnaround times on the processing of these applications.

Inspectorate

The branch has an inspectorate function that is responsible for enforcing the Immigration Act, 2002 (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 nationally.

Furthermore, the branch is responsible, through the inspectorate unit, for managing a deportation holding facility (Lindela) for illegal immigrants awaiting deportation after due processes have been followed. The Lindela facility is run by the department in partnership with a Facility Management Company on a 5-year contractual basis. The department entered into a new 5-year contract with Enviromongz Projects (PTY) Ltd from February 2022.

The inspectorate in executing its mandate to detect, detain and deport persons who are illegally in South Africa have maintained regular operations and inspections throughout the course of the year. The unit exceeded its target of 220 inspections/operations which has led to the department increasing the projected targets for its inspections/operation to 540 in the next financial year.

The inspectorate unit was able to deport 20093 this is despite the low capacity of unit and the reduced travel across borders as a result of the continued Covid Pandemic.

The inspectorate unit continued to provide support to the newly established BMA by deploying inspectorate officials to the borderline with Lesotho, Mozambique and Zimbabwe during the festive period in December and January 2021/22. This support resulted in 14,337 persons prevented from illegally entering South Africa.

Asylum Seeker Management (ASM):

The unit is responsible for processing of asylum applications, issues enabling documents to refugees, and facilitates processes towards durable solutions to protracted refugee problems in line with the Refugees Act (1998). The unit oversee operations at the five Refugee Reception Centres across the country, whilst its head office is responsible for providing strategic leadership.

Over this reporting period, the Refugee Reception Offices were closed due to the declared state of disaster. However, critical services were provided through online solution that serves as the response to the abnormal situation. These services included the extension of asylum and refugee documents, applications for refugee ID and travel documents. Assist minors who require specific documents for schooling. More than 150 000 refugees

and asylum seekers benefited from this innovation over this period, whilst a significant number access online solutions.

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 whilst 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, 8 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 Border Management Authority);
- International relations (cross border liaison with counterparts of the neighbouring countries);
- Reporting – including statistics and analysis of trends;
- Ensure 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 whilst protecting legitimate travel, tourism and trade.

Port operations during the period under review was heavily impacted by what has become a global pandemic (Sars Cov2). It is a period characterized by the closure of borders in South Africa, across all modalities, in order to manage the spread of the virus. Central to the decision of the closure of borders was the availability and capacity of health officials at ports, simply because we are dealing with a health pandemic. The approved Ports of Entry currently open for admissions and departures are 24 land ports, 8 seaports and all International Airports (except Pilanesberg International Airport), 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.

Whilst 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 measures to contain the COVID-19 pandemic during the reporting period had a significant impact on international, continental and inter-regional movements which largely accounts for the increase in port of entry movements. Comparatively, there is a significant increase of traveller movements (153%) from previous year.

The increase in traveller movement is due to the relaxation of travel restrictions relating to the Disaster Management Regulations:

Traveller Type	2020/21	2021/22	Difference	% Increase
Citizens	1 448 075	3 543 821	2 095 746	145%
Foreigners	3 017 100	7 768 676	4 751 576	157%
Grand Total	4 465 175	11 312 497	6 847 322	153%

Where ports of entry are operational, the necessary protocols are in existence to regulate different categories of travellers into and out of South Africa. Due to fact that South Africa operates in a region, it was absolutely critical to be aware of what happens in neighbouring countries with regards to cross border movement in general, and restrictions of movements in particular.

4.3.1.1 Table

Programme 3: Immigration Affairs								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	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 legislation	Achieved 222	Not Achieved 2 <i>(until re-tabling)</i> Achieved 288	220	Achieved 294 law enforcement operations/ inspections conducted to ensure compliance with immigration legislation	74	Making use of resources and initiate business inspections during deployments for operations at areas where is identified to be having lot of businesses that are owned or employed foreign nationals
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Permanent residence permits adjudicated 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)	Achieved 95,8% (8 142 out of 8 497)	Not Achieved 27,1 % <i>(until re-tabling)</i> 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)	85%	Achieved 85.6% (351 out of 410) 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 (s27(b), general work (s26(a) and business (s27(c)) only.	0,6%	The target was achieved during the first quarter and subsequent to that there was no population to report on and despite that the annual target was achieved.

Programme 3: Immigration Affairs								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Temporary residence visas adjudicated 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)	Achieved 86,7% (4 707 out of 5 431)	Achieved 86,5 % (until re-tabling) 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)	85%	Not Achieved 57.2% (2 790 out of 4 876) of critical skills visas adjudicated within 4 weeks for applications processed within the RSA	(27,8%)	The new process of printing applications and adjudicating them manually is likely to affect the performance going forward. Current Q1 progress of the new performance year already shows negative performance. The sooner adjudication reverts online and the workflow is aligned to the delegations in VAS the better results can be expected on this target.

Programme 3: Immigration Affairs

Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Temporary residence visas adjudicated 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)	Achieved 98,2% (1 444 of 1 471)	Achieved 92 % <i>(until re-tabling)</i> Not Achieved 83,3% (570 out of 684) of business and general work visas adjudicated within 8 weeks for applications processed within the RSA)	90%	Not Achieved 89.2% (812 out of 910) 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)	(0,8)	This target which is 8 weeks was achieved for quarter 2 & 3 and missed on quarters 1 and 4. Non-achievement in Q1 is due to the lockdown regulations that were still in place at the time creating limitations regarding number of officials reporting for duty as well as social distancing protocols. Performance picked up for Q2 –Q3 but dipped again in Q4 due to the implementation of IMS delegations on 12th January 2022 which introduced a manual adjudication process, parallel to the online VAS process. The manual process requires printing of applications and routing them to the Chief-Director. Once finalized by the CD the approval/rejection is scanned and loaded onto VAS. The outcomes are then printed and sent to the CD again for his signature. This process is inefficient, cumbersome and time consuming resulting in undue delays

Linking performance with budgets

The budget as per the final appropriation versus actual expenditure reflects 100% spent for Programme 3: Immigration Affairs. The actual expenditure for Programme 3: Immigration Affairs increased by 8.9% from R1, 278 billion in 2020/21 to R1, 392 billion in 2021/22. With increases in expenditure for the sub programmes: Immigration Affairs Management, Admission Services and Asylum Seekers, the expenditure for Immigration Services decreases by 15.6 % from R275 million in 2020/21 to R232 million in 2021/22. This decrease is attributed to a budget shift from Immigration Services to Admission Services to cover the cost of APP SITA in January & February 2022. The saving in Immigration Services was as a result of the new Lindela contract entered into during the year under review being awarded at much better rates. In addition, the saving on PNR was used to cover other expenditure.

4.3.1.2 Sub-programme expenditure: Programme 3: Immigration Affairs

Sub- Programme Name	2021/2022			2020/2021		
	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
Immigration Affairs Management	123 588	123 588	-	39 743	29 239	10 504
Admission Services	823 693	823 693	-	787 728	787 728	0
Immigration Services	232 250	232 250	-	275 571	275 571	0
Asylum Seekers	213 120	213 120	-	185 939	185 939	0
Total	1 392 651	1 392 651	-	1 288 981	1 278 477	10 504

Strategy to overcome areas of under performance

Departments should provide the strategies to address under performance.

Indicator	Strategies to address underperformance
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)	VAS needs to be amended in order to align with the content of the new Immigration Delegations that came into operation on 12 January 2022. The sooner adjudication can be finalised online and the workflow is aligned to the said Delegations, better results can be expected on this target.
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)	VAS needs to be amended in order to align with the content of the new Immigration Delegations that came into operation on 12 January 2022. The sooner adjudication can be finalised online and the workflow is aligned to the said Delegations, better results can be expected on this target too.

Reporting on the Institutional Response to the COVID-19 Pandemic

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

4.3.1.3 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	Contribution to the Outputs in the APP (where applicable)	Immediate outcomes
3	Provision of PPE	Immigration Services	2500	Not possible	R591	R582	Immigration Officials enabled to perform frontline and back office services	Immigration Services rendered for Lockdown Level 5 through to Level 1

The branch allocated a budget of R 591 000 for COVID 19 for the procurement of PPE's for immigration officials.

All IMS Chief Directors ensure that officials adhere to COVID-19 regulations at all times, and are assisted in doing so through the provision of sanitizers and face masks, monitoring of adequate social distancing, and observing all health protocols. Officials who tested positive are advised not to report for duty and to quarantine accordingly.



4.4 Programme 4: Institutional Support and Transfers

Immigration Services is responsible for the implementation of immigration legislation; functions at ports of entry; the immigration inspectorate and deportations; the visa and permitting regime; the processing of asylum seekers and refugees; and the management of a holding facility (Lindela) for illegal immigrants awaiting deportation after confirmation by their countries of origin.

Purpose:

- Transfer funds to the Electoral Commission and Represented Political Parties' Fund which manages national, provincial and local government elections to ensure those elections are free and fair.
- Transfer funds to the Border Management Authority to ensure South Africa's borders are effectively defended, protected, secured and well-managed.

Sub-programmes

- Border Management Authority
- Electoral Commission
- Represented Political Parties' Fund

In July 2020, the President assented 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.

In November and December 2021 the top management echelon of the BMA assumed duty, i.e. Commissioner and two Deputy Commissioners, and immediately began to fast-track the operationalization of the BMA.

For the 2021/22 financial year, the BMA had committed to seven (7) Annual Performance Plan (APP) targets wherein four (4) were achieved. The following performance was recorded:

Incremental establishment and roll-out of Border Management Authority

The BMA was earmarked for incremental establishment through (a) the conclusion of Implementation Protocols with the South African Revenue Service (SARS), South African Police Service (SAPS), and Defence; (b) the transfer of border law enforcement functions to the BMA through a Section 97 Proclamation; and (c) the appointment of ten (10) Port Coordinators. In addition, the BMA was planned for roll-out to 11 Ports of Entry, five (5) segments of the land border law enforcement area and one (1) Community Crossing Point.

Progress against the incremental establishment and roll-out of the BMA includes,

- a. The conclusion of the Implementation Protocol with SARS;
- b. The appointment of the 10 Port Coordinators;
- c. The delegation of frontline immigration functions to the BMA by the Minister of Home Affairs;
- d. The roll-out of the BMA to the land border law enforcement areas and community crossing point;
- e. Confirmation of the border law enforcement functions to be transferred from the Minister of Agriculture, Land Reform and Rural Development to the Minister of Home Affairs; and
- f. The interim assignment of custodial powers, duties and responsibilities for four land Ports of Entry by the Minister of Public Works and Infrastructure to the Minister of Home Affairs.

The Implementation Protocols with SAPS and Defence could not be concluded however, engagements had reached an advanced stage with both organs of state by the end of the March 2022.

The Section 97 Proclamation, through which border law enforcement functions would have been incorporated into the BMA, could not be finalised as concurrence on the functions to be transferred was outstanding from Minister of Health. This further affected the roll-out of the BMA to Ports of Entry.

Redevelopment of six (6) land Ports of Entry and the One-Stop Border Post (OSBP) Policy

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). The Project is aimed at improving efficiencies at the following Ports of Entry with regard to the movement of persons and goods:

- a. Beit Bridge Port of Entry (bordering with Zimbabwe);
- b. Ficksburg Port of Entry (bordering with Lesotho);
- c. Kopfontein Port of Entry (bordering with Botswana);
- d. Lebombo Port of Entry (bordering with Mozambique);
- e. Maseru Bridge Port of Entry (bordering with Lesotho); and
- f. Oshoek Port of Entry (bordering with eSwatini).

The PPP process entails four (4) stages, i.e.,

- a. Feasibility phase;
- b. Procurement phase;
- c. Contractual phase (Commercial & Financial Close); and
- d. Commencement of Construction / Redevelopment.

The Project is currently in the procurement phase with the procurement document, i.e. Request for Proposal (RFP), having been completed, processed by DHA and submitted to the National Treasury for regulatory approval. The RFP is a key enabler for the advancement of the project.

The 2021/22 annual target could not be achieved as the drafting of the RFP took much longer than anticipated as the supply of information by Departments, with presence at the Ports of Entry, was not provided timeously.

The OSBP Policy was approved by Cabinet in March 2022. The Policy seeks to harmonise the movement, through land Ports of Entry, of people and goods between South Africa and its neighbouring countries.

Incremental establishment of an interim National Targeting Centre

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, a National Targeting Centre (NTC) for the BMA that will integrate border law enforcement intelligence and operations, manage border risks holistically and operate a national risk management tool will be established.

For the 2021/22 financial year, the BMA achieved its target of incrementally establishing an interim NTC wherein the following was achieved,

- a. The interim NTC Management Structure, Operating Model and Targeting Priorities were presented to DHA EXCO for consideration;
- b. The Implementation Protocols with Defence and SAPS were negotiated whilst the Protocol with SARS was signed;
- c. The Terms of Reference for the preparation of a NTC Blue Print and Road Map was approved by the BMA Commissioner; and
- d. The NTC Steering Committee has been established.

Key priorities for 2022/23:

The following areas are key priorities for the BMA in the 2022/23 financial year:

- a. Capacitation of the BMA: Appointment of BMA Border Guards, Management and Support Staff; and the secondment of border law enforcement personnel from relevant Departments to the BMA;
- b. Roll-out (and visibility) of the BMA to Ports of Entry and land border law enforcement areas;
- c. Listing of the BMA as a Schedule 3A Public Entity;
- d. Procurement of the services of a multi-disciplinary team for the design of the BMA architecture; and
- e. Concluding the procurement phase of the redevelopment of six Ports of Entry Public-Private Partnership.

4.4.1.1 Table

Programme 4: Institutional Support and Transfers								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	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, designated segments of the land border law enforcement area and community crossing points	Number of ports of entry, land border law enforcement area segments and community crossing points with incremental BMA rollout (Incremental establishment of the BMA - 2021/22; and Number of ports of entry, land border law enforcement area segments and community crossing points with incremental BMA rollout - 2021/22)	Target discontinued	Not achieved The BMA Bill, 2016 was adopted by Parliament in March 2020. The Bill was subsequently submitted to Office of the President for assent and signing. Feedback in this regard awaited. The BMA cannot be launched of established until the BMA Act is in place. (until re-tabling) The target was not achieved however, the following milestones were achieved: The assent of the BMA ACT, 2020 by the President; and	BMA incrementally established	Not achieved The Implementation Protocols with SAPS and Defence have not been concluded and the Section 97 Proclamation pertaining to the transfer of functions has not been finalised. The BMA-SARS Implementation Protocol has been wholly signed and the 10 Port Coordinators have been appointed.	The Implementation Protocols with SAPS and Defence have not been concluded and the Section 97 Proclamation pertaining to the transfer of functions has not been finalised.	1. SAPS and Defence Implementation Protocol By the end of the financial year, engagements were still ongoing with SAPS and Defence, respectively, on the Implementation Protocols. 2. Section 97 Proclamation pertaining to the transfer of functions The Section 97 Proclamation pertaining to the transfer of functions has not been finalised as concurrence on the functions to be transferred has not been received from the Minister of Health.

Programme 4: Institutional Support and Transfers

Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
				<p>The signing of a BMA Commencement proclamation by the president which allows for the appointment of a Commissioner and Deputy Commissioner for the BMA.</p>				<p>Ministerial concurrence on the functions to be transferred has only been received from the Minister of Agriculture, Land Reform and Rural Development.</p> <p>The Minister of Public Works and Infrastructure has assigned interim custodial powers, duties and responsibilities to the Minister of Home Affairs for Oshoek, Lebombo, Ficksburg and Maseru Bridge Ports of Entry. A letter assigning interim custodial powers, rights and responsibilities is awaited for Beit Bridge Port of Entry;</p>

Programme 4: Institutional Support and Transfers								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
								<p>and engagements are ongoing with the Department of Agriculture, Land Reform and Rural Development with regard to the assignment/transfer of custodial powers at Kopfontein Port of Entry and a portion of Oshoek Port of Entry.</p> <p>It should be noted however, that a Section 97 Proclamation was not required for this process.</p>

Programme 4: Institutional Support and Transfers

Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
				<p>Not Achieved</p> <p>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. (until re-tabling)</p> <p>Not Achieved</p> <p>The target was not achieved however, the following milestones were achieved: The assent of the BMA Act, 2020 by the president; and</p>	<p>BMA incrementally rolled out at 11 ports of entry by incorporating frontline immigration, port health, agriculture and border facility management functions into the BMA</p>	<p>Not achieved</p> <p>The BMA could not be rolled-out to 11 Ports of Entry as the Section 97 Proclamation, through which frontline functions would have been incorporated into the BMA, was not finalised.</p> <p>Concurrence on the functions to be transferred to the Minister of Home Affairs has only been received from the Minister of Agriculture, Land Reform and Rural Development.</p> <p>The Minister of Home Affairs has approved the delegation of frontline immigration functions to the BMA.</p>	<p>The BMA could not be rolled-out to 11 Ports of Entry as the Section 97 Proclamation, through which frontline functions would have been incorporated into the BMA, was not finalised.</p>	<p>The Section 97 Proclamation pertaining to the transfer of functions has not been finalised as concurrence on the functions to be transferred has not been received from the Minister of Health.</p> <p>The Minister of Public Works and Infrastructure has assigned interim custodial powers, duties and responsibilities to the Minister of Home Affairs for Oshoek, Lebombo, Ficksburg and Maseru Bridge Ports of Entry.</p>

Programme 4: Institutional Support and Transfers								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	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				A letter assigning interim custodial powers, rights and responsibilities is awaited for Beit Bridge Port of Entry; and engagements are ongoing with the Department of Agriculture, Land Reform and Rural Development with regard to the assignment/transfer of custodial powers at Kopfontein Port of Entry and a portion of Oshoek Port of Entry. It should be noted however, that a Section 97 Proclamation was not required for this process.

Programme 4: Institutional Support and Transfers

Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
					BMA incrementally rolled out in phases along 5 segments of the land border law enforcement area (RSA/Zimbabwe; eManguzi; Skukuza; KZN/eSwatini; and Mpumalanga/eSwatini)	Achieved The BMA was rolled-out along five segments of the land border law enforcement area.	Not applicable	Not applicable
					BMA rolled out to 1 community crossing point	Achieved The BMA was rolled-out to one community crossing point, i.e. Tshidilamolomo.	Not applicable	Not applicable
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 rollout of the National Targeting Centre (NTC) as per NTC Establishment Plan (Establishment of an interim NTC – 2021/22)	Achieved The NTC business case was submitted to the Minister via the office of the acting DG	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 (until re-tabling)	NTC incrementally established commencing with the establishment of an interim NTC	Achieved The Implementation Protocols with Defence and SAPS have been negotiated. The Protocol with SARS has been signed.	Not applicable	Not applicable

Programme 4: Institutional Support and Transfers								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
				<p>Not Achieved</p> <p>The target was not achieved however the following progress was made towards its achievement:</p> <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 • A draft NTC Implementation Protocol was prepared by DHA Legal Services. 		<p>The NTC Management Structure, Operating Model and Targeting Priorities were submitted to EXCO for approval.</p> <p>The Terms of Reference for the preparation of a NTC Blue Print and Road Map has been approved by the BMA Commissioner.</p> <p>The NTC Steering Committee has been established.</p>		

Programme 4: Institutional Support and Transfers

Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
				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				
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Public-Private partnership (PPP) concluded to redevelop six land ports of entry	Development of the six (6) land ports of entry (Financial and contractual closure effected with private party (2021/22)	Not Achieved 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 A transaction adviser was appointed in May 2019 and the SLA was finalised in March 2020.	Not Achieved 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	Financial and contractual closure reached with the appointed bidders in respect of the redevelopment of six priority land ports of entry	Not achieved Financial and contractual closure could not be reached as the private parties have not been appointed. The Request for Proposal (RfP) document which will be issued to the market for bid responses is currently being considered for approval by National Treasury.	Financial and contractual closure could not be reached as the private parties have not been appointed.	Information that was required as an input into the RfP had to be sourced from various government departments and the process of sourcing the information was not as smooth as was anticipated. Also, the technical reports from studies commissioned by the DPWI were not provided to the project team on time.

Programme 4: Institutional Support and Transfers								
Outcome	Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	**Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement 2021/2022	Reasons for deviations
			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	Policy and legislation developed in support of a risk-based and developmental approach to immigration	Submission of OSBP Bill to Parliament for approval (Submission of OSBP Policy to Cabinet for approval – 2021/22)	New PI	Achieved The OSBP Policy was gazetted in December 2020 for public comments	OSBP Policy submitted to Cabinet for approval	Achieved The OSBP Policy was approved by Cabinet in March 2022.	Not applicable	Not applicable

Linking performance with budgets

The budget as per the final appropriation versus actual expenditure reflects 100% spent for Programme 4: Institutional Support and Transfers. The actual expenditure for this Programme increased by 6.3% from R2, 283 billion in 2020/21 to R2, 427 billion in 2021/22. The appropriation and expenditure for the sub-programme: Electoral Commission increased with 7.1% from R2, 101 billion in 2020/21 to R2, 250 billion in 2021/22 primarily to cater for the procurement of Personal Protective Equipment. The appropriation for the sub-programme: Represented Political Parties Fund increased marginally while the appropriation for the Border Management Authority (BMA) decreased by 48.9% from R19, 6 million in 2020/21 to R10 million in 2021/22. The decrease in expenditure/appropriation for the BMA is due to National Treasury approving a virement to utilize saving under this sub-programme to cater for shortfalls in other areas. The saving is mainly due to the fact that the operationalization and capacitation of the establishment within the BMA was not finalised in the 2021/22 financial year.

Sub-programme expenditure: Programme 4: Institutional Support and Transfers

Sub- Programme Name	2021/2022			2020/2021		
	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
Border Management Authority	10 031	10 031	-	19 617	19 581	
Electoral Commission	2 250 255	2 250 255	-	2 100 534	2 100 534	36
Represented Political Parties Fund	166 812	166 812	-	162 723	162 723	0
Total	2 427 098	2 427 098	-	2 282 874	2 282 838	0

Strategy to overcome areas of under performance

Indicator	Strategies to address underperformance
Number of ports of entry, land border law enforcement area segments and community crossing points with incremental BMA rollout (Incremental establishment of the BMA - 2021/22)	Bilateral engagements will be intensified SAPS; and the SANDF to finalise the outstanding Implementation Protocols. Engagements will also be held with the Border Technical Committee (consisting of Accounting Authorities of other Government Department and Entities); and Inter-Ministerial Consultative Committee on border management (consisting of Ministers from all the affected organs of state).
Number of ports of entry, land border law enforcement area segments and community crossing points with incremental BMA rollout (Number of ports of entry with incremental BMA rollout - 2021/22)	Bilateral engagements will be intensified with affected organs of state to conclude on the functions to be transferred to the BMA. Engagements will also be held in the relevant National Macro-Organisation of Government (NMOG) Work Streams; the Border Technical Committee (consisting of Accounting Authorities of other Government Department and Entities); and Inter-Ministerial Consultative Committee on border management (consisting of Ministers from all the affected organs of state). By the end of the financial year, three of the six NMOG Work Streams, i.e. Human Resources, Organisational Development, Labour Relations and Change Management; Finance; and Communications, had been activated.
Development of the six (6) land ports of entry (Financial and contractual closure effected with private party (2021/22))	The procurement document i.e., Request for Proposal (RfP), for the development of six Ports of Entry Project has been completed, processed by DHA and submitted to the National Treasury for regulatory approval. The RfP is a key enabler for the advancement of the project. It is expected that the National Treasury will process and grant the Treasury Approval IIA by the end of April 2022 thereafter the RFP will be issued to the market. The procurement process thereafter will culminate in the appointment of the private parties to redevelop the Ports of Entry; and subsequently the conclusion of the financial and contractual phase of the project.

Reporting on the Institutional Response to the COVID-19 Pandemic

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

4.4.1.2 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	Contribution to the Outputs in the APP (where applicable)	Immediate outcomes
Nil	Provision of PPE	BMA, Gauteng Province	5	Not possible	Nil	Nil	N/a	BMA continued to function for Lockdown Level 5 through to Level 1

Expenditure on Covid on this programme is immaterial, given the nature of this programme. The Ministry shared PPE with the five BMA staff members. Where possible, BMA meetings are held virtually.



5. TRANSFER PAYMENTS

5.1. Transfer payments to public entities

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

5.2. Transfer payments to all organisations other than public entities

The department makes monthly transfer payments to the IEC, a schedule 1 constitutional

The table below reflects the transfer payments made for the period 1 April 2021 to 31 March 2022.

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 (R'000)
Departmental officials		Transfers to Households	Not applicable	R24 636
Various municipalities	Municipality	Motor vehicle licenses	Not applicable	R1 903
SABC	PFMA Schedule 2 entity	TV licenses	Not applicable	R109

All transfer payments which were budgeted for in the period 1 April 2021 to 31 March 2022 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.

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 therefore 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.

7. DONOR FUNDS

7.1. Donor Funds Received

The department concluded a multi-year project partnership agreement with the United Nations High Commissioner for Refugees (UNHCR) on 8 March 2021. The donation seeks to support the department and government to strengthen its refugee status determination capacity by providing support to develop a project and implementation plan, to provide equipment such as laptops and desktops, consultancy and technical support, and the salary cost of 36 new members for the Refugee Appeal Authority (RAA). The project start date was 1 April 2021 and the project planned end date is 31 December 2024. The total project budget is R17 820 000 (for 2021). Of the R17.8 million 2021 allocation, R7,962 million was paid into the RDP fund then subsequently to the department.

The department also received donations in kind, especially in relation to combating 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 the Criminal Assets Recovery Account (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. Towards the end of the financial year under review, the department received new equipment for the biometric movement control systems used at ports of entry. The expenditure relating to this project will be claimed from CARA in the 2022/23 financial year.

8. CAPITAL INVESTMENT

8.1. Capital investment, maintenance and asset management plan

In terms of the GIAMA Act No. 19 of 2007, the mandate to manage government immovable property is that of the Department of Public Works and Infrastructure.

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

- The department spend R8. 607 million on 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 significant items are the construction of server rooms, the installation of backup power generators, uninterrupted power supply units and air-conditioning in the server rooms. Water tanks were installed at DHA offices to deal with office closures due to water supply interruptions.
- R12. 985 million was spent on general maintenance of offices throughout the country.
- DPWI spent R83. 163 million on the construction of new offices and general improvements to state-owned properties; the department refunded the DPWI monthly.

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

- Vredenburg medium office (W/C)
- Lusikisiki Large Office (New construction building) (E/C)

The following capital infrastructure projects are in progress:

Project	Current stage	Expected completion date
Mokopane (LP)	Under Construction	31 September 2022
Thohoyandou (LP)	Under Construction	30 September 2022
Taung (NW)	Under Construction	08 December 2022
Stanger (KZN)	Under Construction	11 February 2023

The completion date for capital projects was extended due to the slow progress made by the contractors appointed by DPWI. The capital projects are part of the DPWI mandate.

Generators and uninterrupted power supply (UPS) systems are installed at our modernised offices to assist during load shedding and power failures.

The current state of some of the department's offices is poor and frequent transgressions of OHS legislation are cited. However, the department depends upon the Department of Public Works & Infrastructure to secure and maintain suitable office accommodation. 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. It should be noted that all buildings utilised by the department are either private leases or state-owned. The department uses self-financing to fund office refurbishments.

Infrastructure projects	2021/2022			2020/2021		
	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	0	0	0
Existing infrastructure assets	0	0	0	0	0	0
• Upgrades and additions	0	0	0	0	0	0
• Rehabilitation, renovations and refurbishments	8 607	8 607	0	27 886	27 886	0
• Maintenance and repairs	12 985	12 985	0	6 390	6 390	0
Infrastructure transfer	0	0	0	0	0	0
• Current	0	0	0	0	0	0
• Capital	83 163	83 163		43 354	43 354	0
Total	104 755	104 755	0	77 630	77 630	



home affairs
BIRTH AND DEATH
REGISTRATION

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 input on the 2021/2022 Annual report of the Department

Risk Management Policy and Strategy

The Department has adopted an Enterprise Risk Management Policy and Charter which is implemented through the Risk Management Strategy. The Enterprise Risk Management Policy and Charter was revised in November 2021 and approved by the Director-General on 09/12/2021. 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 May 2021, it was recommended for approval by the DG.

Risk Management Assessments

In the year under review, the Department conducted the annual risk assessments at strategic and operational levels (e.g. Operations, 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 then used to inform the Annual Risk-Based Internal Audit Plan.

Because the process of risk assessments is centered on the Annual Performance Plan 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

External Independent Members of the Risk Management Committee and the external independent Chairperson were appointed in consultation with the Minister at the beginning of the 2021/2022 financial. 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 across the Department.

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 advised management and the DG. The committee also monitored the progress in terms of the risk management implementation plan for the 2021/2022 financial year and the progress on the project of the Development and implementation of the Business Continuity Management process.

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 2021, August 2021 and November 2021 and February 2022 were successfully held.

Risk Management Unit

The Department has successfully procured the Risk Management Software that will improve risk management operations across the Department. The implementation thereof is in progress.

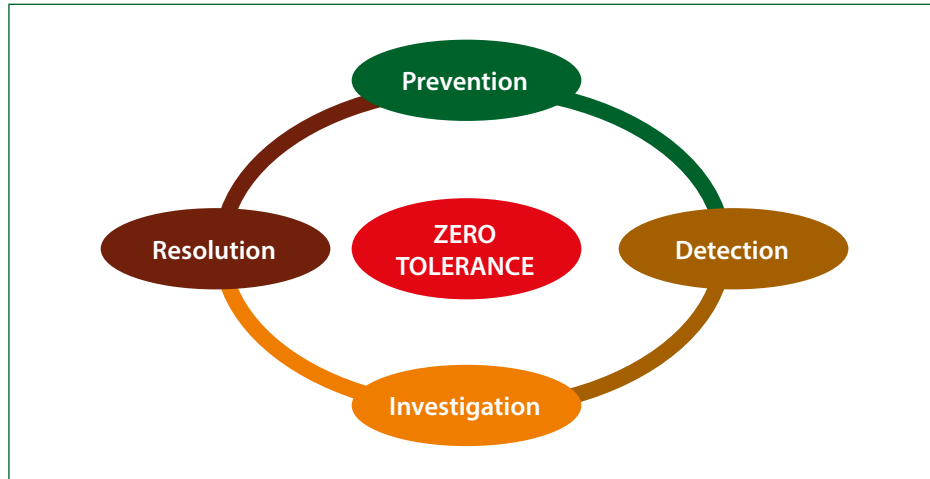
Although there is no tool currently to directly measure the value add of Risk Management in the Department, the performance of the Department has been improving gradually from 81% in 2015/16, 84% in 2016/17, to 86% in 2017/18. The performance achievement

rate only declined in 2018/2019 to 73% and 75% in 2019/2020 and 63% in 2020/2021 due to several challenges experienced during those performance years. In 2021/2022 the Department performance increased to 72% achievement rate.

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 72% of its APP targets.

3. FRAUD AND CORRUPTION

The DHA Fraud Prevention Strategy is centered around 4 pillars, namely, **Prevention, Detection, Investigations and Resolution**, which are aligned to the National Anti-Corruption Strategy in the Public Sector:



To achieve the Strategy, the DHA is promoting an ethical organisational culture by adopting a zero-tolerance stance towards fraud and corruption, undertaking awareness initiatives as well as the institutionalisation of ethics.

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 2022/2023 financial year.

The Risk Management unit has achieved 80% of level 3 of the Department-specific approved risk maturity model. The Business Continuity Management project was continued during the year under review to develop for implementation the business continuity management process within the selected areas in the Department. The project aimed amongst others the transferring of skills to the current existing staff in the Risk Management unit.

- **Pillar 1: Prevention**

The DHA promotes an ethical culture through training and awareness on fraud, corruption and ethics for employees at all levels. Awareness interventions aimed at members of the public were initiated to educate members of the public on fraud and corruption as well as the reporting thereof.

Other preventative mechanisms include physical and information security as well as pre-employment screening and vetting of officials. Policies also exist in the Department to guide officials on expected conduct as well as support various pillars of the Strategy.

- **Pillar 2: Detection**

DHA processes are reviewed and evaluated regularly in order to establish their vulnerability to fraud and corruption. Recommendations are shared with Business to close the identified gaps and thus deter further abuse of processes. During the 2021/22 financial year, the passport application process, particularly photo swap, as well as irregularities in the Birth Registration process were analysed and reports shared with the Accounting Officer. This was in addition to the evaluation of the BMA processes which was an APP target. The analysis of the two processes, not only fostered closer collaboration with the CS and IS Branches, but resulted in a number

of officials being investigated and recommended for disciplinary action and criminal investigations.

Reporting mechanisms in the Department are guided by the Whistle-blowing Policy which gives the assurance of anonymity to whistle-blowers and sets out the detailed procedure which must be followed in order to report any incidents of fraud and/or corruption. This includes:

- A standard process for dealing with corruption reports.
 - Protection of whistle-blowers from occupational detriment.
 - Reporting line:
 - The National Anti-Corruption Hotline (NACH) 0800 701 701 manned by the Public Service Commission.
 - Via e-mail to report.corruption@dha.gov.za.
 - To line management and Counter Corruption & Security Services Branch.
 - Ensuring ongoing awareness campaigns by promoting the hotline and other avenues for reporting corruption.
- **Pillar 3: Investigations**

Reported cases are investigated internally and a multi-disciplinary approach to investigation of cases with relevant stakeholders is undertaken through operations with Law Enforcement Agencies whenever necessary. Some of the notable collaborative operations undertaken resulted in the arrest of 28 people (14 South Africans and 14 foreign nationals) at the Krugersdorp Home Affairs Office as well as that of 8 people (6 Home Affairs officials, 1 SAPS member and 1 foreign national) at the Lebombo Port of Entry.

Proactive investigations are also undertaken and are mainly informed by detection and analysis exercises. Finalised investigations are referred for internal disciplinary proceedings and criminal processing by Law Enforcement Agencies leading to suspensions, dismissals, arrests and convictions.

- **Pillar 4: Resolution**

This pillar of the Strategy does not fall within the mandate of the Branch. However, the Branch participates and provides support in disciplinary as well as criminal cases to ensure successful outcomes for the Department.

4. MINIMISING CONFLICT OF INTEREST

All SMS members submitted their financial disclosures for the period under review through e-disclosure system managed by the Department of Public Service and Administration (DPSA). Four SMS members submitted their financial interests after due date. Two (2) were given final written warnings and another two were given written warnings. One SMS member will be charged with misconduct for under disclosing of assets. Nine MMS members did not disclose their financial interests, two will be charged with misconduct and seven to be given final written warnings. Thirty-one (31) officials within Supply Chain Management and Finance did not disclose their financial interests. They will be issued with final written warnings. The Auditor-General (AG) provided the department with information pertaining to two employees allegedly doing business with the state. A thorough investigation was conducted by the Department and it was established that, no evidence existed that companies linked to the officials did conduct business with the state. An investigation report was submitted to AG and the management of the Department, and the matter was considered finalised to the satisfaction AG.

In its effort to minimize conflict of interest, DPSA introduced lifestyle audits in the Public Service. The auditing of lifestyles of Public Servants is compulsory, as it is an important tool in the nationwide fight against corruption. The aim is to detect fraud and corruption cases by ensuring employee's lifestyles are congruent with their declared income. The Department reported to DPSA on the lifestyle audit of SMS and MMS members.

5. CODE OF CONDUCT

The implementation of the Code of Conduct as provided for in the Public Service Regulations 2016 is mandatory. The Department of Home Affairs therefore applies the Code of Conduct and other legal frameworks as part of its strategic intervention to enforce acceptable conduct amongst 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 2021/22 resulting in the registration of ninety-nine (99) cases of misconduct and of the 99 cases received, 73 cases were valid. Out of the 73 valid cases, sixty-two (62) (85%) of the registered cases were submitted before the presiding officers within thirty days and 4 (5%) cases are still pending submission to the presiding officer and exceeded 30 days turnaround time. Of the sixty-two (62) cases presented to the presiding officer during the period in question, one (1) was finalised within sixty (60) days. The sanctions imposed included amongst others, one (1) not guilty. Five (5) officials resigned prior to hearings commencing.

In the dispute resolution processes, fifty-one (51) disputes were finalised. Out of the fifty-one (51) disputes finalised, thirty-six (36) (71%) awards were ruled in favour of the department and fifteen (15) (29%) were against the Department.

In the grievance resolution processes, a sixty-nine (69) grievances were registered. Sixty-five (65) thereof were registered by employees on salary levels 3 to 12 and four (4) were on salary levels 13 to 16 (SMS Members). Seventeen (17) (27%) were finalised within 30 days. Twenty-two (22) (31.8%) were finalised outside 30 days and thirty grievances are still pending. With the application of strict disciplinary measures, the Department has registered a significant decline in deviant conduct amongst its workforce. Due to Covid 19 the number of cases and grievances has declined.

6. HEALTH SAFETY AND ENVIRONMENTAL ISSUES

SHERQ Management Policy implemented:

The Department continued with internal assessments aimed at identifying potential occupational health and safety risks in terms of Section 8 of the Occupational Health and

Safety Act 85 of 1993 and related as part of the Employee Wellness programme, SHERQ Management Policy was implemented as provided hereunder regulations:

- Safety, Health and Environment (SHE) Committee meetings were held in all 9 Provinces, Hallmark and BVR.
- SHE Representatives and First Aiders appointed and trained in all 9 Provinces, Hallmark and BVR.
- In an attempt to reduce infection of contagious and airborne diseases, vaccination roll out to IMS officials took place in 36 Ports of Entry; 2 Refugee Centres and Inspectorate unit as per assessment.
- Co-ordination, monitoring and management of COVID - 19 screening and Scanning of employees and clients before entering the workplace conducted in all Provinces, and Head Office.
- COVID-19 protocols and related regulations monitored for compliance in all 9 Provinces in accordance with the National State of Disaster prescripts.

7. PORTFOLIO COMMITTEES

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
1.	Tuesday – 4 May 2021	Briefing by the Department of Home Affairs (DHA) on the Annual Performance Plan (APP) and budget for 2021-2022.		
2.	Friday – 7 May 2021	Briefing by the Electoral Commission of South Africa (IEC) and the Government Printing Works (GPW) on the Annual Performance Plans (APPs) and budgets for 2021-2022.		
3.	Tuesday – 11 May 2022	Refugee situation in Cape Town: Stakeholder engagement		
4.	Tuesday – 18 May 2022	Briefing on IEC 2019/20 Annual Report		
5.	Tuesday – 25 May 2021	Briefing by the Department of Home Affairs, the Department of Communications and Digital Technologies and the State Information Technology Agency (SITA) on the forensic investigation report on Automated Biometric Identification System (ABIS) and how the departments and SITA would salvage the project going forward.		
6.	Wednesday – 26 May 2021	Oversight visit to Government Printing Works		
7.	Tuesday – 1 June 2021	Briefing by the Department of Home Affairs on the Second and Third Performance and Expenditure for 2020-2021.	The PC requested expenditure related to legal advisory services for the two quarters.	The information was forwarded to PC in letter dated 11 June 2022 under the signature of the Minister.
8.	Friday – 30 July 2021	Meeting with Minister on the Moseneke Inquiry Report on Local Government Elections during the Covid-19 period.		
9.	1 August 2021 to 6 August 2021	Portfolio Committee oversight visit to KwaZulu-Natal and Gauteng Provinces following the unrest that took place from 11 until 23 July 2021.		
10.	Tuesday – 24 August 2021	DHA briefing on 4th Quarter performance and Expenditure for 2020 -2021 Financial year		
11.	Tuesday – 31 August 2021	DHA and SITA briefing on chronic network downtimes at DHA Office and on the “War on queues” initiative		
12.	Tuesday – 7 September 2021	Branch: Counter Corruption and Security Services briefing on work and investigations on high profile cases.		
13.	Friday – 10 September 2021	IEC briefing a joint meeting of the PC and Select Committee on Security and Justice on its readiness for Local Government Elections and on the outcomes of the Constitutional Court ruling.		

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
14.	Tuesday – 9 November 2021	<ul style="list-style-type: none"> Briefing on DHA Annual report and financial statements for the 2020-21 financial year and the implementation of the audit action plans for 2019-20 financial years. Briefing by the Electoral Commission (IEC) on the Annual report and financial statements of the IEC for the 2020-21 Financial Year FY). Briefing by the Government Printing Works (GPW) on the Annual report and financial statements of the GPW for the 2019-20 FY 		
15.	Tuesday – 16 November 2021	<ul style="list-style-type: none"> IEC briefing on IEC 20/21 Annual Report Finalising the Budget Review Recommendation Report 2021/22 	Parliament adopted the 2021/22 BRRR Report on 2 December 2021.	On 22 February 2022 the Department presented its implementation report on the recommendations made by the Portfolio Committee on Home Affairs.
16.	Tuesday – 23 November 2021	Briefing by the Department on 23 November 2021 regarding the Border Management Authority (BMA) rollout plan and funding.		
17.	Tuesday – 30 November 2021	Briefing/update by the Department of Home Affairs(DHA) and the State Information Technology Agency (SITA) on the implementation of the Automated Biometric Information System (ABIS) and the implementation of plans to resolve the issue of downtimes at DHA office.		
18.	Tuesday – 7 December 2021	Briefing on Report of the Ministerial Advisory Committee on Electoral Reform and the draft Electoral Laws Amendment Bill.		
19.	Tuesday 8 – February 2022	<ul style="list-style-type: none"> Briefing on the Electoral Amendment Bill [B 1 -2022]. Electoral Laws Second Amendment Bill update 		
20.	Tuesday – 15 February 2022	<ul style="list-style-type: none"> Briefing by the Department of Home Affairs (DHA) on the First, Second and Third Quarter Performance and Expenditure Reports for 2021-22. Deliberations on the Electoral Laws Second Amendment Bill [B34 – 2020]. 		
21.	Tuesday – 22 February 2022	<ul style="list-style-type: none"> Briefing by the Department of Home Affairs on Committee Recommendations and Budgetary Review and Recommendation Report (BRRR). Consideration and adoption of the motion of desirability and the report on the Electoral Laws Second Amendment Bill [B 34 – 2020]. 		
22.	Wednesday – 2 March 2021	Briefing the Portfolio Committee on Social Development on DHA response to the issues raised during public hearings on the Children's Amendment Bill.		
23.	6 March 2022 to 25 March 2022	The Portfolio Committee conducted public hearings on the Electoral Amendment Bill [B 1 – 2022] in all 9 provinces.		

8. SCOPA RESOLUTIONS

During the 2021/2022 financial year there were no resolutions passed by SCOPA in regard to the Department of Home Affairs and its entities.

9. PRIOR MODIFICATIONS TO AUDIT REPORTS

The department received an unqualified audit opinion for the 2020/21 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 by the AGSA:

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

This is as a result of material misstatements found in the annual financial statements submitted for auditing and subsequently corrected by management. The material misstatements were caused by a failure to correctly apply the requirements of the Modified Cash Standard (MCS). In order to address these findings, training sessions on MCS and its application in the departmental context were arranged. Financial Accounting and the relevant units engaged with National Treasury on these issues. Financial Accounting also facilitated a training session with HRMD. The Department and DIRCO engaged Treasury over the DIRCO receivable and other pertinent issues. In addition, an audit firm was appointed to conduct an independent review of the critical components of the 2021/22 annual financial statements prior to submission of these for auditing to the AGSA.

The detailed plan for the completion of the annual financial statement was enhanced to ensure that it covers the MCS aspects. This plan was 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.

In respect of claims recoverable, money was collected by DIRCO on behalf of the department to be paid over to the national revenue fund (NRF), as is the arrangement in accordance with the existing agent principal relationship. The department relies on confirmation letters provided by DIRCO to disclose these figures. The AGSA found the controls in place to ascertain that the revenue collected by DIRCO on behalf of the department is correct and that the adjustments made by DIRCO are valid to be inadequate. In addition, the AGSA noted that not all the money collected by DIRCO was paid over to the NRF, hence a receivable disclosed in the department's annual financial statements amounting to R573,753 million. The AGSA likewise found the steps taken by the department to ensure existence, to solicit reasons for adjustments made and the failure by DIRCO to pay monies collected on behalf of the department into NRF to be inadequate. To address this concern, DIRCO was requested to provide the department with a payment plan. In addition, the Minister of Finance initiated a forensic investigation into these DIRCO accounts following an escalation by the Minister of Home Affairs to his counterparts at DIRCO and Finance.

In concluding the 2020/21 regularity audit, the AGSA found that little progress has been made in resolving repeat Information Systems (IT) findings. Some of these findings have been reported on for more than three audit cycles. To strengthen the departmental response to the findings, a resource from Internal Audit was deployed to coordinate the audit response. In addition, key positions such as that of CIO have been filled. Governance structures such as the Information and Communication Technology (ICT) structures were reconvened and do meet regularly. Unfortunately, not all weaknesses relating to the design and implementation of controls in the focus areas of IT security management, user access management, programme change management, IT service continuity and data centre physical and environmental controls could be resolved, especially in relation to the legacy systems.

In order to address the AGSA findings, an audit action plan was developed and implemented. Progress against the audit action plan is monitored and presented to EXCO and MMM. 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 is not adequately capacitated and only operates at the national head office.

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 2021/22 Internal Audit annual coverage plan was approved by the Audit Committee on 12 March 2021. Internal Audit has completed 39 audit projects including 8 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 goods and services;
- Audits of performance information conducted at all branches;
- Operational audits such as review of birth registration and late registration of birth, ID duplicates detention and deportation, Port of Entry compliance and permitting appeals processes;
- Business applications such as Advance Passenger Processing system, Biometrics Movement Control System (BCMS), inspectorate case management system and E-Visa system;
- Information Communication Technology audits which includes vulnerability assessment and network penetration test, active directory review, IT governance review and Problem and Incident Management.

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 Department 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 adequacy and effectiveness of ICT Governance.
- The adequacy and effectiveness of combined assurance.

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	<ul style="list-style-type: none"> Bachelor of Commerce Bachelor of Accounting Certified Internal Auditor (CIA) CA (SA), SAICA 	External (Chairperson)	N/A	20 October 2017	N/A	6 Meetings
Ms. Given Sibiya	<ul style="list-style-type: none"> Bachelor of Commerce Bachelor of Accounting CA (SA), SAICA 	External	N/A	26 April 2018	N/A	5 Meetings
Mr. Justin Kettle	<ul style="list-style-type: none"> Bachelor of Commerce Accounting (Honours) CA (SA), SAICA 	External	N/A	28 January 2019	N/A	Meetings Contract ended on 31 January 2022
Ms. Doris Dondur	<ul style="list-style-type: none"> Bachelor of Accounting Honours B Compt CA (SA), SAICA Honours in Business Administration MBA CD (SA) 	External	N/A	25 May 2021	N/A	5 Meetings Member appointed on 01 May 2021
Mr. Patrick Ganesan	<ul style="list-style-type: none"> BSC Certified Information Systems Auditor (CISA) Certified Information Security Manager (CISM) Certified in the Governance of Enterprise IT (CGEIT) Certified in Risk and Information Systems Control (GRISC) Certified Data Privacy Solutions Engineer (CDPSE) 	External	N/A	25 May 2021	N/A	5 Meetings Member appointed on 01 May 2021

12. AUDIT COMMITTEE REPORT

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 2022, 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 consisted of four 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 2022.

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. However, the department has made great strides in enhancing the control environment.

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 some instances the matters reported in prior years were not fully and satisfactorily addressed. Management has embarked on a number of initiatives to remedy these shortcomings and the Committee continued to monitor the corrective measures implemented during the course of the year.

Discussions have been held with the Executive Authority 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.

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 information and communication technology (ICT) risk continued to be reviewed and considered by the committee as they affected the major operations of the department, this has been due to the massive investment in the modernisation of department's processes and systems.

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.

In the year under review, the Internal Audit Activity developed and executed the operational coverage plan. Internal audit's activities were measured against the approved internal audit plan and the Chief Audit Executive tabled progress reports in this regard to the Committee quarterly.

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 for their compliance 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 and revaluations; and
- Re-assessment of the useful life of the assets.

The Committee is concerned about the significant adjustments to the financial statements submitted for audit and has engaged management to re-assess its reporting processes to ensure improved financial reports. The review of Annual Financial Statements and the Annual Report for the 2021/22 Financial Year was done at the Committee's meeting held on 30 May 2022.

EVALUATION OF THE FINANCE FUNCTION

Based on the significant changes in the financial statements, the Committee is concerned with the inadequacy of financial reporting and level of control weaknesses identified and is of the view that the function requires significant improvement and capacitation. However, the continuous improvement in the internal controls within the function is commended.

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 2021/22 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 2021/22 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 appraised 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 some of the audit findings have not been adequately resolved.

GENERAL

The Committee appreciates the complex environment in which the department operates in trying to manage some of the risks that are beyond its risk bearing capacity amid its journey of systems and process transformation, the dawdling purse and the reductions in the head count. This is noted in the wake of increase in its operations and activities. The Committee has requested management to perform a root cause analysis on some of its significant weakness identified by the different assurance providers.

The Committee 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 2022 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.

Further the Committee is satisfied with the assessments on its effectiveness by the AGSA noted in the management report as *"Our assessment of the assurance provided by the audit committee is based on the fact that the audit committee was fully constituted during the financial year under review and did fulfil their duties by reviewing the effectiveness of the internal control system, reviewing the adequacy, reliability and accuracy of the financial*

information provided to users of such information, compliance with legal and regulatory provisions. Thus, audit committee is assessed as providing assurance"

Signed on behalf of the Audit Committee by:

A handwritten signature in black ink, appearing to be 'TM Mofokeng', written over a horizontal line.

Mr TM Mofokeng

Chairman of the Audit Committee

Date: 31 August 2022

13. B-BBEE COMPLIANCE PERFORMANCE INFORMATION

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

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
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. The department does not 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 3 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 Department of Home Affairs 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 HR, a Refocusing and Enhancement Plan "Galaxy Map" was designed to establish strategic alignment between the HR Strategy 2016-2021 and the DHA repositioning program.

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 (BVP), Customer Value Proposition (CVP) 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 decentralization 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 (2021-2026). 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 SOP's 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 Ramaphosa approved the NSP in April 2020 and all government departments are to implement the plan. He 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 announcing SONA 2021, 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.
- Prioritizing 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.

In respect to DHA mandate, the NSP raises concerns around marriages especially those which tend to affect females negatively e.g. forced marriages, fraudulent marriages and 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, DHA is expected to ensure that 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 (SOGIE), 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.

The Implementation of the NSP on GBVF has now being elevated to the Department's APP.

The annual target focused on the implementation of the National Strategic Plan on Gender-based Violence and Femicide (GBV&F): Awareness sessions were conducted on (GBV&F), Gender and Disability mainstreaming under the following areas:

- National Strategic Plan on Gender Based Violence and Femicide (NSP on GBVF)
- Rights of LGBTIQIA+ persons in the delivery of DHA services.
- DHA Sexual Harassment Policy
- #Womandla:DHA Women Forging ahead
- DHA Disability Forum
- Men's Forum

2.3 Organisational Development

Subsequent to the assertion to and the signing of Border Management Authority Act, 2020 (Act No. 2 of 2020) into law on 21 July 2020; the Department undertook an exercise to create the transitional organisational structure for the BMA. The final BMA transitional structure submission was signed by the Minister of Home Affairs on 03 February 2022 for the MPSA consideration. The MPSA responded with a concurrence letter on 16 February 2022. The transitional structure was created as an interim measure whilst in

the processes of establishing the BMA as a Schedule 3A public entity. In order to ensure a smooth transition for the period between the Issuance of the Section 97 Proclamation and the final transfer of resources, 235 new positions were created for the BMA. The bulk of the 235 positions are the Border Guards category of jobs (Border Guards, Senior Border Guards and Chief Border Guards), which comprises of 200 positions.

Due to the capacity challenges experienced by the department, the Branch HRM&D was mandated to develop a capacitation plan to respond to the current insufficient human resources against the approved post establishment, particularly at the core business. A business case for capacitation of DHA was developed to solicit funding to fill certain critical positions within the Branches Civic Services, Immigration Services and Information Services. The Business case was approved by the Director-General on 18 October 2021, subsequently National Treasury confirmed funding for capacitation on 28 January 2022 with effect from 1 April 2022. The department is in the process of filling the identified positions.

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 the optimal utilisation of staff and the management of surplus and shortage of staff. Emanating from the transformative requirements of the Department, the Human Resources Plan also reflects on the creation of a multi-skilled, representative and flexible workforce.

The DHA's Medium Term Expenditure Framework Human Resource Plan 2019 - 2021 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:

1. Impact of the un-funding of posts on the remaining staff compliment, absenteeism assessed and reported
2. Building leadership capability and capacity
3. Development of an Integrated HR Plan

4. 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 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 organizational culture change. The framework serves as a blueprint for the leadership and others that are charged with implementing organizational change.

2.5.1 Change Management Interventions

Modernisation Programme: The Directorate: Change Management supported the programme by creating change awareness about the Lavarock release and the Booking system. Posters and articles were published on Ikhaya, Home Affairs NOW and local office notice boards. A change awareness was held with the change agents. In Q4, Change impact assessments were conducted at the modernised offices to measure the impact of the change initiatives.

ABIS: The impacted groups and the organised labour are continuously engaged with the project developments. FAQs and DG desknotes were published to share the project updates with all employees. All the DHA system users and SAPS system users have been trained. Currently the team is engaging all the impacted internal and external stakeholders on the transition plan for the system change.

BMA: Change management strategy and plan was reviewed and consultation conducted with all the impacted departments. The final document was sent to the BMA leadership for approval. The change management interventions will kick start after the PSCBC engagements

Change Agent Programme: An impact assessment was conducted to establish any gaps or improvements on the effectiveness of the change agents in the provinces. 2023/24 financial year, the change agents will go through the Change management training and will be introduced to the management of each province.

Organisational Culture: A draft Organisational Culture Change strategy was developed and submitted for approval. The Q1 of 2023/24 will focus on the assessment of the current culture.

Digitization of Records: The unit developed a change management plan to support the project. Articles and readiness assessment tools are developed. Change plan will be rolled out after Departmental Bargaining Council engagements

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:

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:

- 359 employees tested for HCT (0 tested positive).
- 359 employees were subjected to health screenings in collaboration with GEMS (blood pressure, cholesterol, blood sugar, and body mass index (BMI)).
- 171 employees were subjected to blood voluntary screening and blood donation campaign/drive.
- 6,300 male Condoms and 3,500 female condoms were distributed in all Provinces and Head Office.

- 2,014 employees were infected with COVID19. Sadly 50 employees passed on, 1,941 employees recovered from and 23 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 (4) 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.
- 308 employees received face to face counselling whereas 267 employees received telephone counselling services from ICAS.
- 158 employees consulted face to face counselling and therapeutic intervention with the Directorate: Employee Wellness.

A total of 5000 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 offices of the Presidency and the Department of Public Service Administration (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. The compliance rate for submission of performance agreement in the Department was 99.85% and for annual assessment was 99.72%. This is largely due

to interventions such as creation of awareness sessions with SMS members and Non SMS members, conducting audits, robust monitoring and evaluation.

Managers are continually encouraged to reward and recognize good performance which culminates in nominations of employees with exemplary behaviour and performance. The Department encouraged Managers in the respective Business Units to hosts reward and recognition ceremonies to acknowledge good performance of officials. Regular awareness sessions were conducted on a quarterly basis to encourage managers to inculcate an appreciation culture.

In terms of the Incentive Policy Framework, performance incentives must be paid by 31 December each year. To this end, performance bonuses were paid to identified officials by the end March 2022. In support of the National requirements to manage underperformance, the Performance Management unit conducted Performance Diagnostic Interview to identify the root cause of below norm performance, which ultimately assists managers and supervisors to improve employee's performance on an acceptable level.

2.8 Building Leadership Capability and Capacity

During the financial year 2021/2022, 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 689 (309 junior, 260 middle, 116 senior) managers were trained and developed on the following training interventions: Ethics in the Public Service, Khaedu, COBIT, Certified Data centre Professionals, 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, Nyukela (Pre-Entry certificate to Senior Management), Etella (Executive Induction Programme).

In line with the skills needs of the DHA, the Learning Provisioning Directorate provided the following training:

- 269 officials trained on Transversal Programmes;
- 663 nominated officials trained on Modernisation Programme;
- 235 officials trained on Migration Management Programmes;
- 615 officials trained on Citizenship Management programmes;
- 446 officials Trained on the ITC Programmes.

To align with the requirements of a 21st Century leader and the intent of the DHA White Paper, the Branch: Human Resources Management and Development (HRM&D) has proclaimed the need for DHA 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 a Leadership Development and Coaching and Mentoring Frameworks for the Department, both earmarked for roll out and implementation in 2021/22.

To ensure that learning and development interventions are accessible to larger and variety of officials in a cost effective manner, the Learning and Development Chief Directorate sourced an E-Learning system and setup Virtual Classrooms. The E-Learning platform will further enhance training administration and management of learner achievements. Three online courses will be developed and piloted during 2022/23 financial year. The Virtual Classrooms are setup in 3 provinces (Gauteng, Free State, and Kwa-Zulu Natal). Installation of Virtual Classrooms 6 other provinces will be completed during the financial year 2022/23.

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, did not materialise. However, identified interventions aimed at enhancement of the Department's leadership capabilities, will continue to be rolled out in the 2022/23 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 Airports Company South Africa (ACSA), the Gauteng City Region Academy (GCRA) 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 (HEIs), placed learners across the Department for periods ranging from 12-18 months.

2.10 Knowledge and Information Management

a) Communities of Practice (CoPs)

A Community of practice (CoP) is a group of who work together in the same field of work, who share a concern, a set of problems and deepen their understanding and knowledge of this area by interacting. The Chief Directorate Learning & Development established Communities of Practice (CoPs) in the Department. The CoPs are established in the areas

of Land Ports, Provincial Coordinators Covid19, Airports Managers, Refugee Reception Center Managers, Gauteng Marriage Officers, Human Resources Learning Forum. The purpose of establishing the CoPs is to address and document issues that affects their areas of work and most importantly learn from each other and share best practices that could be internalized and implemented back in their different areas of work. In 2021/22 these CoPs were facilitated/monitored and evaluated to measure their effectiveness.

b) Knowledge Harvesting

Knowledge Management is also 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 with Subject Matter Experts in the Department. The knowledge gathered is used to support a process of change and improvement in services. It ensures that officials will have expert knowledge required to do their work efficiently. Knowledge Harvesting mitigates against the risks associated with exits to ensure sustainability and business continuity.

For the financial year 2021/22, 22 Knowledge Harvesting sessions were conducted with retiring officials and subject matter experts, which included 1 Director: Legal Services, 1 Provincial Manager, 1 Office Manager, 1 Assistant Director: Policy Research, 1 Training Specialist, 2 Chief Administration Clerks, 7 Chief Admin Officers, 1 Deputy Director: Employee Benefits Prevention, 1 Assistant Director: Human Resources, 2 Civic Services Supervisors, 3 Immigration Officers and 1 Cashier Supervisor.

c) Seminars

For the period under review, seminars were conducted as one of the learning and development interventions to build a High Performance leadership cadre, in order to enhance capability towards improved service delivery development. Seminars were identified as one of the resourceful tools to share information for improved knowledge and service delivery innovation. These seminars placed special emphasis on issues of Integrity, Ethics and Leadership in the Workplace. A total of nine (9) seminars were held across the department to various audience and the topics were the following; Professionalisation of the Public Service, Protection of Personal Information Act, Leadership and Innovation, Conscious Leadership, Webinar on Leadership for Public Servants, How to Use the

Springerlink Content on Demand services, How to Access Juta Online products, How to Easily Navigate Through Springerlink Platform, How to Access Juta Online products.

d) Development of Case Studies

Case Studies are used by Training Specialist as teaching tools to ensure that students explore how what they have learned to real life situations. The cases capture best practices from the core business experts with the goal of improving decision making when officials are faced with similar issues in their work environment centred around service delivery. They allow the application of theoretical concepts to be demonstrated, thus bridging the gap between theory and practice and encourage active learning.

In 2021/22, 11 cases studies were developed on the following topics; 3 Permanent Residence Permits Case Studies (From General Working Visa, Spousal Visa and Asylum Seekers), 2 Temporary Residence Visas Case Studies (Spousal Visa and Validity Period), Refugee Status Determination Officers' Decisions, Citizenship in South Africa, Registration of Stateless Persons, Asylum Seeker Applications Process, Unlawful Arrests and Detentions, Dealing with Undesirable travellers.

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.

In 2021/22 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 1838 to date, S. A. Law reports and workplace law. Other information requests included articles from journals, legislation and internal SOPs, amongst others.

2.11 Employment Equity

The Department during the reporting period targeted 44 vacant funded positions. The number of workforce went down because of resignations and majority of those employed were blacks (264) and there were (18) coloureds, (2) Indian and (24) Whites employed. In terms of Gender representation of those employed, there were 189 females and 119 males employed.

The tables below depict the Economically Active Population (EAP) as produced Commission on Employment Equity (CEE) in its 2020/21 Employment Equity Report:

Table 1: National EAP by gender and race

Race	Male	Female	Total
African	40.7 %	34.2%	74,9%
Coloured	5.8%	5%	10.8%
Indian	1.9%	1.1%	3%
White	6.4%	4.9%	11.3%
Total	54.8%	45.2%	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: 2021/22 Total Workforce

Race	Female	Male	Total Workforce by Race	EAP against Workforce
African	4283 (51,75%)	2979 (35,99%)	7262 (87,74%)	12.84%
Coloureds	321 (3,88%)	213 (2,57%)	534 (6,45%)	-4.35%
Indians	59 (0,71%)	39 (0,47%)	98 (1,18%)	-1.82%
Whites	283 (3,42%)	100 (1,21%)	383 (4,63%)	-6.67%
Total	4946(59,76%)	3331(40,24%)	8277	

Source: PERSAL

With regards to 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 majority of the people employed in the period are blacks, this is compared to majority of people who have been terminated in the period being blacks as well, 87,74%.

With regards to the 2012 Cabinet resolution on representation of women at SMS and Disability target, the Department performed as follows in the year in review:

- The disability status in the Department for 2021/22 stands at 1.74%. This is due to the fact that the work force reduced during the period.
- Representivity on SMS is at 63 (45.99%) (Female) and 74 (54.01%) (Male). The Directive on SMS positions and employment of People with Disabilities within the Department remains in force until the Department achieves the required targets; namely: 50% of SMS be composed of women and 2% of the workforce be composed of PWD.

Table 3: 2021/22 Gender Representation at SMS Level and people with disabilities Status

• **Gender Representation at SMS Level**

Female	Male	Total SMS Members	Target
63 (45.99%)	74 (54.01%)	137	50/50

• **People with disabilities**

DHA Total Workforce	Total employed people with disabilities	Target
8277	144 (1.74%)	2%

2.12 Leave and absenteeism management

Covid-19 vastly affected the Branch: HRM&D's business landscape, and presented a number of changes and challenges.

1. Examples of these are the following –

- 1.1 Participation in guiding the Department through each lockdown level and priority area (such as vulnerable employees), requiring interpretation of numerous Regulations (amongst 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.
- 1.2 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.
- 1.3 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

73 posts were vacant funded during the financial year 2021/22. 42 of these positions are filled, and 31 positions are still vacant, (still in the process of being filled)

Of the 73 posts, 23 (32%), consisting of 16 filled and 7 vacant posts, were still within the 6 months' recruitment TAT;

- 34 (47%), consisting of 22 filled and 12 vacant posts, had exceeded the 6 months' recruitment TAT, but were still within the 12 months' national recruitment TAT; and
- 16 (22%), consisting of 4 filled and 12 vacant posts, had exceeded the 12 months' national recruitment TAT.

3. HUMAN RESOURCES OVERSIGHT STATISTICS

3.1 Personnel related expenditure

The following tables summarises 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 2021 and 31 March 2022

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	2 636 850	577 056	3 281	28 514	21.88	568
Programme 2: Citizen Affairs	2 974 838	2 236 424	14	0	75.18	416
Programme 3: Immigration Affairs	1 392 650	847 352	80	100 616	60.84	452
Programme 4: Institutional Support & Transfers	2 427 098	6 654	0	596	0.27	832
Total	9 431 436	3 667 486	3 375	129 726	38.89	443

Table 3.1.2 Personnel costs by salary band for the period 1 April 2021 and 31 March 2022

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)	0	0	0	0
Skilled (level 3-5)	146 973	4.01	506	290
Highly skilled production (levels 6-8)	2 752 009	75.04	6 898	399
Highly skilled supervision (levels 9-12)	558 785	15.24	650	860
Senior and top management (levels 13-16)	169 899	4.63	127	1 338
Contract (levels 1-2)	244	0	1	244
Contract (levels 3-5)	1 431	0.04	7	204
Contract (levels 6-8)	1 916	0.05	5	383
Contract (levels 9-12)	25 318	0.69	73	347
Contracts (levels 13-16)	10 911	0.30	10	1 091
Total	3 667 486	100	8277	443

Table 3.1.3 Salaries, Overtime, Home Owners Allowance and Medical Aid by programme for the period 1 April 2021 and 31 March 2022

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	500 263	86.69	4 525	0.78	15 323	2.66	27 046	4.69
Programme 2: Citizen Affairs	1 865 993	83.44	41 954	1.86	93 501	4.18	176 116	7.87
Programme 3: Immigration Affairs	709 850	83.72	21 825	2.56	31 633	3.73	63 328	7.57
Programme 4: Institutional Support & Transfers	6 471	97.25	1 642	24.68	0	0	0	0
Total	3 082 577	84.05	69 946	1.91	140 457	3.83	266 487	7.27

Table 3.1.4 Salaries, Overtime, Home Owners Allowance and Medical Aid by salary band for the period 1 April 2021 and 31 March 2022

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 (levels 1-2)	0	0	0	0	0	0	0	0
Skilled (levels 3-5)	119 516	3.26	1 876	0.05	9 493	0.26	15 600	0.43
Highly skilled production (levels 6-8)	2 216 924	60.45	61 596	1.68	120 999	3.30	231 824	6.23
Highly skilled supervision (levels 9-12)	518 364	14.13	6 474	1.77	9 965	0.27	19 063	0.57
Senior management (levels 13-16)	166 139	4.53	0	0	0	0	0	0
Contract (levels 1-2)	244	0	0	0	0	0	0	0
Contract (levels 3-5)	1 414	0.04	0	0	0	0	0	0
Contract (levels 6-8)	1 916	0.05	0	0	0	0	0	0
Contract (levels 9-12)	25 128	0.68	0	0	0	0	0	0
Contracts (levels 13-16)	32 932	0.90	0	0	0	0	0	0
Total	3 082 577	84.05	69 946	1.91	140 457	3.83	266 487	7.27

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, and
- 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 2022

Programme	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Programme 1: Administration	1 019	1 016	0.29	31
Programme 2: Citizen Affairs	5 396	5 378	0.33	0
Programme 3: Immigration Affairs	1 878	1 875	0.16	0
Programme 4: Institutional Support and Transfers	8	8	0	0
Total	8 301	8 277	0.29	31

Table 3.2.2 Employment and vacancies by salary band as on 31 March 2022

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	0	0	0
Skilled (levels 3-5)	507	506	0.20	0
Highly skilled production (levels 6-8)	6 922	6 898	0.35	0
Highly skilled supervision (levels 9-12)	673	650	3.42	0
Senior management (levels 13-16)	134	127	5.22	0
Contract (levels 1-2)	1	1	0	0
Contract (levels 3-5)	7	7	0	0
Contract (levels 6-8)	5	5	0	0
Contract (levels 9-12)	43	73	-69.77	30
Contract (levels 13-16)	9	10	-11.11	1
Total	8 301	8 277	0.29	31

Table 3.2.3 Employment and vacancies by critical occupations as on 31 March 2022

Critical occupation	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Identification experts	228	228	0	0
Information technology related	55	55	0	0
Legal related	18	18	0	0
Other information technology personnel	101	101	0	0
Regulatory inspectors	1 764	1 764	0	0
Total	2 166	2 166	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 Senior Management Service 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 2022

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
Director-General / Head of Department	1	1	100	0	0
Salary level 16	3	3	100	0	0
Salary level 15	11	11	100	0	0
Salary level 14	31	29	93.55	2	6.45
Salary level 13	99	93	93.94	6	6.06
Total	145	137	94.48	8	5.52

Table 3.3.2 SMS post information as on 30 September 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
Director-General/ Head of Department	1	1	100	0	0
Salary level 16	2	2	100	0	0
Salary level 15	9	9	100	0	0
Salary level 14	33	27	81.82	6	18.18
Salary level 13	100	95	95.00	5	5.00
Total	145	134	92.41	11	7.59

Table 3.3.3 Advertising and filling of SMS posts for the period 1 April 2021 and 31 March 2022

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 month
Director-General/ Head of Department	0	0	0
Salary level 16	0	0	0
Salary level 15	0	0	0
Salary level 14	2	0	2
Salary level 13	3	0	0
Total	5	0	2

Table 3.3.4 Reasons for not having complied with the filling of funded vacant SMS - advertised within 6 months and filled within 12 months after becoming vacant for the period 1 April 2021 and 31 March 2022

Reasons for vacancies not advertised within six months
Not applicable

Reasons for vacancies not filled within twelve months
SL 13: Director: Drafting – internal re-organisation first explored as an option to fill the post, prior advertising.
SL 13: Director: Applications Maintenance and Support – position re-advertised due to inability to attract suitable candidates.
SL 13: Director: Networks - nominated candidate declined the offer of employment, post re-advertised.

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 2021 and 31 March 2022

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)	1	0	0	0	0	0	0
Skilled (levels 3-5)	1 954	0	0	0	0	0	0
Highly skilled production (levels 6-8)	16 342	0	0	0	0	0	0

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
Highly skilled supervision (levels 9-12)	1 836	0	0	0	0	0	0
Senior Management Service Band A (level 13)	201	0	0	0	0	0	0
Senior Management Service Band B (level 14)	50	0	0	0	0	0	0
Senior Management Service Band C (level 15)	11	0	0	0	0	0	0
Senior Management Service Band D (level 16)	3	0	0	0	0	0	0
MR5 -MR6 (OSD)	32	0	0	0	0	0	0
Contract (levels 1-2)	0	0	0	0	0	0	0
Contract (levels 3-5)	0	0	0	0	0	0	0
Contract (levels 6-8)	0	0	0	0	0	0	0
Contract (levels 9-12)	0	0	0	0	0	0	0
Contract (Band A)	0	0	0	0	0	0	0
Contract (Band B)	0	0	0	0	0	0	0
Contract (Band C)	0	0	0	0	0	0	0
Contract (Band D)	0	0	0	0	0	0	0
Total	20 430	0	0	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 2021 and 31 March 2022

Gender	African	Coloured	Indian	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
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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 2021 and 31 March 2022

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation
Finance and related professionals	10	7	8	Grade progression
Financial clerks and credit controllers	9	6	7	Grade progression
Human resources clerk	4	6	7	Grade progression
Identification experts	2	6	7	Grade progression
Library mall and related clerks	2	6	7	Grade progression
Other administration & related clerks and organisers	1	5	6	Grade progression
Other administration & related clerks and organisers	52	6	7	Grade progression
Other administration & related clerks and organisers	47	7	8	Grade progression
Other administrative policy and related officers	2	6	7	Grade progression
Other administrative policy and related officers	6	7	8	Grade progression
Regulatory inspectors	1	5	6	Grade progression
Regulatory inspectors	41	6	7	Grade progression
Secretaries & other keyboard operating clerks	1	7	8	Grade progression
Total number of employees whose salaries exceeded the level determined by job evaluation				178
Percentage of total employees				2.15

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 2021 and 31 March 2022

Gender	African	Coloured	Indian	White	Total
Female	114	0	6	10	130
Male	44	0	3	1	48
Total	158	0	9	11	178
Employees with a disability	0	0	0	0	0
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 2021 and 31 March 2022

Salary band	Number of employees at beginning of period - 1 April 2021	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Lower skilled (levels 1-2)	0	0	0	0
Skilled (levels 3-5)	532	0	28	5.26
Highly skilled production (levels 6-8)	7 118	12	227	3.19
Highly skilled supervision (levels 9-12)	706	47	41	5.81
Senior Management Service Band A	93	3	4	4.30
Senior Management Service Band B	30	4	3	10
Senior Management Service Band C	5	2	0	0
Senior Management Service Band D	2	1	0	0
Contract (levels 1-2)	1	0	0	0
Contract (levels 3-5)	32	1	26	81.25
Contract (levels 6-8)	5	0	0	0
Contract (levels 9-12)	12	0	1	8.33
Contract Band A	3	0	1	33.33
Contract Band B	0	0	2	0
Contract Band C	1	4	2	200
Contract Band D	1	0	0	0
Total	8 541	74	335	3.92

Table 3.5.2 Annual turnover rates by critical occupation for the period 1 April 2021 and 31 March 2022

Critical occupation	Number of employees at beginning of period-April 2021	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Administrative related	31	2	2	6.45
Building and other property caretakers	25	0	0	0
Bus and heavy vehicle drivers	97	0	1	1.30
Cashier tellers and related clerks	114	0	5	4.39

Critical occupation	Number of employees at beginning of period-April 2021	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Cleaners in offices workshops hospitals, etc.	302	1	17	5.63
Client inform clerks (switchboards reception inform clerks)	15	0	0	0
Communication and information related	2	0	0	0
Finance and economics related	8	0	1	12.50
Finance and related professionals	76	0	6	7.90
Financial clerks and credit controllers	34	0	2	5.90
Food service aid and waiter	2	0	0	0
Head of Department / Chief Executive Officer	1	0	0	0
Human resources & organisational development & related professionals	82	1	4	4.90
Human resources clerks	65	0	3	4.62
Human resources related	21	0	2	9.52
Identification experts	234	0	6	2.60
Information technology related	51	7	6	11.80
Language practitioners interpreters & other communication	11	0	0	0
Legal related	19	0	1	5.30
Library mail and related clerks	58	0	1	1.72
Light vehicle drivers	37	0	3	8.11
Logistical support personnel	21	0	2	9.52
Material - recording and transport clerks	1	0	1	100
Messenger porters and deliveries	3	0	0	0
Other administration & related clerks and organisers	3 984	9	161	4.04
Other administrative policy and related officers	909	38	41	4.51
Other information technology personnel	106	1	4	3.77
Other occupations	2	0	0	0
Regulatory inspectors	1 808	1	45	2.50
Secretaries & other keyboard operating clerks	106	0	3	2.83

Critical occupation	Number of employees at beginning of period-April 2021	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Security guards	43	0	2	4.65
Security officers	142	0	4	2.82
Senior managers	130	14	12	9.23
Trade labourers	1	0	0	0
Total	8 541	74	335	3.92

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 2021 and 31 March 2022

Termination type	Number	% of total termination
Death	67	20.00
Resignation	96	29.25
Expiry of contract	32	9.55
Dismissal - misconduct	14	3.58
Transfers to other Public Service Departments	13	3.88
Retirement	104	31.04
Discharged due to ill health	9	2.69
Total	335	100
Total number of employees who left as a % of total employment		4.05

Table 3.5.4 Promotions by critical occupation for the period 1 April 2021 and 31 March 2022

Occupation	Employees at 1 April 2021	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	31	0	0	0	0
Building and other property caretakers	25	0	0	0	0
Bus and heavy vehicle drivers	97	0	0	0	0
Cashier tellers and related clerks	114	0	0	0	0
Cleaners in offices workshops hospitals, etc.	302	0	0	0	0
Client inform clerks (switchboards reception inform clerks)	15	0	0	0	0

Occupation	Employees at 1 April 2021	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
Communication and information related	2	0	0	0	0
Finance and economics related	8	0	0	0	0
Finance and related professionals	76	0	0	10	13.16
Financial clerks and credit controllers	34	0	0	9	26.47
Food service aid and waiter	2	0	0	0	0
Head of Department / Chief Executive Officer	1	0	0	0	0
Human resources & organisational development & related professionals	82	3	3.66	0	0
Human resources clerks	65	0	0	4	6.15
Human resources related	21	0	0	0	0
Identification experts	234	0	0	2	0.85
Information technology related	51	1	1.96	0	0
Language practitioners interpreters & other communication	11	0	0	0	0
Legal related	19	0	0	0	0
Library mail and related clerks	58	0	0	2	3.45
Light vehicle drivers	37	0	0	0	0
Logistical support personnel	21	0	0	0	0
Material - recording and transport clerks	1	0	0	0	0
Messenger porters and deliveries	3	0	0	0	0
Other administration & related clerks and organisers	3 984	4	0.10	100	2.51
Other administrative policy and related officers	909	5	0.55	8	0.88
Other information technology personnel	106	1	0.94	0	0
Other occupations	2	0	0	0	0
Regulatory inspectors	1 808	1	0.06	42	2.32
Secretaries & other keyboard operating clerks	106	0	0	1	0.94
Security guards	43	0	0	0	0
Security officers	142	0	0	0	0
Senior managers	130	4	3.08	0	0
Trade labourers	1	0	0	0	0
Total	8 541	19	0.22	178	2.08

Table 3.5.5 Promotions by salary band for the period 1 April 2021 and 31 March 2022

Salary band	Employees at 1 April 2021	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)	0	0	0	0	0
Skilled (levels 3-5)	532	0	0	0	0
Highly skilled production (levels 6-8)	7 118	6	0.08	178	2.50
Highly skilled supervision (levels 9-12)	706	9	1.27	0	0
Senior management (levels 13-16)	130	3	2.31	0	0
Contract (levels 1-2)	1	0	0	0	0
Contract (levels 3 - 5)	32	0	0	0	0
Contract (levels 6 - 8)	5	0	0	0	0
Contract (levels 9 - 12)	12	0	0	0	0
Contract (levels 13 - 16)	5	1	20.00	0	0
Total	8 541	19	0.22	178	2.08

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 2022

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Clerks	1 247	87	18	32	26 04	219	33	198	4 438
Labourers and related workers	88	4	0	0	213	11	1	0	317
Legislative, senior officials and managers	59	6	3	6	50	2	3	8	137
Plant and machine operators and assemblers	115	6	0	1	8	0	0	0	130
Professionals	146	11	1	7	169	9	3	15	361
Service shop and market sales workers	935	75	11	37	810	51	7	18	1 944
Technicians and associate professionals	389	24	6	17	429	29	12	44	950
Other occupations	0	0	0	0	0	0	0	0	0
Total	2 979	213	39	100	4 283	321	59	283	8 277
Employees with disabilities	66	6	1	5	55	2	1	8	144

Table 3.6.2 Total number of employees (including employees with disabilities) in each of the following occupational bands as on 31 March 2022

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	5	1	0	1	2	0	0	0	9
Senior Management	46	5	3	5	45	2	3	9	118
Professionally qualified and experienced specialists and mid-management	290	19	10	22	221	17	9	25	613
Skilled technical and academically qualified workers, junior management, supervisors, foremen and superintendents	2 413	172	25	67	3 685	273	46	241	6 922
Semi-skilled and discretionary decision making	189	15	0	4	304	28	1	8	549
Unskilled and defined decision making	0	0	0	0	0	0	0	0	0
Technicians and associated professionals	0	0	0	0	0	0	0	0	0
Contract (Top Management)	6	0	0	0	1	0	0	0	7
Contract (Senior Management)	2	0	0	0	1	0	0	0	3
Contract (Professionally qualified)	24	1	1	1	14	1	0	0	42
Contract (Skilled qualifications, junior management)	1	0	0	0	5	0	0	0	6
Contract (Semi-skilled and discretionary decision making)	2	0	0	0	5	0	0	0	7
Contract (Unskilled and defined decision making)	1	0	0	0	0	0	0	0	1
Contract (Technicians and associated professionals)	0	0	0	0	0	0	0	0	0
Total	2 979	213	39	100	4 283	321	59	283	8 277

Table 3.6.3 Recruitment for the period 1 April 2021 to 31 March 2022

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	3	0	0	0	0	0	0	0	3
Senior Management	4	0	0	0	1	0	0	0	5
Professionally qualified and experienced specialists and mid-management	19	2	0	1	15	1	1	0	39
Skilled technical and academically qualified workers, junior management, supervisors, foremen an superintendents	11	0	0	0	4	0	0	1	16
Semi-skilled and discretionary decision making	2	0	0	0	1	1	0	0	4
Technicians and associate professions	0	0	0	0	2	0	0	0	2
Contract (Unskilled and defined decision making)	0	0	0	0	1	0	0	0	1
Contract (Top Management)	2	0	0	0	0	0	0	0	2

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
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 (Semi-skilled & discretionary)	1	0	0	0	0	0	0	0	1
Contract (skilled & qualified)	0	0	0	0	1	0	0	0	1
Total	42	2	0	1	25	2	1	1	74
Employees with disabilities	0	0	0	0	0	0	0	0	0

Table 3.6.4 Promotions for the period 1 April 2021 to 31 March 2022

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	0	0	0	0	1	0	0	0	1
Senior Management	2	0	0	0	0	0	0	0	2
Professionally qualified and experienced specialists and mid-management	2	0	0	0	3	0	0	0	5
Skilled technical and academically qualified workers, junior management, supervisors, foremen an superintendents	2	0	0	0	8	0	0	0	10
Semi-skilled and discretionary decision making	0	0	0	0	0	0	0	0	0
Unskilled and defined decision making	0	0	0	0	0	0	0	0	0
Contract (Senior Management)	1	0	0	0	0	0	0	0	1
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	7	0	0	0	12	0	0	0	19
Employees with disabilities	0	0	0	0	0	0	0	0	0

Table 3.6.5 Terminations for the period 1 April 2021 to 31 March 2022

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	2	0	0	0	6
Professionally qualified and experienced specialists and mid-management	13	2	0	1	4	1	0	1	22
Skilled technical and academically qualified workers, junior management, supervisors, foremen an superintendents	108	5	1	6	113	11	0	13	257

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Semi-skilled and discretionary decision making	6	0	0	1	11	0	0	1	19
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 (Skilled qualified)	0	0	0	0	0	0	0	0	0
Contract (Semi-skilled)	1	0	0	0	0	0	0	0	1
Contract (Professionally qualified and experienced specialists and mid-management)	11	0	1	1	12	2	0	1	28
Total	145	7	2	9	142	14	0	16	335
Employees with disabilities	4	0	0	1	1	0	0	1	7

Table 3.6.6 Disciplinary action for the period 1 April 2021 to 31 March 2022

Disciplinary action	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Guilty	10	6	0	0	13	0	0	0	29
Not Guilty	1	1	0	0	0	0	0	0	2
Not Required	0	0	0	0	0	0	0	0	0
Resigned	0	0	0	0	6	0	0	0	6
Withdrawn	2	1	0	0	4	0	0	0	7
Total	13	8	0	0	23	0	0	0	44

Table 3.6.7 Skills development for the period 1 April 2021 to 31 March 2022

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Legislators, Senior Officials and Managers	24	4	3	3	28	1	2	5	70
Professionals	55	5	0	3	52	4	0	4	123
Technicians and Associate Professionals	211	14	0	6	247	14	3	28	523
Clerks	655	48	5	13	1 390	131	16	46	2 304
Service and Sales Workers	208	10	3	16	201	7	0	3	448

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Plant and Machine Operators and Assemblers	58	5	0	0	5	0	0	0	68
Labourers and related workers	14	2	0	0	35	0	0	0	51
TOTAL	1 225	88	11	41	1 958	157	21	86	3 587
Employees with disabilities	28	3	0	1	23	1	0	2	58

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 2021

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
Director-General / Head of Department	1	1	1	100
Salary level 16	2	2	1	50.00
Salary level 15	9	8	8	100
Salary level 14	34	27	25	92.59
Salary level 13	99	90	89	98.88
Total	145	128	124	96.88

Table 3.7.2 Reasons for not having concluded Performance agreements for all SMS members as on 31 August 2021

Reasons
SL 16 Deputy Minister is a political appointment.
2 x SL 15 Chief Directors on suspension.
SL 13 Director in the Deputy Ministry had not submitted.

Notes

- The reporting date in the heading of this table should be aligned with that of Table 3.7.1.

Table 3.7.3 Disciplinary steps taken against SMS members for not having concluded Performance Agreements as on 31 August 2021

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 2021 to 31 March 2022

Race and Gender	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within group	Cost (R'000)	Average cost per beneficiary
African	327	7 262	4.50	6 704	20 501
Male	130	2 979	4.36	2 994	23 031
Female	197	4 283	4.60	3 710	18 832
Coloured	15	534	2.81	317	21 140
Male	5	213	2.35	151	30 272
Female	10	321	3.12	166	16 574
Asian	3	98	3.06	124	41 292
Male	0	39	0	0	0
Female	3	59	5.08	124	41 292
White	23	383	6.01	797	34 652
Male	7	100	7.00	427	60 953
Female	16	283	5.65	370	23 170
Total	368	8 277	4.45	7 942	21 582
Employees with disabilities	7	144	4.86	116	16 507

Table 3.8.2 Performance Rewards by salary band for personnel below Senior Management Service for the period 1 April 2021 to 31 March 2022

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 beneficiary	
Lower skilled (levels 1-2)	0	0	0	0	0	0
Skilled (levels 3-5)	43	506	8.50	443	10 291	0.01
Highly skilled production (levels 6-8)	236	6 898	3.42	3 839	16 266	0.10
Highly skilled supervision (levels 9-12)	76	681	11.16	2 905	38 220	0.08
Contract (levels 1-2)	0	1	0	0	0	0
Contract (Levels 3-5)	0	7	0	0	0	0
Contract (levels 6-8)	0	5	0	0	0	0
Contract (levels 9-12)	0	42	0	0	0	0
Total	355	8 140	4.36	7 186	20 242	0.20

Table 3.8.3 Performance Rewards by critical occupation for the period 1 April 2021 to 31 March 2022

Critical occupation	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within occupation	Total cost (R'000)	Average cost per beneficiary
Administrative related	3	29	10.34	112	37 487
Building and other property caretakers	1	25	4.00	18	11 711
Bus and heavy vehicle drivers	1	96	1.04	15	15 167
Cashier tellers and related clerks	12	111	10.81	175	14 600
Cleaners in offices workshops hospitals, etc.	28	286	9.79	248	8 857
Client inform clerks (switchboards reception inform clerks)	2	15	13.11	24	11 837
Communication and information related	0	2	0	0	0
Computer programmes	0	0	0	0	0
Finance and economics related	2	7	28.57	52	25 891
Financial related professionals	14	71	19.72	414	29 596
Financial clerks and credit controllers	8	31	25.81	136	17 037
Food service aid and waiter	0	2	0	0	0
Head of department/chief executive officer	0	1	0	0	0
Human resources & organisational development & related professionals	7	78	8.97	206	29 528

Critical occupation	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within occupation	Total cost (R'000)	Average cost per beneficiary
Human resources clerks	6	58	10.35	111	18 520
Human resources related	4	19	21.05	119	29 779
Identification experts	0	228	0	0	0
Information technology related	1	55	1.82	25	24 944
Language practitioners interpreters & other communication	1	11	9.09	68	67 513
Legal related	3	18	16.67	183	61 043
Library mail and related clerks	1	58	1.72	21	21 146
Light vehicle drivers	2	34	5.88	38	19 110
Logistical support personnel	1	19	5.26	18	17 580
Material - recording and transport clerks	0	0	0	0	0
Messenger porters and deliveries	0	3	0	0	0
Other administration & related clerks and organisers	155	3 835	4.04	2 284	14 735
Other administrative policy and related officers	65	902	7.21	2 116	32 554
Other information technology personnel	10	101	9.90	308	30 760
Other occupations	0	2	0	0	0
Regulatory inspectors	15	1 764	0.85	253	16 876
Secretaries & other keyboard operating clerks	9	102	8.82	178	19 806
Security guards	0	41	0	0	0
Security officers	4	139	2.88	69	17 207
Senior managers	13	133	9.78	756	58 179
Trade labourers	0	1	0	0	0
Total	368	8 277	4.45	7 942	21 582

Table 3.8.4 Performance related rewards (cash bonus), by salary band for Senior Management Service for the period 1 April 2021 to 31 March 2022

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 beneficiary	
Band A	12	92	13.04	682	56 833.33	1.55
Band B	1	30	3.33	75	75 000	2.04
Band C	0	11	0	0	0	0
Band D	0	4	0	0	0	0
Total	13	137	9.49	756	58 153.85	1.59

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 2021 and 31 March 2022

Salary band	01 April 2021		31 March 2022		Change	
	Number	% of total	Number	% of total	Number	% Change
Lower skilled (levels 1-2)	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
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 2021 and 31 March 2022

Major occupation	01 April 2021		31 March 2022		Change	
	Number	% of total	Number	% of total	Number	% Change
Administrative office workers	1	100	1	100	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 2021 to 31 December 2021

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)
Skilled (levels 3-5)	3 435	83.60	443	6.52	8	2 880
Highly skilled production (levels 6-8)	44 784	80.20	5 745	84.61	8	60 706
Highly skilled supervision (levels 9-12)	3 756	82.00	504	7.42	8	10 935
Senior management (levels 13-16)	603	89.10	79.00	1.16	8	2 754
Contract other (Interns)	40	72.50	15	0.22	3	9
Contract (levels 3-5)	0	0	0	0	0	0
Contract (levels 6-8)	0	0	0	0	0	0
Contract (levels 9-12)	7	271.40	4	0.06	2	24
Contract (levels 13-16)	0	0	0	0	0	0
TOTAL	52 625	80.70	6 790	100	8	77 308

Table 3.10.2 Disability leave (temporary and permanent) for the period 1 January 2021 to 31 December 2021

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)
Skilled (levels 3-5)	1 401	100	49	10.10	29	1 218
Highly skilled production (levels 6-8)	9 779	100	408	84.12	24	13 568
Highly skilled supervision (levels 9-12)	370	100	26	5.36	14	1 239
Senior management (levels 13-16)	72	100	2	0.41	36	319
Total	11 626	100	485	100	24	16 344

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 2021 to 31 December 2021

Salary band	Total days taken	Number of employees using annual leave	Average per employee
Lower skilled (levels 1-2)	6	1	6
Skilled (levels 3-5)	15 898.50	567	28.04
Highly skilled production (levels 6-8)	198 846.86	6 957	28.58
Highly skilled supervision (levels 9-12)	19 912.25	700	28.45
Senior management (levels 13-16)	3 475	134	25.93
Contract other (Interns)	83	22	3.77
Contract (levels 1-2)	0	0	0
Contract (levels 3-5)	0	0	0
Contract (levels 6-8)	0	0	0
Contract (levels 9-12)	207	17	12.18
Contract (levels 13-16)	41	2	20.50
Total	238 469.61	8 400	28.39

Table 3.10.4 Capped leave for the period 1 January 2021 to 31 December 2021

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 2022
Skilled (levels 3-5)	4	1	4	42
Highly skilled production (levels 6-8)	291.93	19	15.36	42
Highly skilled supervision (levels 9-12)	8	1	8	46
Senior management (levels 13-16)	0	0	0	38
Total	303.93	21	14.47	42

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 2021 and 31 March 2022

Reason	Total amount (R'000)	Number of employees	Average per employee (R'000)
Leave payout for 2021/22 due to non-utilisation of leave for the previous cycle	357	4	89
Capped leave payouts on termination of service for 2021/22	9 412	87	108
Current leave payout on termination of service for 2021/2022	6517	96	68
Total	16 520	187	88

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. Currently the post is vacant and unfunded due to budgetary constraints. Ms L.V. Moshoeite has been assigned to manage this role.
2. Does the department have a dedicated unit or has it designated specific staff members to promote the health and well-being 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 L.V. Moshoeite and 1 x Assistant Director. Deputy Director: Occupational Health and Safety and 1 x Assistant Director. The annual budget for the programme is all encompassing and amounts to approximately R 1 694 000.00.
3. Has the department introduced an Employee Assistance or Health Promotion Programme for your employees? If so, indicate the key elements/ services of this 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: Work place based interventions: Quality of work-life Management Sub directorate: b) Health Calendar events conducted virtually & Health and Productivity Policy implemented: ongoing work life balance and chronic disease management awareness/educational sessions are conducted and themed monthly desk drops distributed through internal communication February: Sexually Transmitted Infection (STI) & Condom usage awareness desk drop distributed March: TB & promotion of healthy lifestyles awareness desk drop distributed. April: Healthy lifestyle awareness, health screening and HIV awareness desk drop distributed. May: Know your HIV status campaign and candle-light memorial day desk drop. June: Blood screening and blood donation clinic, substance abuse awareness and sports day conducted. July: Men's health day: Prostate cancer and Medical Male Circumcision (MMC) awareness conducted. August: Choir preparation and competitions held in October.

Question	Yes	No	Details, if yes
			<p>September: Heart, Mental health awareness and sports day conducted.</p> <p>October: Women's health day: Breast and Cervical cancer education conducted.</p> <p>November: Red Ribbon awareness campaigns conducted.</p> <p>December: World AIDS Day & sports day conducted.</p> <p>c) HIV/ STI/ TB Management policy implemented: HIV/AIDS Peer education programme implemented, quarterly HIV Counselling and Testing conducted, 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: Quarterly Health Screening conducted such as: blood pressure, blood sugar, Cholesterol, BMI, Stress and obesity screening. ongoing healthy lifestyles campaigns and educational sessions conducted.</p> <p>e) Performance enhancement programmes: choir, quarterly sports and 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 risk assessments, vaccinations of employees at ports of entries, harbours, holding facilities, office inspections and audits done regularly, reports with recommendations submitted to the Director General (DG).</p>
<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, and J. Ramalekana.</p> <p>North West Province: A. Amadien, M. Majuda, P. Masilela, S.M. Mogapi, and K.I. Mathobela.</p> <p>Free State Province: D. Moholo, T. Sebueng, M. Lepitsi, T. Khobotlo, D. Louw, P. Mohlabane, M. Qhaba, M. Moshou, S. Sebobane, and E. Mangelane.</p> <p>Gauteng Province: 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, and K. Mosoeu.</p> <p>Limpopo Province: M. Nkanyane, P.M. Mashita, K.M. Komape, M.R. Komape, D.W. Ragolane, P.C. Madzivhandila, T.J. Mudau, P.I. Moleba, and M.K. Mabokelwa.</p> <p>Western Cape Province: N. Madolo, S. Mathiso, Z. Ndukwana, S. Mayekiso, N. Mtimkhulu, S. Fiyani, S. Renene, and K. Bikwana.</p> <p>Eastern Cape Province: L. Jama, T. Sajini, P. Maeselana-Ndungane, S. Timakwe, N. Ndashe, M. Ngqezana, A. Matandabuzo, N. Koyana, and O. Nomnqa.</p> <p>Mpumalanga Province: Z. Mahlangu, G. Mashiane, T. Lusibane, M. Maluleke, M. Sibiya-Nhlambo, P. Mashishi, N. Masilela, T. Gazide, and B.J. Mnguni.</p>

Question	Yes	No	Details, if yes
			<p>Northern Cape Province: L Hlophe, E. Pretorius, M. Malinga, B.M. Maroane, N.E. Nel, T.J. Selometsi, E. January, and D. Pietersen.</p> <p>KwaZulu Natal Province: S. Mofokeng, N. Ndlovu, N. Mhlongo, B. Gabela, P. Nduli, S. Mbanjwa, S. Cebekhulu, M. Masondo, and 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, and V. Sunpath.</p> <p>All the above mentioned committee members will serve their 3 year term of office from 2019 to 2022.</p>
5. Has the department reviewed its employment policies and practices 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		<p>a) DHA HIV/ STI/ TB Policy Operational Plan 2019-2020 (DHA Annual Plan signed by the DG and submitted to DPSA & Office of the Presidency).</p> <p>b) DHA HIV /STI/ TB Management Policy.</p> <p>c) Wellness Management Policy.</p> <p>d) Health and Productivity Management Policy.</p> <p>e) SHERQ.</p> <p>f) HIV AIDS Peer Education Programme implemented.</p> <p>g) Ongoing HIV/STI/TB education, awareness sessions conducted.</p>
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		<p>a) HIV/STI/TB Operational Policy Annual Plan signed by DG submitted to DPSA: emphasises protection of human rights, destigmatisation towards HIV Positive employees, ongoing education about voluntary counselling and testing and voluntary disclosure.</p> <p>b) Annual EWP Operational Plan with HIV/ STI/ TB activities set targets and compliance issues.</p> <p>c) HIV / AIDS Peer Education Programme implemented: 6 meetings held per quarter, information sharing sessions conducted on monthly basis by peer educators, and monthly reports submitted to Head Office.</p> <p>d) 5 employees disclosed their status to EWP, amongst them 1 disclosed publicly to all employees of DHA. Ongoing care and support provided to all.</p>

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		<p>a) Quarterly Voluntary HIV Counselling and Testing conducted by GEMS: 359 employees tested, all employees tested negative, 0 employees tested positive.</p> <p>b) Quarterly health screenings conducted by GEMS: 359 employees tested for Blood pressure, Blood sugar, Body mass index (BMI), Cholesterol. 8000 Employees in the Department were screened for COVID-19. 2 014 Employees tested positive for COVID-19, 1 941 recovered, 50 fatal, and 23 still recovering.</p> <p>c) 6 300 Male condoms and 3 500 female condoms, 12 HIV/ STI/ TB, chronic illnesses and healthy living lifestyles brochures and desk drops distributed through Internal Communications.</p> <p>d) Blood Screening & Blood Donation Clinics after every 8 weeks: 171 regular blood donors screened blood. 140 donated blood and 31 employees were declined due to various reasons, such as, low iron level, being on antibiotics, underwent an operation, etc. 0 employees attended blood education.</p>
8. Has the department developed measures/ indicators to monitor & evaluate the impact of its health promotion programme? If so, list these measures/indicators.	X		<p>a) Developed and submitted costed operational plan with monthly, quarterly and annual targets.</p> <p>b) Monthly, quarterly and annual reports done and submitted with evidence of attendance registers, reports from GEMS and ICAS Wellness service provider (employees attended calendar events awareness sessions, 359 employees tested for HIV, all tested negative, 359 employees tested for health screening: blood sugar, blood pressure, cholesterol, and BMI).</p> <p>c) Analysed GEMS and ICAS reports and developed intervention programmes in the form of educational and awareness sessions.</p> <p>d) Annual EWP Health Calendar events incorporated into DHA yearly planner.</p> <p>e) Minutes and reports with recommendations from Peer educators and SHE representatives submitted and incorporated into monthly and quarterly reports of DHA.</p>

3.12 Labour Relations

Table 3.12.1 Collective agreements for the period 1 April 2021 and 31 March 2022

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 2021 and 31 March 2022

Outcomes of disciplinary hearings	Number	% of total
Discharged	2	1.78
Dismissal	23	20.53
Final Written Warning	10	8.93
Not guilty	12	10.71
One month Suspension	1	0.89
Suspension	3	2.68
In progress	61	54.46
Total	112	100

Table 3.12.3 Types of misconduct addressed at disciplinary hearings for the period 1 April 2021 and 31 March 2022

Type of misconduct	Number	% of total
Absenteeism	9	8.35
Financial misconduct	1	0.89
Assault	1	0.89
Fraud and corruption	81	72.32
Improper conduct	9	8.03
Sexual harassment	1	0.89
Failure to follow the correct procedure	8	7.14
Failure to safeguard keys of the safe	1	0.89
Failure to verify documents for visa application	1	0.89
Total	112	100

Table 3.12.4 Grievances logged for the period 1 April 2021 and 31 March 2022

Grievances	Number	% of total
Number of grievances resolved	20	50.00
Number of grievances not resolved	20	50.00
Total number of grievances lodged	40	100

Table 3.12.5 Disputes logged with Councils for the period 1 April 2021 and 31 March 2022

Disputes	Number	% of total
Number of disputes upheld	30	68.18
Number of disputes dismissed	14	31.81
Total number of disputes lodged	44	100

Table 3.12.6 Strike actions for the period 1 April 2021 and 31 March 2022

Total number of persons working days lost	3
Total costs working days lost	2 739.59
Amount recovered as a result of no work no pay (R'000)	3

Table 3.12.7 Precautionary suspensions for the period 1 April 2021 and 31 March 2022

Number of people suspended	17
Number of people whose suspension exceeded 30 days	17
Average number of days suspended	208
Cost of suspension (R'000)	4 500

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 2021 and 31 March 2022

Occupational category	Gender	Number of employees as at 1 April 2021	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	61	0	83	0	83
	Male	72	0	78	0	78
Professionals	Female	201	0	42	0	42
	Male	175	0	35	0	35
Technicians and associate professionals	Female	520	0	180	0	180
	Male	441	0	149	0	149
Clerks	Female	3 164	0	688	0	688
	Male	1 447	0	335	0	335
Service shop and market sales workers	Female	901	0	12	0	12
	Male	1 092	0	15	0	15
Skilled Agriculture and fishery workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Labourers and related workers	Female	235	0	24	0	24
	Male	98	0	8	0	8
Craft and related trades workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Plant and machine operators and assemblers	Female	8	0	1	0	1
	Male	126	0	9	0	9
Elementary occupations	Female	0	0	0	0	0
	Male	0	0	0	0	0
Gender sub-total	Female	5 090	0	1 030	0	1 030
	Male	3 451	0	629	0	629
Total		8 541	0	1 659	0	1 659

Table 3.13.2 Training provided for the period 1 April 2021 and 31 March 2022

Occupational category	Gender	Number of employees as at 1 April 2021	Training provided within the reporting period			
			Learnerships	Skills programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	61	0	36	0	36
	Male	72	0	34	0	34
Professionals	Female	201	0	60	0	60
	Male	175	0	63	0	63
Technicians and associate professionals	Female	520	0	292	0	292
	Male	441	0	231	0	231
Clerks	Female	3 164	0	1 583	0	1 583
	Male	1 447	0	721	0	721
Service and sales workers	Female	901	0	211	0	211
	Male	1 092	0	237	0	237
Skilled Agriculture and fishery workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Labourers and related workers	Female	235	0	35	0	35
	Male	98	0	16	0	16
Craft and related trades workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Plant and machine operators and assemblers	Female	8	0	5	0	5
	Male	126	0	63	0	63
Elementary occupations	Female	0	0	0	0	0
	Male	0	0	0	0	0
Gender sub-total	Female	5 090	0	2 222	0	2 222
	Male	3 451	0	1 365	0	1 365
Total		8 541	0	3 587	0	3 587

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 2021 and 31 March 2022

Nature of injury on duty	Number	% of total
Required basic medical attention only	11	100
Temporary total disablement	0	0
Permanent disablement	0	0
Fatal	0	0
Total	11	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 2021 and 31 March 2022

Project title	Total number of consultants that worked on project	Duration (work days)	Contract value in Rand
SMEG South Africa (Pty) Ltd	1	As per contract	14 533 516
SOMA Initiative	1	As per contract	1 311 000
Competency Assessment	7	As per contract	600 000
ICAS	1	As per contract	1 800 000
South African Qualifications Authority	1	As per contract	200 000

Total number of projects	Total individual consultants	Total duration (work days)	Total contract value in Rand
5	11	As per contract	18 444 516

Table 3.15.2 Analysis of consultant appointments using appropriated funds, in terms of Historically Disadvantaged Individuals (HDIs) for the period 1 April 2021 and 31 March 2022

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 2021 and 31 March 2022

Project title	Total number of consultants that worked on project	Duration (work days)	Donor and contract value in Rand
RAASA Backlogs	29	129	UNHCR RDP FUNDING – 14 389 222.52
Total number of projects	Total individual consultants	Total duration (work days)	Total contract value in Rand
1	29	3741	14 389 222.52

Table 3.15.4 Analysis of consultant appointments using donor funds, in terms of Historically Disadvantaged Individuals (HDIs) for the period 1 April 2021 and 31 March 2022

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 2021 and 31 March 2022

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

ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

1. REPORT OF THE AUDITOR GENERAL

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 190 to 278, which comprise the appropriation statement, statement of financial position as at 31 March 2022, the 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 2022, 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.

Impairment of receivables

7. As disclosed in note 11.6 to the financial statements, an amount of R546 005 000 was impaired as a result of the department's inability to recover these receivables.

Impairment of accrued departmental revenue

8. As disclosed in note 22.3 to the financial statements, an amount of R238 522 000 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.

Other matter

9. I draw attention to the matter below. My opinion is not modified in respect of this matter.

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for the year ended 31 March 2022

Unaudited supplementary schedules

10. The supplementary information set out on pages 279 to 293 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 them.

Responsibilities of the accounting officer for the financial statements

11. 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.
12. 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

13. 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.
14. 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

15. 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 selected programmes presented in the annual performance report. I performed procedures to identify material findings but not to gather evidence to express assurance.
16. 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.
17. 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 2022:

Programme	Pages in the annual performance report
Programme 2 - Citizen affairs	88 – 100

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for the year ended 31 March 2022

18. 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.
19. 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

20. I draw attention to the matters below.

Achievement of planned targets

21. Refer to the annual performance report on pages 88 to 100 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

22. 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

23. 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.
24. The material findings on compliance with specific matters in key legislation are as follows:

Annual financial statements, performance and annual report

25. The financial statements submitted for auditing were not fully 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

26. 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.

Procurement and contract management

27. Some of the IT related goods and services, classified as mandatory, were not procured through SITA as required by Treasury Regulation 16A6.3(e) and section 7(3) of the SITA Act.

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for the year ended 31 March 2022

Other information

28. 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 the selected programme presented in the annual performance report that have been specifically reported in this auditor's report.
29. 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.
30. 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 programme presented in the annual performance report, or my knowledge obtained in the audit, or otherwise appears to be materially misstated.
31. I did not receive the other information prior to the date of this auditor's report. When I do receive and read this information, if I conclude that there is a material misstatement therein, I am required to communicate the matter to those charged with governance and request that the other information be corrected. If the other information is not corrected, I may have to retract this auditor's report and re-issue an amended report as appropriate. However, if it is corrected this will not be necessary.

Internal control deficiencies

32. 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.

33. Management did not exercise adequate oversight responsibility regarding financial reporting, compliance and related internal controls.
34. 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.
35. Management did not adequately monitor the implementation of action plans to address the internal control deficiencies identified.
36. Management did not adequately prepare accurate and complete financial reports, as a result, there were material adjustments to the financial statements.
37. Management did not adequately review and monitor compliance with applicable laws and regulations. As a result, there was material non-compliance.
38. Management did not adequately implement formal controls over information technology systems to ensure the reliability of the systems and the availability, accuracy and protection of information.

Auditor-General

Pretoria

31 July 2022



AUDITOR-GENERAL
SOUTH AFRICA

Auditing to build public confidence

ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

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 the selected programme 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.

ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

2. ANNUAL FINANCIAL STATEMENTS

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APPROPRIATION STATEMENT

for the year ended 31 March 2022

Appropriation per programme									
	2021/22							2020/21	
	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	2 371 525	-	265 326	2 636 851	2 636 851	-	100.0%	2 243 156	2 184 675
2. Citizen Affairs	3 100 814	-	(125 978)	2 974 836	2 974 836	-	100.0%	2 972 397	2 724 269
3. Immigration Affairs	1 501 963	-	(109 312)	1 392 651	1 392 651	-	100.0%	1 288 981	1 278 477
4. Institutional Support And Transfers	2 457 134	-	(30 036)	2 427 098	2 427 098	-	100.0%	2 282 874	2 282 838
TOTAL	9 431 436	-	-	9 431 436	9 431 436	-	100.0%	8 787 408	8 470 259

	2021/22				2020/21	
	Final Appropriation	Actual Expenditure			Final Appropriation	Actual Expenditure
TOTAL (brought forward)	9 431 436	9 431 436			8 787 408	8 470 259
Reconciliation with statement of financial performance						
ADD						
Departmental receipts	718 694				370 902	
NRF Receipts	-					
Aid assistance	7 962					
Actual amounts per statement of financial performance (total revenue)	10 158 092				9 158 310	
ADD						
Aid assistance		7 962				1 565
Prior year unauthorised expenditure approved without funding		-				-
Actual amounts per statement of financial performance (total expenditure)		9 439 398				8 471 824

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Appropriation per economic classification									
Economic classification	2021/22							2020/21	
	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
Current payments	6 994 316	(129 780)	(195 376)	6 669 160	6 647 878	21 282	99.7%	6 174 262	5 846 946
Compensation of employees	3 607 819	-	73 000	3 680 819	3 667 486	13 333	99.6%	3 574 850	3 511 357
Goods and services	3 386 497	(129 780)	(268 376)	2 988 341	2 980 392	7 949	99.7%	2 599 412	2 335 589
Transfers and subsidies	2 423 393	(324)	7 312	2 430 381	2 443 714	(13 333)	100.5%	2 291 353	2 291 353
Provinces and municipalities	2 214	(835)	524	1 903	1 903	-	100.0%	1 926	1 926
Departmental agencies and accounts	2 417 074	156	(55)	2 417 175	2 417 175	-	100.0%	2 263 744	2 263 744
Households	4 105	355	6 843	11 303	24 636	(13 333)	218.0%	25 683	25 683
Payments for capital assets	13 727	130 104	188 064	331 895	331 879	16	100.0%	321 793	321 721
Buildings and other fixed structures	-	34 524	57 247	91 771	91 771	-	100.0%	161 187	161 187
Machinery and equipment	13 727	98 574	72 933	185 234	185 218	16	100.0%	102 958	102 958
Software and other intangible assets	-	(2 994)	57 884	54 890	54 890	-	100.0%	57 648	57 576
Payments for financial assets	-	-	-	-	7 965	(7 965)	-	-	10 239
	9 431 436	-	-	9 431 436	9 431 436	-	100.0%	8 787 408	8 470 259

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Programme 1: ADMINISTRATION									
	2021/22							2020/21	
	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	30 787	(1 600)	(3 544)	25 643	25 643	-	100.0%	21 332	21 332
2. MANAGEMENT SUPPORT SERVICES	199 364	-	53 477	252 841	252 841	-	100.0%	216 559	208 985
3. CORPORATE SERVICES	555 147	(1 185)	156 997	710 959	710 959	-	100.0%	670 543	632 288
4. TRANSVERSAL INFORMATION TECHNOLOGY MANAGEMENT	1 003 899	-	29 869	1 033 768	1 033 768	-	100.0%	884 721	872 069
5. OFFICE ACCOMMODATION	582 328	2 785	28 527	613 640	613 640	-	100.0%	450 001	450 001
Total for sub programmes	2 371 525	-	265 326	2 636 851	2 636 851	-	100.0%	2 243 156	2 184 675
Economic classification									
Current payments	2 354 820	(123 587)	120 654	2 351 887	2 343 922	7 965	99.7%	2 035 309	1 966 622
Compensation of employees	528 712	-	48 343	577 055	577 055	-	100.0%	567 397	545 602
Goods and services	1 826 108	(123 587)	72 311	1 774 832	1 766 867	7 965	99.6%	1 467 912	1 421 020
						-			
Transfers and subsidies	2 978	356	2 381	5 715	5 715	-	100.0%	2 544	2 583
Provinces and municipalities	961	-	(600)	361	361	-	100.0%	312	312
Departmental agencies and accounts	4	161	(57)	108	108	-	100.0%	459	459
Households	2 013	195	3 038	5 246	5 246	-	100.0%	1 773	1 812
Payments for capital assets	13 727	123 231	142 291	279 249	279 249	-	100.0%	205 303	205 231
Buildings and other fixed structures	-	34 206	41 368	75 574	75 574	-	100.0%	87 688	87 688
Machinery and equipment	13 727	92 019	43 039	148 785	148 785	-	100.0%	63 082	63 082
Intangible assets	-	(2 994)	57 884	54 890	54 890	-	100.0%	54 533	54 461
Payments for financial assets	-	-	-	-	7 965	(7 965)	-	-	10 239
Total	2 371 525	-	265 326	2 636 851	2 636 851	-	100.0%	2 243 156	2 184 675

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 1.1: MINISTRY									
	2021/22							2020/21	
	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	30 783	(1 660)	(3 597)	25 526	25 526	-	100.0%	21 236	21 236
Compensation of employees	20 475	-	(167)	20 308	20 308	-	100.0%	18 548	18 548
Goods and services	10 308	(1 660)	(3 430)	5 218	5 218	-	100.0%	2 688	2 688
Transfers and subsidies	4	-	74	78	78	-	100.0%	-	-
Households	4	-	74	78	78	-	100.0%	-	-
Payments for capital assets	-	60	(21)	39	39	-	100.0%	96	96
Machinery and equipment	-	60	(21)	39	39	-	100.0%	96	96
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	30 787	(1 600)	(3 544)	25 643	25 643	-	100.0%	21 332	21 332

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 1.2: MANAGEMENT SUPPORT SERVICES									
	2021/22							2020/21	
	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	198 108	(1 672)	53 707	250 143	250 143	-	100.0%	213 400	205 787
Compensation of employees	169 851	-	13 088	182 939	182 939	-	100.0%	180 084	172 474
Goods and services	28 257	(1 672)	40 619	67 204	67 204	-	100.0%	33 316	33 313
Transfers and subsidies	1 256	(39)	(264)	953	953	-	100.0%	96	135
Provinces and municipalities	296	-	(296)	-	-	-	-	-	-
Departmental agencies and accounts	4	(39)	35	-	-	-	-	-	-
Households	956	-	(3)	953	953	-	100.0%	96	135
Payments for capital assets	-	1 711	34	1 745	1 745	-	100.0%	3 063	3 063
Buildings and other fixed structures	-	(10)	10	-	-	-	-	3 053	3 053
Machinery and equipment	-	1 721	24	1 745	1 745	-	100.0%	10	10
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	199 364	-	53 477	252 841	252 841	-	100.0%	216 559	208 985

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 1.3: CORPORATE SERVICES									
	2021/22							2020/21	
	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	539 852	(51 767)	131 844	619 929	611 964	7 965	98.7%	621 800	573 306
Compensation of employees	259 985	-	19 094	279 079	279 079	-	100.0%	269 906	266 202
Goods and services	279 867	(51 767)	112 750	340 850	332 885	7 965	97.7%	351 894	307 104
Transfers and subsidies	1 568	395	2 128	4 091	4 091	-	100.0%	2 361	2 361
Provinces and municipalities	665	-	(304)	361	361	-	100.0%	312	312
Departmental agencies and accounts	-	200	(92)	108	108	-	100.0%	459	459
Households	903	195	2 524	3 622	3 622	-	100.0%	1 590	1 590
Payments for capital assets	13 727	50 187	23 025	86 939	86 939	-	100.0%	46 382	46 382
Buildings and other fixed structures	-	49 407	225	49 632	49 632	-	100.0%	34 016	34 016
Machinery and equipment	13 727	4 943	18 543	37 213	37 213	-	100.0%	12 346	12 346
Intangible assets	-	(4 163)	4 257	94	94	-	100.0%	20	20
Payments for financial assets	-	-	-	-	7 965	(7 965)	-	-	10 239
Total	555 147	(1 185)	156 997	710 959	710 959	-	100.0%	670 543	632 288

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 1.4: TRANSVERSAL INFORMATION TECHNOLOGY MANAGEMENT									
	2021/22							2020/21	
	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	1 003 749	(84 711)	(50 287)	868 751	868 751	-	100.0%	780 207	767 627
Compensation of employees	78 401	-	16 328	94 729	94 729	-	100.0%	98 859	88 378
Goods and services	925 348	(84 711)	(66 615)	774 022	774 022	-	100.0%	681 348	679 249
Transfers and subsidies	150	-	443	593	593	-	100.0%	87	87
Households	150	-	443	593	593	-	100.0%	87	87
Payments for capital assets	-	84 711	79 713	164 424	164 424	-	100.0%	104 427	104 355
Buildings and other fixed structures	-	-	-	-	-	-	-	844	844
Machinery and equipment	-	83 542	26 086	109 628	109 628	-	100.0%	49 070	49 070
Intangible assets	-	1 169	53 627	54 796	54 796	-	100.0%	54 513	54 441
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	1 003 899	-	29 869	1 033 768	1 033 768	-	100.0%	884 721	872 069

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 1.5: OFFICE ACCOMMODATION									
	2021/22							2020/21	
	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	582 328	16 223	(11 013)	587 538	587 538	-	100.0%	398 666	398 666
Goods and services	582 328	16 223	(11 013)	587 538	587 538	-	100.0%	398 666	398 666
Payments for capital assets	-	(13 438)	39 540	26 102	26 102	-	100.0%	51 335	51 335
Buildings and other fixed structures	-	(15 191)	41 133	25 942	25 942	-	100.0%	49 775	49 775
Machinery and equipment	-	1 753	(1 593)	160	160	-	100.0%	1 560	1 560
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	582 328	2 785	28 527	613 640	613 640	-	100.0%	450 001	450 001

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Programme 2: CITIZEN AFFAIRS									
	2021/22							2020/21	
	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. CITIZEN AFFAIRS MANAGEMENT	26 190	13 986	52 347	92 523	92 523	-	100.0%	37 352	37 352
2. STATUS SERVICES	551 346	1 193	(20 045)	532 494	532 494	-	100.0%	608 695	391 761
3. IDENTIFICATION SERVICES	250 495	555	11 058	262 108	262 108	-	100.0%	259 820	255 453
4. SERCIE DELIERY TO PROVINCES	2 272 783	(15 734)	(169 338)	2 087 711	2 087 711	-	100.0%	2 066 530	2 039 703
Total for sub programmes	3 100 814	-	(125 978)	2 974 836	2 974 836	-	100.0%	2 972 397	2 724 269
Economic classification									
Current payments	3 097 944	(2 295)	(155 953)	2 939 696	2 926 379	13 317	99.5%	2 918 575	2 670 447
Compensation of employees	2 264 368	-	(14 610)	2 249 758	2 236 425	13 333	99.4%	2 194 081	2 162 887
Goods and services	833 576	(2 295)	(141 343)	689 938	689 954	(16)	100.0%	724 494	507 560
Transfers and subsidies	2 870	(840)	3 642	5 672	19 005	(13 333)	335.1%	23 056	23 056
Provinces and municipalities	1 253	(835)	1 124	1 542	1 542	-	100.0%	1 614	1 614
Departmental agencies and accounts	-	(5)	5	-	-	-	-	28	28
Households	1 617	-	2 513	4 130	17 463	(13 333)	422.8%	21 414	21 414
Payments for capital assets	-	3 135	26 333	29 468	29 452	16	99.9%	30 766	30 766
Machinery and equipment	-	3 135	26 333	29 468	29 452	16	99.9%	27 651	27 651
Intangible assets	-	-	-	-	-	-	-	3 115	3 115
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	3 100 814	-	(125 978)	2 974 836	2 974 836	-	100.0%	2 972 397	2 724 269

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 2.1: CITIZEN AFFAIRS MANAGEMENT									
	2021/22							2020/21	
	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	26 190	13 748	52 324	92 262	92 262	-	100.0%	37 291	37 291
Compensation of employees	16 645	-	43 251	59 896	59 896	-	100.0%	34 077	34 077
Goods and services	9 545	13 748	9 073	32 366	32 366	-	100.0%	3 214	3 214
Transfers and subsidies	-	1	84	85	85	-	100.0%	-	-
Departmental agencies and accounts	-	1	(1)	-	-	-	-	-	-
Households	-	-	85	85	85	-	100.0%	-	-
Payments for capital assets	-	237	(61)	176	176	-	100.0%	61	61
Machinery and equipment	-	237	(61)	176	176	-	100.0%	61	61
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	26 190	13 986	52 347	92 523	92 523	-	100.0%	37 352	37 352

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 2.2: STATU SERVICES									
	2021/22							2020/21	
	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	551 346	550	(20 738)	531 158	531 158	-	100.0%	607 818	390 884
Compensation of employees	90 975	-	(7 956)	83 019	83 019	-	100.0%	84 620	84 620
Goods and services	460 371	550	(12 782)	448 139	448 139	-	100.0%	523 198	306 264
Transfers and subsidies	-	-	698	698	698	-	100.0%	777	777
Households	-	-	698	698	698	-	100.0%	777	777
Payments for capital assets	-	643	(5)	638	638	-	100.0%	100	100
Machinery and equipment	-	643	(5)	638	638	-	100.0%	100	100
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	551 346	1 193	(20 045)	532 494	532 494	-	100.0%	608 695	391 761

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 2.3: IDENTIFICATION SERVICES									
	2021/22							2020/21	
	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	250 495	294	10 403	261 192	261 192	-	100.0%	255 447	251 080
Compensation of employees	167 063	-	(10 926)	156 137	156 137	-	100.0%	154 538	150 171
Goods and services	83 432	294	21 329	105 055	105 055	-	100.0%	100 909	100 909
Transfers and subsidies	-	-	729	729	729	-	100.0%	1 258	1 258
Households	-	-	729	729	729	-	100.0%	1 258	1 258
Payments for capital assets	-	261	(74)	187	187	-	100.0%	3 115	3 115
Machinery and equipment	-	261	(74)	187	187	-	100.0%	-	-
Intangible assets	-	-	-	-	-	-	-	3 115	3 115
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	250 495	555	11 058	262 108	262 108	-	100.0%	259 820	255 453

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 2.4: SERVICES DELIVERY TO PROVINCES									
	2021/22							2020/21	
	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	2 269 913	(16 887)	(197 942)	2 055 084	2 041 767	13 317	99.4%	2 018 019	1 991 192
Compensation of employees	1 989 685	-	(38 979)	1 950 706	1 937 373	13 333	99.3%	1 920 846	1 894 019
Goods and services	280 228	(16 887)	(158 963)	104 378	104 394	(16)	100.0%	97 173	97 173
Transfers and subsidies	2 870	(841)	2 131	4 160	17 493	(13 333)	420.5%	21 021	21 021
Provinces and municipalities	1 253	(836)	1 125	1 542	1 542	-	100.0%	1 614	1 614
Departmental agencies and accounts	-	(5)	5	-	-	-	-	28	28
Households	1 617	-	1 001	2 618	15 951	(13 333)	609.3%	19 379	19 379
Payments for capital assets	-	1 994	26 473	28 467	28 451	16	99.9%	27 490	27 490
Machinery and equipment	-	1 994	26 473	28 467	28 451	16	99.9%	27 490	27 490
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	2 272 783	(15 734)	(169 338)	2 087 711	2 087 711	-	100.0%	2 066 530	2 039 703

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Programme 3: IMMIGRATION AFFAIRS									
2021/22								2020/21	
	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	32 898	16 509	74 181	123 588	123 588	-	100.0%	39 743	29 239
2. ADMISSION SERVICES	1 050 254	2 291	(228 852)	823 693	823 693	-	100.0%	787 728	787 728
3. IMMIGRATION SERVICES	258 737	(17 764)	(8 723)	232 250	232 250	-	100.0%	275 571	275 571
4. ASYLUM SEEKERS	160 074	(1 036)	54 082	213 120	213 120	-	100.0%	185 939	185 939
Total for sub programmes	1 501 963	-	(109 312)	1 392 651	1 392 651	-	100.0%	1 288 981	1 278 477
Economic classification									
Current payments	1 501 485	(3 394)	(130 517)	1 367 574	1 367 574	-	100.0%	1 209 484	1 198 980
Compensation of employees	814 672	-	32 680	847 352	847 352	-	100.0%	810 471	799 967
Goods and services	686 813	(3 394)	(163 197)	520 222	520 222	-	100.0%	399 013	399 013
Transfers and subsidies	478	160	1 289	1 927	1 927	-	100.0%	2 419	2 419
Departmental agencies and accounts	3	-	(3)	-	-	-	-	-	-
Households	475	160	1 292	1 927	1 927	-	100.0%	2 419	2 419
Payments for capital assets	-	3 234	19 916	23 150	23 150	-	100.0%	77 078	77 078
Buildings and other fixed structures	-	318	15 879	16 197	16 197	-	100.0%	73 499	73 499
Machinery and equipment	-	2 916	4 037	6 953	6 953	-	100.0%	3 579	3 579
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	1 501 963	-	(109 312)	1 392 651	1 392 651	-	100.0%	1 288 981	1 278 477

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 3.1: IMMIGRATION AFFAIRS MANAGEMENT									
	2021/22							2020/21	
	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	32 423	16 496	74 656	123 575	123 575	-	100.0%	39 733	29 229
Compensation of employees	7 622	-	(2 102)	5 520	5 520	-	100.0%	16 165	5 661
Goods and services	24 801	16 496	76 758	118 055	118 055	-	100.0%	23 568	23 568
Transfers and subsidies	475	-	(475)	-	-	-	-	-	-
Households	475	-	(475)	-	-	-	-	-	-
Payments for capital assets	-	13	-	13	13	-	100.0%	10	10
Machinery and equipment	-	13	-	13	13	-	100.0%	10	10
Payments for financial assets	-	-	-	-	-	-	-	-	-
TOTAL	32 898	16 509	74 181	123 588	123 588	-	100.0%	39 743	29 239

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 3.2: ADMISSION SERVICES									
2021/22								2020/21	
	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	1 050 252	1 233	(234 239)	817 246	817 246	-	100.0%	782 711	782 711
Compensation of employees	603 297	-	8 141	611 438	611 438	-	100.0%	578 187	578 187
Goods and services	446 955	1 233	(242 380)	205 808	205 808	-	100.0%	204 524	204 524
Transfers and subsidies	2	160	1 296	1 458	1 458	-	100.0%	1 448	1 448
Departmental agencies and accounts	2	-	(2)	-	-	-	-	-	-
Households	-	160	1 298	1 458	1 458	-	100.0%	1 448	1 448
Payments for capital assets	-	898	4 091	4 989	4 989	-	100.0%	3 569	3 569
Machinery and equipment	-	898	4 091	4 989	4 989	-	100.0%	3 569	3 569
Payments for financial assets	-	-	-	-	-	-	-	-	-
TOTAL	1 050 254	2 291	(228 852)	823 693	823 693	-	100.0%	787 728	787 728

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 3.3: IMMIGRATION SERVICES									
	2021/22							2020/21	
	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	258 737	(17 899)	(8 732)	232 106	232 106	-	100.0%	201 910	201 910
Compensation of employees	71 632	-	24 203	95 835	95 835	-	100.0%	84 393	84 393
Goods and services	187 105	(17 899)	(32 935)	136 271	136 271	-	100.0%	117 517	117 517
Transfers and subsidies	-	-	62	62	62	-	100.0%	162	162
Households	-	-	62	62	62	-	100.0%	162	162
Payments for capital assets	-	135	(53)	82	82	-	100.0%	73 499	73 499
Buildings and other fixed structures	-	-	-	-	-	-	-	73 499	73 499
Machinery and equipment	-	135	(53)	82	82	-	100.0%	-	-
Payments for financial assets	-	-	-	-	-	-	-	-	-
TOTAL	258 737	(17 764)	(8 723)	232 250	232 250	-	100.0%	275 571	275 571

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 3.4: ASYLUM SEEKERS									
	2021/22							2020/21	
	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	160 073	(3 224)	37 798	194 647	194 647	-	100.0%	185 130	185 130
Compensation of employees	132 121	-	2 438	134 559	134 559	-	100.0%	131 726	131 726
Goods and services	27 952	(3 224)	35 360	60 088	60 088	-	100.0%	53 404	53 404
Transfers and subsidies	1	-	406	407	407	-	100.0%	809	809
Departmental agencies and accounts	1	-	(1)	-	-	-	-	-	-
Households	-	-	407	407	407	-	100.0%	809	809
Payments for capital assets	-	2 188	15 878	18 066	18 066	-	100.0%	-	-
Buildings and other fixed structures	-	318	15 879	16 197	16 197	-	100.0%	-	-
Machinery and equipment	-	1 870	(1)	1 869	1 869	-	100.0%	-	-
Payments for financial assets	-	-	-	-	-	-	-	-	-
TOTAL	160 074	(1 036)	54 082	213 120	213 120	-	100.0%	185 939	185 939

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Programme 4: INSTITUTIONAL SUPPORT AND TRANSFERS									
	2021/22							2020/21	
	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. BORDER MANAGEMENT AUTHORITY	40 067	-	(30 036)	10 031	10 031	-	100.0%	19 617	19 581
2. ELECTORAL COMMISSION	2 250 255	-	-	2 250 255	2 250 255	-	100.0%	2 100 534	2 100 534
3. REPRESENTED POLITICAL PARTIES' FUND	166 812	-	-	166 812	166 812	-	100.0%	162 723	162 723
Total for sub programmes	2 457 134	-	(30 036)	2 427 098	2 427 098	-	100.0%	2 282 874	2 282 838
Economic classification									
Current payments	40 067	(504)	(29 560)	10 003	10 003	-	100.0%	10 894	10 897
Compensation of employees	67	-	6 587	6 654	6 654	-	100.0%	2 901	2 901
Goods and services	40 000	(504)	(36 147)	3 349	3 349	-	100.0%	7 993	7 996
Transfers and subsidies	2 417 067	-	-	2 417 067	2 417 067	-	100.0%	2 263 334	2 263 295
Departmental agencies and accounts	2 417 067	-	-	2 417 067	2 417 067	-	100.0%	2 263 257	2 263 257
Households	-	-	-	-	-	-	-	77	38
Payments for capital assets	-	504	(476)	28	28	-	100.0%	8 646	8 646
Machinery and equipment	-	504	(476)	28	28	-	100.0%	8 646	8 646
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	2 457 134	-	(30 036)	2 427 098	2 427 098	-	100.0%	2 282 874	2 282 838

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 4.1: BORDER MANAGEMENT AUTHORITY									
2021/22								2020/21	
	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	40 067	(504)	(29 560)	10 003	10 003	-	100.0%	10 894	10 897
Compensation of employees	67	-	6 587	6 654	6 654	-	100.0%	2 901	2 901
Goods and services	40 000	(504)	(36 147)	3 349	3 349	-	100.0%	7 993	7 996
Transfers and subsidies	-	-	-	-	-	-	-	77	38
Households	-	-	-	-	-	-	-	77	38
Payments for capital assets	-	504	(476)	28	28	-	100.0%	8 646	8 646
Machinery and equipment	-	504	(476)	28	28	-	100.0%	8 646	8 646
Payments for financial assets	-	-	-	-	-	-	-	-	-
TOTAL	40 067	-	(30 036)	10 031	10 031	-	100.0%	19 617	19 581

Sub programme 4.2: ELECTORAL COMMISSION									
2021/22								2020/21	
	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	2 250 255	-	-	2 250 255	2 250 255	-	100.0%	2 100 534	2 100 534
Departmental agencies and accounts	2 250 255	-	-	2 250 255	2 250 255	-	100.0%	2 100 534	2 100 534
Payments for financial assets	-	-	-	-	-	-	-	-	-
TOTAL	2 250 255	-	-	2 250 255	2 250 255	-	100.0%	2 100 534	2 100 534

APPROPRIATION STATEMENT

for the year ended 31 March 2022

Sub programme 4.3: REPRESENTED POLITICAL PARTIES' FUND									
	2021/22							2020/21	
	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	166 812	-	-	166 812	166 812	-	100.0%	162 723	162 723
Departmental agencies and accounts	166 812	-	-	166 812	166 812	-	100.0%	162 723	162 723
Payments for financial assets	-	-	-	-	-	-	-	-	-
TOTAL	166 812	-	-	166 812	166 812	-	100.0%	162 723	162 723

NOTES TO THE APPROPRIATION STATEMENT

for the year ended 31 March 2022

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 1 (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

Programme 1 Administration
Programme 2 Citizen Affairs
Programme 3 Immigration Affairs
Programme 4 Institutional Support and Transfers

Final Appropriation	Actual Expenditure	Variance R'000	Variance as a % of Final Appropriation
2 636 851	2 636 851	-	0.0%
2 974 836	2 974 836	-	0.0%
1 392 651	1 392 651	-	0.0%
2 427 098	2 427 098	-	0.0%

NOTES TO THE APPROPRIATION STATEMENT

for the year ended 31 March 2022

4.2 Per economic classification

Current payments

Compensation of employees

Goods and services

Transfers and subsidies

Provinces and municipalities

Departmental agencies and accounts

Households

Payments for capital assets

Buildings and other fixed structures

Machinery and equipment

Intangible assets

Payments for financial assets

Final Appropriation	Actual Expenditure	Variance	Variance as a % of Final Appropriation
R'000	R'000	R'000	R'000
3 680 819	3 667 486	13 333	0.36%
2 988 341	2 980 392	7 949	0.27%
1 903	1 903	-	0%
2 417 175	2 417 175	-	0%
11 303	24 636	(13 333)	(118%)
91 771	91 771	-	0%
185 234	185 218	16	0%
54 890	54 890	-	0%
-	7 965	(7 965)	0%

The expenditure at the end of 2021/2022 financial year is at 100%.

Compensation of Employees – The underspending on CoE (0.36%) was used to cater for an anticipated overspending on Households: Leave Gratuity, which is CoE related cost.

Households – The overspending in this regard is mainly due to leave gratuity payments made to employees that resigned or retired and to the beneficiaries of the deceased employees.

Goods and Services – The underspending is at minimal of 0.27% of the budget.

Payments for financial assets represents the expenditure uncured as Theft & Losses for debt write offs for which the savings on the budget was used for R7,965 million. The department wrote off the following transactions: Staff debts of R1,5 million; SARS related ex-employee debts of R4,4 million; Claims Recoverable not recovered for R406,000 and the remainder R1,5 million was used for damages and losses transactions on the Disallowance account that are deemed irrecoverable.

STATEMENT OF FINANCIAL PERFORMANCE

for the year ended 31 March 2022

	Note	2021/22 R'000	2020/21 R'000
REVENUE			
Annual appropriation	1	9 431 436	8 787 408
Statutory appropriation		-	-
Departmental revenue	2	718 694	370 902
NRF Receipts		-	-
Aid assistance	3	7 962	-
TOTAL REVENUE		10 158 092	9 158 310
EXPENDITURE			
Current expenditure			
Compensation of employees	4	3 667 486	3 511 357
Goods and services	5	2 980 391	2 335 588
Interest and rent on land		-	-
Aid assistance	3	7 962	-
Total current expenditure		6 655 839	5 846 945
Transfers and subsidies			
Transfers and subsidies	7	2 443 715	2 291 352
Aid assistance	3	-	-
Total transfers and subsidies		2 443 715	2 291 352
Expenditure for capital assets			
Tangible assets	8	276 989	265 714
Intangible assets	8	54 890	57 576
Total expenditure for capital assets		331 879	323 290

STATEMENT OF FINANCIAL PERFORMANCE

for the year ended 31 March 2022

	Note	2021/22 R'000	2020/21 R'000
Unauthorised expenditure approved without funding		-	-
Payments for financial assets	6	7 965	10 239
TOTAL EXPENDITURE		9 439 398	8 471 826
SURPLUS/(DEFICIT) FOR THE YEAR		718 694	686 484
Reconciliation of Net Surplus/(Deficit) for the year			
Voted funds		-	317 147
Annual appropriation		-	317 147
Statutory appropriation			
Conditional grants			
Departmental revenue and NRF Receipts	13	718 694	370 902
Aid assistance	3	-	(1 565)
SURPLUS/(DEFICIT) FOR THE YEAR		718 694	686 484

STATEMENT OF FINANCIAL POSITION

for the year ended 31 March 2022

	Note	2021/22 R'000	2020/21 R'000
ASSETS			
Current assets			
Unauthorised expenditure		-	-
Cash and cash equivalents	9	1 450 363	1 766 563
Other financial assets		-	-
Prepayments and advances	10	2 653	2 691
Receivables	11	62 559	99 450
Loans		-	-
Aid assistance prepayments	3	-	-
Aid assistance receivable	3	-	-
		1 515 575	1 868 704
Non-current assets			
Investments		-	-
Receivables	11	545 740	743 573
Loans		-	-
Other financial assets		-	-
		545 740	743 573
TOTAL ASSETS		2 061 315	2 612 277
LIABILITIES			
Current liabilities			
Voted funds to be surrendered to the Revenue Fund	12	-	317 148
Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund	13	2 057 408	2 288 727
Bank overdraft		-	-
Payables	14	1 638	4 518
Aid assistance repayable	3	-	-
Aid assistance unutilised	3	1 072	1 072
		2 060 118	2 611 465

STATEMENT OF FINANCIAL POSITION

for the year ended 31 March 2022

	Note	2021/22 R'000	2020/21 R'000
ASSETS			
Non-current liabilities			
Payables	14	-	-
TOTAL LIABILITIES		2 060 118	2 611 465
NET ASSETS		1 197	812
	Note	2021/22 R'000	2020/21 R'000
Represented by:			
Capitalisation reserve		-	-
Recoverable revenue		1 197	812
Retained funds		-	-
Revaluation reserves		-	-
TOTAL		1 197	812

STATEMENT OF CHANGES IN NET ASSETS

for the year ended 31 March 2022

Note	2021/22 R'000	2020/21 R'000
Recoverable revenue	812	1 350
Opening balance	385	(538)
Transfers:		
Irrecoverable amounts written off	-	-
Debts revised	-	-
Debts recovered (included in departmental receipts)	385	(538)
Debts raised	-	-
Closing balance	1 197	812
TOTAL	1 197	812

CASH FLOW STATEMENT

for the year ended 31 March 2022

	Note	2021/22 R'000	2020/21 R'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts		10 069 973	9 099 804
Annual appropriated funds received	1.1	9 431 436	8 787 408
Statutory appropriated funds received		-	-
Departmental revenue received	2	629 975	311 897
Interest received	2.3	600	499
NRF Receipts		-	-
Aid assistance received	3	7 962	-
Net (increase)/decrease in working capital		(200 202)	27 508
Surrendered to Revenue Fund		(945 871)	(243 735)
Surrendered to RDP Fund/Donor		-	-
Current payments		(6 655 839)	(5 846 945)
Interest paid		-	-
Payments for financial assets		(7 965)	(10 239)
Transfers and subsidies paid		(2 443 715)	(2 291 352)
Net cash flow available from operating activities	15	(183 619)	735 041
CASH FLOWS FROM INVESTING ACTIVITIES			
Distribution/dividend received		-	-
Payments for capital assets	8	(331 879)	(323 290)
Proceeds from sale of capital assets	2.4	1 080	2 951
(Increase)/decrease in loans		-	-
(Increase)/decrease in investments		-	-
(Increase)/decrease in other financial assets		-	-
(Increase)/decrease in non-current receivables	11	197 833	(14 888)
Net cash flows from investing activities		(132 966)	(335 227)

CASH FLOW STATEMENT

for the year ended 31 March 2022

	Note	2021/22 R'000	2020/21 R'000
CASH FLOWS FROM FINANCING ACTIVITIES			
Increase/(decrease) in net assets		385	(538)
Increase/(decrease) in non-current payables		-	-
Net cash flows from financing activities		385	(538)
Net increase/(decrease) in cash and cash equivalents		(316 200)	399 276
Cash and cash equivalents at beginning of period		1 766 563	1 367 287
Unrealised gains and losses within cash and cash equivalents		-	-
Cash and cash equivalents at end of period	9	1 450 363	1 766 563

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

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 (PFMA) Act 1 of 1999 (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 comprise of departmental allocations as well as direct charges against the revenue fund (i.e. statutory appropriation).

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

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.

The department collects revenue locally in the service delivery offices.

Department of International Relations (DIRCO) collects foreign revenue on behalf of the department at the missions abroad.

Any amount owing to the relevant revenue fund at the reporting date is recognised as a payable in the statement of financial position.

The department recognizes the total collected revenue on the statement of performance but because of the modified cash basis the cash flow statement amount has to be adjusted and taken out.

Due to the change in Accounting policy with effect from 2015/16 the department has to manually update the Cash Flow Statement to remove the non-cash items from the cash flow statement and National Treasury has to update the notes to the cash flow statement.

7.3 Accrued departmental revenue

Accruals in respect of departmental revenue (excluding tax revenue) are recorded in the notes to the financial statements when:

- 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 department records the fines and penalties that is levies/ imposes where a transgression of the Immigration Act has occurred in terms of Section 50(3) and 50(4) of the Immigration Amendment Act, No.13 of 2011.
- the amount levied is recorded as accrued departmental revenue and when it is paid it is recognized as departmental revenue that gets paid over to National Revenue Fund.
- the amount recorded for fines and penalties is impaired as per the processes documented in the Methodology document, and the recoverability has been low over the past years, hence the high impaired amount.
- the department recognizes the departmental revenue that is owed by third parties that utilizes the National Population Register(NPR), at the end of the financial year, if the amount they have to pay is not yet paid, it is recognized as accrued departmental revenue.
- the department records the Gijima cost-value amount which was a settlement cost for which Gijima had to render services and support to information systems, in 2021/22 the department is now claiming the amounts from Gijima, the payments from Gijima are recognized as revenue and it then reduces the "cost-value" balances on the accrued departmental revenue note.

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.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

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.

Department is in operating lease agreements for buildings, fleet and forklift.

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:

- 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.

Department is in finance lease agreements for cell-phones and photocopier machines.

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.

The department has two types of Aids assistance funding that its receives from the following:

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for the year ended 31 March 2022

1. Criminal Assets Recovery Account (CARA) funding to the department was approved in October 2017 for a total amount of R70 million, split per the different projects.

 - CARA funds received by the department during 2018/19 financial year was R 28 million of which R 1 million unused was retained.
 - Reconstruction and Development Programme (RDP) Donor funding from the United Nations High Commissioner for Refugees (UNHCR) has been received for R7,962 million. The department and UNHCR has entered into a multi-year partnership that is covering 1 April 2021 to December 2024. The 2021/22 total allocations was supposed to have been R17,820 million.

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 funding and RDP funding are reflected in the statement of financial performance. Only RDP funding payments were made that related to salary payments for the project team dealing with Backlog project for refugees.

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

Department does not have any loans.

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.

The department has its own related which consists of:

- Claims recoverable from other departments, recoverable expenditure from damages and losses and staff related debts. These debts are impaired and written off as per the Debt Management policy.

In the receivable balance on the statement of position, the department has recognized the amounts that DIRCO still owes to National Revenue Fund.

- These are regarded as non-cash receivables which are then removed from the cash flow statement, they amount impaired relates to the dormant balance as per Memorandum of agreement(MOU) and the methodology document for this balance.

13. Financial assets

13.1 Impairment of financial assets(receivable)

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.

- The department impairs its departmental receivable as per the Debt Management policy.
- The receivable that related to the DIRCO foreign revenue still owed to National Revenue Fund are impaired as per MOU and the methodology document for this balance

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

14. Payables

Payables recognised in the statement of financial position are recognised at cost.

15. Capital Assets

15.1 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.

15.2 Movable capital assets

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.

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.

All assets acquired prior to 1 April 2002 (or a later date as approved by the OAG) may be recorded at R1.

Movable capital assets are subsequently carried at cost and are not subject to depreciation or impairment.

Subsequent expenditure that is of a capital nature forms part of the cost of the existing asset when ready for use.

15.3 Intangible assets

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.

Internally generated intangible assets are recorded in the notes to the financial statements when the department commences the development phase of the project.

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.

All assets acquired prior to 1 April 2002 (or a later date as approved by the OAG) may be recorded at R1.

Intangible assets are subsequently carried at cost and are not subject to depreciation or impairment.

Subsequent expenditure of a capital nature forms part of the cost of the existing asset when ready for use.

15.4 Project Costs: Work-in-progress

Expenditure of a capital nature is initially recognised in the statement of financial performance at cost when paid.

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.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

Where the department is not the custodian of the completed project asset the asset is transferred to the custodian subsequent to completion.

16. Provisions and Contingents

16.1 Provisions

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.

16.2 Contingent liabilities

Contingent liabilities are recorded in the notes to the financial statements when there is a possible obligation that arises from past events and 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.

16.3 Contingent assets

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.

16.4 Capital commitments

Capital commitments are recorded at cost in the notes to the financial statements.

17. Unauthorised expenditure

Unauthorised expenditure is recognised in the statement of financial position until such time as the expenditure is either:

- 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.

Unauthorised expenditure is measured at the amount of the confirmed unauthorised expenditure.

18. Fruitless and wasteful expenditure

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.

Fruitless and wasteful expenditure is removed from the notes to the financial statements when it is resolved or transferred to receivables or written off.

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.

19. Irregular expenditure

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 therefor are provided in the note.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

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.

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.

20. Changes in accounting estimates and errors

Changes in accounting estimates are applied prospectively in accordance with MCS requirements.

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.

21. Events after the reporting date

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.

22. Principal-Agent arrangements

The department is party to a principal-agent arrangement with DIRCO (agent) for the rendering of Home Affairs services as 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.

The department is a party to principal agent arrangement with Visa Facilitation services (VFS) (agent) for the collect of visas applications and the distribute of the visa 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.

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.

23. Departures from the MCS requirements

There are no departures from MCS in the current financial year

24. Recoverable revenue

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.

25. Related party transactions

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.

The number of individuals and the full compensation of key management personnel is recorded in the notes to the financial statements.

Key management personnel are those persons having the authority and responsibility for planning directing and controlling the activities of the department.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

26. Inventories (Effective from date determined in a Treasury Instruction)

At the date of acquisition inventories are recognised at cost in the statement of financial performance.

Where inventories are acquired as part of a non-exchange transaction the inventories are measured at fair value as at the date of acquisition.

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.

The cost of inventories is assigned by using the weighted average cost basis.

27. Public-Private Partnerships

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.

A summary of the significant terms of the PPP agreement the parties to the agreement and the date of commencement thereof 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.

The Accounting Officer's report details the department's PPP's and their status.

28. Employee benefits

The value of each major class of employee benefit obligation (accruals payables not recognised and provisions) is disclosed in the Employee benefits note.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

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:

Programmes	2021/22			2020/21		
	Final Appropriation	Actual Funds Received	Funds not requested/not received	Final Appropriation	Appropriation received	Funds not requested /not received
	R'000	R'000	R'000	R'000	R'000	R'000
1 Administration	2 636 851	2 636 851	-	2 243 156	2 184 675	-
2 Citizen Affairs	2 974 836	2 974 836	-	2 972 397	2 724 269	-
3 Immigration Affairs	1 392 651	1 392 651	-	1 288 981	1 278 477	-
4 Institutional Support and Transfers	2 427 098	2 427 098	-	2 282 874	2 282 838	-
Total	9 431 436	9 431 436	-	8 787 408	8 470 259	-

The figures relating to 2020/21 financial year for programme 1: Administration & 2: Citizen Affairs were restated in order to reflect the comparative figures for the newly created programme 4: Institutional Support and Transfers. Programme 4 represents Border Management Authority, Represented Political Party Fund and Electoral Commission.

The budget allocation of 2021/22 of R9,431 shows an increase of 7.3% (R644 million) as compared to the previous financial year budget of R8,787 billion. The expenditure as at the end of 2021/22 financial year is at 100%.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

2. Departmental revenue

	Note	2021/22 R'000	2020/21 R'000
Tax revenue		-	-
Sales of goods and services other than capital assets	2.1	694 004	357 508
Fines, penalties and forfeits	2.2	6 694	768
Interest, dividends and rent on land	2.3	600	499
Sales of capital assets	2.4	1 080	2 951
Transactions in financial assets and liabilities	2.5	16 316	9 176
Transfer received	2.6	-	-
Total revenue collected		718 694	370 902
Less: Own revenue included in appropriation	13	-	-
Departmental revenue collected		718 694	370 902

The total revenue collection of R719 million in the current year shows an increase as compared to the 2020/21 collection of R370 million.

DIRCO collected foreign revenue on behalf of the department to the value of R99,96 million which was adjusted by R12,92 million resulting in an adjusted collection of R87,03 million (R55,5 million in 2020/21) of this amount they paid R62,8 million (R14,7 million in 2020/21) to NRF which left a balance of R24,1 million (R40,8 million in 2020/21).

In terms of the principal-agent agreement between the department and DIRCO the foreign revenue necessitates the manual updates on the Cash Flow Statement to reflect the foreign revenue as non-cash items.

As a result the Statement of performance "Departmental Revenue" amount will differ with the Cash flow statement "Departmental revenue received" and the difference will be the foreign revenue collected of R87 million.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

2.1 Sales of goods and services other than capital assets

	Note	2021/22	2020/21
		R'000	R'000
Sales of goods and services produced by the department	2	693 794	357 507
Administrative fees		693 783	357 496
Other sales		11	11
Sales of scrap, waste and other used current goods		210	1
Total		694 004	357 508

"Administrative fees" is inclusive of foreign revenue collected of R87 million and R606 million of local revenue during the current financial year.

2.2 Fines, penalties and forfeits

	Note	2021/22	2020/21
		R'000	R'000
Fines	2	995	251
Penalties		872	515
Forfeits		4 827	2
Total		6 694	768

"Penalties" represent money received as payment for penalties issued under the Immigration Act s50(3) and s50(4) the balance of is reflected under note 22 Accrued departmental revenue.

Fines" represents payments received for section 50(1) fines to the amount of R995,000 which are the fines that have been repealed subsequent to the promulgation of the amended Immigration Act, 13 of 2011 the Act and the Regulations came into operation by means of a proclamation on 26 May 2014. This amount is not reflected in note 22.

"Forfeits" amount of R4,8 million represents all amounts that were forfeited by political parties and independent candidates in terms of the Local Government Municipal Electoral Act 27 of 2000 section 83, forfeited at the last municipal elections held in November 2021.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

2.3 Interest, dividends and rent on land

	Note	2021/22 R'000	2020/21 R'000
Interest	2	600	499
Total		600	499

2.4 Sale of capital assets

	Note	2021/22 R'000	2020/21 R'000
Tangible assets		1 080	2 951
Buildings and other fixed structures	30	-	-
Machinery and equipment	28	1 080	2 951
Total		1 080	2 951

2.5 Transactions in financial assets and liabilities

	Note	2021/22 R'000	2020/21 R'000
Receivables	2	16 794	3 860
Other Receipts including Recoverable Revenue		(478)	5 316
Total		16 316	9 176

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

3. Aid assistance

	Note	2021/22 R'000	2020/21 R'000
Opening Balance		1 072	2 637
Prior period error		-	-
As restated		1 072	2 637
Transferred from statement of financial performance		-	(1 565)
Transfers to or from retained funds		-	-
Paid during the year		-	-
Closing Balance		1 072	1 072

The department has two Aid Assistance funding in the 2021/22 financial year namely: Criminal Asset Recovery Act (CARA) and the Reconstruction and Development Programme (RDP) Donor UNHCR (United Nations High Commissioner for Refugees).

The department received R28 million of CARA funding during the 2018/19 financial year and up to 2020/21 they have already utilised R27 million to acquire vehicle for Immigration services leaving a "closing" balance of R1 million.

The department entered into a multi-year partnership agreement with the United Nations High Commissioner for Refugees (UNHCR) under the Reconstruction and Development Programme, the project name is called "Support to the Refugee Appeals Authority of South Africa (RAASA): Backlog project". The UNHCR has committed to providing resources and for the 2021/22 the funding approved was for R17,820 million.

During the current financial year, the department received an amount of R7,962 million due to unforeseen delays of the project, of which the department has used to off-set the salaries paid for the team members that form part of the Refugee Appeal Backlog project.

The amount of R6,485 million remains as owed to the department by the donor UNHCR at the end of the financial year.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

3.1 Analysis of balance by source

	Note	2021/22 R'000	2020/21 R'000
Aid assistance from RDP		-	-
CARA		1 072	1 072
Closing balance	3	1 072	1 072

3.2 Analysis of balance

	Note	2021/22 R'000	2020/21 R'000
Aid assistance receivable		-	-
Aid assistance unutilised		1 072	1 072
Closing balance	3	1 072	1 072
Aid assistance not requested/not received		6 485	-

The amount of R6,485 million represent expenditure incurred for payment of salaries for the Refugee Appeal Backlog project team but the funds were not yet received from the Donor RDP UNHRC at year-end.

3.3 Aid assistance expenditure per economic classification

	Note	2021/22 R'000	2020/21 R'000
Current		7 962	-
Capital	8	-	1 565
Transfers and subsidies		-	-
Total aid assistance expenditure		7 962	1 565

The amount of R7,962 million represent expenditure incurred for payment of salaries for the Refugee Appeal Backlog project team. The funding received from the Donor UNHRC was R7,962 million during this financial year.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

4. Compensation of employees

4.1 Salaries and Wages

	Note	2021/22	2020/21
		R'000	R'000
Basic salary		2 435 509	2 463 142
Performance award		8 944	12 614
Service Based		4 928	5 830
Compensative/circumstantial		96 485	56 802
Other non-pensionable allowances		539 035	399 069
Total		3 084 901	2 937 457

Compensative/circumstantial represents overtime payment 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

	Note	2021/22	2020/21
		R'000	R'000
Employer contributions			
Pension		315 181	318 774
Medical		266 487	254 153
Bargaining council		917	973
Total		582 585	573 900
Total compensation of employees		3 667 486	3 511 357
Average number of employees		8 397	8 664

There is an increase in the total compensation of employees of R156 million as compared to the previous financial year's total, this is based on National Treasury projections and inflation percentage.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

5. Goods and services

	Note	2021/22 R'000	2020/21 R'000
Administrative fees		16 931	11 984
Advertising		4 509	6 854
Minor assets	5.1	10 059	5 039
Bursaries (employees)		3 892	3 277
Catering		603	653
Communication		39 806	31 019
Computer services	5.2	629 290	703 138
Consultants: Business and advisory services	5.9	28 150	22 321
Legal services		72 637	38 512
Contractors		399 770	309 750
Agency and support / outsourced services		101 475	93 057
Entertainment		59	48
Audit cost – external	5.3	38 003	20 449
Fleet services		57 309	47 662
Inventory	5.4	23	3 285
Consumables	5.5	629 168	333 106
Operating leases		473 462	373 026
Property payments	5.6	303 406	240 458
Rental and hiring		8 124	500
Transport provided as part of the departmental activities		26 089	43 931
Travel and subsistence	5.7	84 840	17 543
Venues and facilities		2 725	1 126
Training and development		3 374	1 649
Other operating expenditure	5.8	46 687	27 201
Total		2 980 391	2 335 588

The total expenditure shows an increase of about R645 million as compared to last financial year's total.

Items such as Contractors, Consumables, Agency and support/ outsourced services and Property payments show increases as compared to last year amounts.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

5.1 Minor assets

	Note	2021/22 R'000	2020/21 R'000
Tangible assets	5	10 059	5 039
Machinery and equipment		10 059	5 039
Total		10 059	5 039

5.2 Computer services

	Note	2021/22 R'000	2020/21 R'000
SITA computer services	5	183 502	174 177
External computer service providers		445 788	528 961
Total		629 290	703 138

5.3 Audit cost – External

	Note	2021/22 R'000	2020/21 R'000
Regularity audits	5	34 730	20 449
Investigations		3 273	-
Total		38 003	20 449

5.4 Inventory

	Note	2021/22 R'000	2020/21 R'000
Clothing material and accessories	5	-	3 279
Other supplies	5.4.1	23	6
Total		23	3 285

Expenditure on "Other" supplies represent Inventory for face value forms.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

5.4.1 Other supplies

	Note	2021/22 R'000	2020/21 R'000
Other	5.4	23	6
Total		23	6

5.5 Consumables

	Note	2021/22 R'000	2020/21 R'000
Consumable supplies	5	26 085	36 526
Uniform and clothing		331	396
Household supplies		4 746	12 273
Building material and supplies		137	233
Communication accessories		31	1
IT consumables		1 027	60
Other consumables		19 813	23 563
Stationery, printing and office supplies		603 083	296 580
Total		629 168	333 106

Expenditure on "Other consumables expenditure" was mainly on medical supplies in response to COVID-19 which also includes communication accessories and security access consumable expenditure.

5.6 Property payments

	Note	2021/22 R'000	2020/21 R'000
Municipal services	5	16 954	9 525
Property management fees		102 747	72 712
Other		183 705	158 221
Total		303 406	240 458

"Other property payments" represents payments for gardening services, cleaning, fumigation and property payments for safeguarding & security.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

5.7 Travel and subsistence

	Note	2021/22 R'000	2020/21 R'000
Local	5	74 324	14 893
Foreign		10 516	2 650
Total		84 840	17 543

2021/22 local and foreign travelling expenditure increased as compared to 2020/21 after the COVID-19 regulations were relaxed.

5.8 Other operating expenditure

	Note	2021/22 R'000	2020/21 R'000
Professional bodies, membership and subscription fees	5	90	79
Resettlement costs		579	649
Other		46 018	26 473
Total		46 687	27 201

"Other operating expenditure" represents payments made for awards, competency certificates, freight, laundry, printing and publications.

6. Payments for financial assets

	Note	2021/22 R'000	2020/21 R'000
Debts written off	6.3	7 965	10 239
Total		7 965	10 239

Payments for financial assets represent the expenditure incurred as Theft & losses for bad debts written off.

The department wrote off the following transactions: staff debts of R1,6 million; Claims recoverable not recovered R406,000; Damages and Losses irrecoverable R1,5 million and R4,4 million for SARS related debts.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

6.1 Debts written off

	Note	2021/22 R'000	2020/21 R'000
Nature of debts written off			
Debts-ex-employees	6	1 583	1 003
Claims recoverable not recovered		406	330
Fraudulent payment not recovered		-	249
Damages and losses not recovered		1 527	8 657
SARS related debts		4 449	-
Total debt written off		7 965	10 239

7. Transfers and subsidies

	Note	2021/22 R'000	2020/21 R'000
Provinces and municipalities	Annexure 1A	1 903	1 926
Departmental agencies and accounts	Annexure 1B	2 417 176	2 263 745
Households	Annexure 1G	24 636	25 681
Total		2 443 715	2 291 352

Departmental agencies and accounts" represent the expenditure for IEC and the Represented Political Parties Fund, there is an increase as compared to the last financial year because of the elections during 2021/22.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

8. Expenditure for capital assets

	Note	2021/22 R'000	2020/21 R'000
Tangible assets		276 989	265 714
Buildings and other fixed structures	30	91 770	161 187
Machinery and equipment	28	185 219	104 527
Intangible assets		54 890	57 576
Software	29	54 890	57 576
Total		331 879	323 290

8.1 Analysis of funds utilised to acquire capital assets – 2021/22

	Voted funds R'000	Aid assistance R'000	Total R'000
Tangible assets	276 989	-	276 989
Buildings and other fixed structures	91 770	-	91 770
Machinery and equipment	185 219	-	185 219
Intangible assets	54 890	-	54 890
Software	54 890	-	54 890
Total	331 879	-	331 879

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

8.2 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

a. Finance lease expenditure included in Expenditure for capital assets

	Note	2021/22	2020/21
		R'000	R'000
Tangible assets			
Machinery and equipment		26 062	21 344
Total		26 062	21 344

"Finance lease expenditure" includes cell phones and photocopiers fixed lease amounts.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

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9. Cash and cash equivalents

	Note	2021/22 R'000	2020/21 R'000
Consolidated Paymaster General Account		1 449 782	1 765 893
Cash on hand		581	670
Total		1 450 363	1 766 563

The "Consolidated Paymaster General Account" includes the Immigration Control Account (ICA) of R5,000 which remains as a balance at year end.

The "Cash on hand" represents the Petty Cash account balance of R581,000.

10. Prepayments and advances

	Note	2021/22 R'000	2020/21 R'000
Travel and subsistence		2 653	2 691
Total		2 653	2 691

The balance of R2,6 million includes domestic travel and subsistence advances of R14,530 that was not yet paid back as at the end of the year. The other R2,6 million in the travel & subsistence foreign advance account represent expenditure incurred for foreign travel which will only be cleared when the invoices from the foreign missions are received from DIRCO.

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11. Receivables

	Note	2021/22			2020/21		
		Current	Non-current	Total	Current	Non-current	Total
		R'000	R'000	R'000	R'000	R'000	R'000
Claims recoverable	11.1	59 271	526 260	585 531	95 002	718 733	813 735
Recoverable expenditure	11.2	1 050	19 480	20 530	2 820	23 923	26 743
Staff debt	11.3	2 218	-	2 218	1 628	917	2 545
Other receivables	11.4	20	-	20	-	-	-
Total		62 559	545 740	608 299	99 450	743 573	843 023

The closing balance of 2020/21 was R847,804 million was restated to R843,023 million by a net decreasing amount of R-4,781 million (which is made of an increase amount of R5,969 million on the Claims recoverable: DIRCO receivable and a decrease of R-10,750 million on the Recoverable Expenditure: Disallowance & Damages account).

The adjustment of R5,969 million is made out of adjustments that increases the Repatriation balances from the closing balance of R517,135 of 2020/21 to an adjusted opening balance as per DIRCO letter of R523,105 million.

The adjustment of the R10,750 million, is a correction of a transaction to address the AG findings conclusions of the 2017/18 financial year.

Further reduction to the receivable balance is due to DIRCO's payments during 2021/22 totalling R320,333 million of which R62,862 million is towards the 2021/22 collections and R257,471 million paid towards the balances of 2015/16 to 2020/21 financial years which were all new accounting policy amounts.

For the 2021/22 financial year, an amount of R87,039 million was collected of which R62,862 million was paid to NRF and left a balance of R24,176 million.

DIRCO made further adjustments on the current year balances reducing the receivables with R957,000 made from adjustments on the Repatriation balance The adjustment was due to the errors identified in the DIRCO financial records.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

11.1 Claims recoverable

	Note	2021/22 R'000	2020/21 R'000
National departments	15	578 972	812 931
Provincial departments		74	146
Public entities		6 485	658
Total		585 531	813 735

The opening balances of "National departments" was restated from a balance of R806,962 million to R812,931 million, as discussed on the note 11 narrative.

The closing balance of 2021/22 of R585 million consists of R573 million for DIRCO Receivable which comprises of R522 million balance for the "dormant balances" and R51 million for the new accounting policy balances; R4,1 million for DIRCO Cola amounts; R563 000 for Salaries recoverable from other departments and R619,000 for claims owed by Department of Justice for XON project.

Receivables claims of R6,485 million represents that the Aid assistance Donor UNHCR owes the department for the Refugee project salaries paid.

11.2 Recoverable expenditure (disallowance accounts)

	Note	2021/22 R'000	2020/21 R'000
DISALLOWANCE PAYMENT FRAUD:CA	15	13 241	13 241
DISALL DAMAGES & LOSSES:CA		6 642	13 502
Sal: Reversal Control: CA		646	-
Sal: deduction Disallowance account: CA		1	-
Total		20 530	26 743

The closing balance of 2020/21 of R37,493 million was restated to R26,743 million, it was reduced by R10,750 as discussed in the note 11 narrative. The remainder relates to payments made for damaged vehicles and other losses. The R13 million under "Disallowance Payment Fraud" relates to fraud cases still under investigations.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

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11.3 Staff debt

	Note	2021/22	2020/21
		R'000	R'000
SAL:TAX DEBT:CA	15	9	5
DEBT ACCOUNT:CA		2 209	2 540
Total		2 218	2 545

The debt account balance of R2,2 million represents the active debtors after the writing off of bad debts.

11.4 Other receivables

	Note	2021/22	2020/21
		R'000	R'000
SAL MEDICAL AID:CL	15	3	-
DEBT RECEIVABLE INTEREST:CA		17	-
Total		20	-

11.5 Fruitless and wasteful expenditure

	Note	2021/22	2020/21
		R'000	R'000
Opening balance	15	-	-
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' of which gets deducted from employee's salaries and are already accounted for under sub-note 11.3 Staff Debts.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

11.6 Impairment of receivables

	Note	2021/22 R'000	2020/21 R'000
Estimate of impairment of receivables		546 005	683 652
Total		546 005	683 652

DIRCO Receivable assessment

The impairment estimates of receivables for DIRCO relates to the "old accounting policy" balances, which amounts to R522 million. This is based on the MOU and the discussion between the department and DIRCO about the old balances of the receivable that relates to the 2014/15 and older years.

As per the methodology processes the amount is impaired based on the following:

- Long period of outstanding balances resulting in slow settlement of amount owing; and
- Inability of DIRCO to present details of the outstanding transactions and payment of corresponding revenue collected then due to variety of reasons.

Departmental own receivables

The impairment estimates of the departmental own receivables were based on the Methodology for receivables (Cash related receivables) which is based on the Debt Policy and SOP of the department. The Debt policy states that debts that will be considered to be doubtful debts are deemed to be irrecoverable if the debts have shown no movement for three years or more and where objective evidence shows that the debt is unlikely to be recovered.

The total estimated Impairment amount of cash receivables total of R23,858 million consists of:

- Fraud cases for R13 million on the Disallowance Fraud Payment account;
- Damages & losses for R6,2 million on the Disallowance & Damages account;
- Staff debts for R264 thousand on the Debt account; and
- COLA advances for deployed officials for R4,1 million in the Receivable Claims recoverable account.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

12. Voted funds to be surrendered to the Revenue Fund

	Note	2021/22 R'000	2020/21 R'000
Opening balance		317 148	55
Prior period error	12.2	-	133
As restated		317 148	188
Transfer from statement of financial performance (as restated)		-	317 147
Paid during the year		(317 148)	(187)
Closing balance		-	317 148

The total expenditure at the end of 2021/22 financial year is 100.0%. The department has spent their entire budget of 2021/22.

12.1 Prior period error

	Note	2020/21 R'000
Nature of prior period error		
Relating to 2015/16 and prior [affecting the opening balance]		133
Transaction was as a result of restatement of ICA as part the accounting policy changes of 2015/16		133
Total		133

Prior period error for fix the transaction that was erroneously posted on this note during the 2015/16 financial year change in accounting policy.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

13. Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund

	Note	2021/22 R'000	2020/21 R'000
Opening balance		2 288 727	2 287 563
Prior period error	13.1	-	(4 781)
As restated		2 288 727	2 282 782
Transfer from Statement of Financial Performance (as restated)		718 694	370 902
DIRCO adjustments	13.1	(957)	(45 865)
Paid during the year		(949 056)	(319 092)
Closing balance		2 057 408	2 288 727

The closing balance of R2,293 billion was restated to R2,288 billion by a net amount of R-4,781 million (made of an increase of R5,969 million for the Repatriation balance and a decrease of R-10,750 million which was an un-reconciled amount that was in the Receivable Recoverable expenditure: Disallowance and Damages losses account).

The adjustment of R5,969 million is made out of adjustments that increases the Repatriation balances from the closing balance of R517,135 of 2020/21 to an adjusted opening balance as per DIRCO letter of R523,105 million.

The adjustment of the R10,750 million, is a correction of a transaction to address the AG findings during the 2017/18 financial year.

DIRCO collected an amount of R87 million and paid R62,862 million to NRF for the 2021/22 financial year leaving a R24,176 million balance payable to NRF.

Furthermore, DIRCO paid an amount of R257,471 million paid towards the balances of 2015/16 to 2020/21 financial years which were all new accounting policy amounts.

DIRCO made further adjustments on the current year balances reducing the receivables with a net amount R957,000 (made out of made out of adjustments on the Repatriation balance).

"Paid during the year" also consists of R501 million for local revenue collected during this financial year, the two amounts for R9,491 million and R56,338 million were for March 2021 and the R61,268 million was an accrual payment of 2019/20 made in 2021/22 financial year. The total confirmed as received by NRF for local revenue is R628 million.

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13.1 Prior period error

	Note	2020/21 R'000
Nature of prior period error		
Relating to 2020/21 [affecting the opening balance]		(4 781)
Repatriation balances adjustment for the 2020/21 balance		5 969
Un-reconciled amount that was in the Disallowance & Damages (Receivables) Relating to 2020/21		(10 750)
Total		(4 781)

The department restated the previous year's balances as per DIRCO confirmation letter which increases the NRF Payable balance (by an increase amount of R5,969 million made out of adjustments that increases the Repatriation balances from the closing balance of R517,135 of 2020/21 to an adjusted opening balance as per DIRCO letter of R523,105 million). The adjustment was due to the errors identified in the DIRCO financial records.

The adjustment of the R10,750 million, is a correction of a transaction to address the AG findings during the 2017/18 financial year.

14. Payables – current

	Note	2021/22 R'000	2020/21 R'000
Amounts owing to other entities		150	150
Clearing accounts	14.1	458	4 141
Other payables	14.2	1 030	227
Total		1 638	4 518

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

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14.1 Clearing accounts

	Note	2021/22	2020/21
	14	R'000	R'000
SAL FINANCE OTHER INSTITUTION		1	-
SAL:INCOME TAX:CL		112	3 270
SAL:GARNISHEE ORDER:CL		1	2
SAL:PENSION FUND:CL		115	302
SAL:MEDICAL AID:CL		-	25
SAL:GEHS REFUND CONTROL ACC:CL		224	541
ICA Related/Repatriation Foreign Dep DIRCO: CL		5	1
Total		458	4 141

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, GEPF, Medical Aids institutions, Housing schemes and other.

The "Repatriation Foreign Dep DIRCO CL" represents the Immigration Control Account balance of R5,000 at year end.

14.2 Other payables

	Note	2021/22	2020/21
	14	R'000	R'000
UNALLOCATED RECEIPTS:30 DAY:CL		1 022	-
Debt Receivable Interest		-	131
SAL: REVERSAL CONTROL		-	96
SAL: ACB RECALLS:CA		8	-
Total		1 030	227

"Unallocated receipts: 30 Day: CL" represents payments made by clients on e-Home platform when they applied for various enabling documents but have not obtained and or fulfilled they set appointments dates to provide their bio-matrix information at a Home Affairs Offices to complete the application process due to various reason from client's part as well as limited slots available in offices of their choice. The amount will be allocated to relevant revenue items then to ensure that service has been rendered.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

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15. Net cash flow available from operating activities

Note	2021/22 R'000	2020/21 R'000
Net surplus/(deficit) as per Statement of Financial Performance	718 694	686 484
Add back non cash/cash movements not deemed operating activities	(902 313)	48 557
(Increase)/decrease in receivables	(197 361)	33 451
(Increase)/decrease in prepayments and advances	38	109
(Increase)/decrease in other current assets	-	-
Increase/(decrease) in payables – current	(2 880)	(82)
Proceeds from sale of capital assets	(1 080)	(2 952)
Proceeds from sale of investments	-	-
(Increase)/decrease in other financial assets	-	-
Expenditure on capital assets	331 879	323 290
Surrenders to Revenue Fund	(945 871)	(249 704)
Surrenders to RDP Fund/Donor	-	-
Voted funds not requested/not received	-	-
Own revenue included in appropriation	-	-
Other non-cash items	(87 038)	(55 555)
Net cash flow generated by operating activities	(183 619)	735 041

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

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 balances were restated for the said 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 NRF and does not pass the department's bank accounts which results in all non-cash items not forming part of CFS and the note to the CFS.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

16. Reconciliation of cash and cash equivalents for cash flow purposes

	Note	2021/22 R'000	2020/21 R'000
Consolidated Paymaster General account		1 449 782	1 765 893
Cash on hand		581	670
Total		1 450 363	1 766 563

17. Contingent liabilities and contingent assets

17.1 Contingent liabilities

	Note	2021/22 R'000	2020/21 R'000
Claims against the department	Annex 3B	2 223 766	2 243 251
Other	Annex 3B	115 200	115 200
Total		2 338 966	2 358 451

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.

Nature of contingent liability for the department is as follows:

Contingent legal cases estimated at: R2,107 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.

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 companies are claiming against the department based on certain tenders and contracts. "Other" litigation relate to motor vehicle collisions, personal injuries and contumelia.

Details of some of the cases are noted in the in the Accounting Officer's report.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

Labour disputes estimated at: R116,699 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 Sectoral Bargaining Council / Public Service Coordinating Bargaining Council / Court of Law.

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 to the amount of R115 million the details will be set out in the Accounting Officer's report.

17.2 Contingent assets

Note	2021/22 R'000	2020/21 R'000
Nature of contingent asset		
Incapacity Leave and ill health Retirement (PILIR) application not yet approved	940	2 094
Penalties levied by DHA to EOH&IDEMIA for ABIS project	65 394	59 492
Total	66 334	61 586

The department is disclosing the following estimated contingent assets where an inflow of economic benefits is probable.

The estimated contingent asset relating to incapacity leave is R940,000 which is a decrease when compared to R2million of last year, and can be attributed to the reduced number of applications due to the COVID-19 working hours' arrangements (eg. hybrid working hours' arrangements), timely assessment of applications by the Health Risk Manager, and the proactive implementation of the outcomes.

The department has levied penalty charges of R65 million to EOH&IDEMIA 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.

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18. Capital commitments

	Note	2021/22 R'000	2020/21 R'000
Buildings and other fixed structures		-	13 480
Machinery and equipment		27 726	62 966
Intangible assets		33 381	48 868
Total		61 107	125 314

Capital commitments have been reduced due to the expiry of old contracts and the new contracts have not yet been concluded. Contracts that have been concluded are usage based and no orders have been issued to date.

19. Accruals and payables not recognised

Accruals

	2021/22 R'000			2020/21 R'000
Listed by economic classification	30 Days	30+ Days	Total	Total
Goods and services	106 898	34 538	141 436	151 950
Capital assets	951	792	1 743	12 028
Total	107 849	35 330	143 179	163 978

	Note	2021/22 R'000	2020/21 R'000
Listed by programme level			
Programme 1: Administration		79 198	66 634
Programme 2: Citizen Affairs		41 781	79 257
Programme 3: Immigration Affairs		22 200	18 087
Total		143 179	163 978

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

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19.2 Payables not recognised

	2021/22			2020/21
	R'000			R'000
Listed by economic classification	30 Days	30+ Days	Total	Total
Goods and services	69 963	1 355	71 318	93 664
Capital assets	116	-	116	4 318
Total	70 079	1 355	71 434	97 982

	Note	2021/22	2020/21
		R'000	R'000
Listed by programme level			
Programme 1: Administration		9 720	34 693
Programme 2: Citizen Affairs		61 619	46 700
Programme 3: Immigration Affairs		95	16 589
Total		71 434	97 982

	Note	2021/22	2020/21
		R'000	R'000
Included in the above totals are the following:			
Confirmed balances with other departments	Annex 5	45 461	49 696
Confirmed balances with other government entities	Annex 5	109 750	98 332
Total		155 211	148 028

The accruals and Payables shows a slight reduction as compared to prior year, can be attributed to re-prioritization within the department in order ensure the functioning of the newly established Border Management Agency.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

20. Employee benefits

	Note	2021/22 R'000	2020/21 R'000
Leave entitlement		178 123	263 679
Service bonus		104 837	106 605
Performance awards		91	44
Capped leave		82 399	93 514
Other		6 152	2 686
Total		371 602	466 528

'Other' represents overtime accruals, travel and subsistence accruals and acting allowance and at year end.

- A significant decrease in leave liability for 2021/22 is noted due to the 100% return to work of employees as directed by the adjusted COVID-19 alert levels, which resulted in employees utilising more annual leave during the financial year.
- 2021 was the last year of the 3-year sick leave cycle, resulting in an increase in PILIR applications (due to employee's prematurely exhausting their sick leave credits). Declined PILIR applications be captured as annual leave, thereby contributing to the decrease in the leave liability.
- A negative balance of R-3,2 million will reflect since annual leave credits of 22 or 30 days are allocated to employees at the beginning of the year, and hence, employees may take more leave than their monthly accrual.

21. Lease commitments

21.1 Operating leases

2021/22	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	-	-	353 394	2 054	355 448
Later than 1 year and not later than 5 years	-	-	557 342	3 455	560 797
Later than five years	-	-	144 752	-	144 752
Total lease commitments	-	-	1 055 488	5 509	1 060 997

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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	-	-	233 011	5 550	238 561
Later than 1 year and not later than 5 years	-	-	512 055	2 186	514 241
Later than five years	-	-	164 512	-	164 512
Total lease commitments	-	-	909 578	7 736	917 314

Operating leases includes gFleet Forklift and Building leases.

Building leases:

The prior year balances were adjusted on the building and other fixed structures from R909,139 million to R909,578 million as it was previously understated by R439 thousand.

Building leases with expired leases amount to R9,268 million in 2021/22.

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 building.

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
72	of the leased offices	5.5%	of the escalation rate
89	of the leased offices	6%	of the escalation rate
9	of the leased offices	6.5%	of the escalation rate
7	of the leased offices	7%	of the escalation rate
1	of the leased offices	7.5%	of the escalation rate
17	of the leased offices	8%	of the escalation rate
0	of the leased offices	8.5%	of the escalation rate
3	of the leased offices	9%	of the escalation rate
12	of the leases offices	10%	of the escalation rate

The department is not permitted to make any enhancements repairs and maintenance to the leased office buildings without consent of the lessor.

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21.2 Finance leases

2021/22	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	-	-	-	9 713	9 713
Later than 1 year and not later than 5 years	-	-	-	4 239	4 239
Later than five years	-	-	-	-	-
Total lease commitments	-	-	-	13 952	13 952

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	-	-	-	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

Finance leases are inclusive of Cell-phones and Photocopiers.

22. Accrued departmental revenue

	Note	2021/22 R'000	2020/21 R'000
Sales of goods and services other than capital assets		5 378	14 858
Fines, penalties and forfeits		239 168	216 165
Other		30 061	38 854
Total		274 607	269 877

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The closing balance of the previous year R253,666 million was adjusted to R269,877. The Gijima balances on "Other" was adjusted in accordance to the new addendum signed with the department, the balance was adjusted from R35,401 million to R38,854 million and the amount owed by the companies using the online verification system was adjusted from R2,100 million to R14,858 million by R12,758 million as the prior year balance was understated.

"Sales of goods and services" represents revenue owed to department by Sabric and various insurance companies for the online verification. As at 31 March 2022 R5,3 million had not yet been paid to the department

Fines and Penalties levied for s50(3) and s50(4) shows an increase from R216 million of the previous year to R239 million, as travel restrictions were lifted during this current financial year.

'Other' accrued departmental revenue relates to the Gijima settlement agreement with the cost value of R80 million. This amount was set aside as a credit for the department against which the department would set-off services performed by Gijima. As per addendum signed effective from 1 April 2020, the department claims against Gijima and the payments it receives from Gijima reduces this cost value. During the financial year, Gijima has paid about R6 million and has rendered services for R2,1 million that are deductible against this balance, and the balance remainder as at 31 March 2022 is R30 million.

22.1 Analysis of accrued departmental revenue

	Note	2021/22	2020/21
		R'000	R'000
Opening balance		269 877	255 937
Less: amounts received		(22 374)	(5 870)
Less: services received in lieu of cash		(2 149)	(3 629)
Add: amounts recorded		29 583	23 848
Less: amounts written-off/reversed as irrecoverable		(330)	(585)
Other (adjusting opening balance)		-	176
Closing balance		274 607	269 877

Gijima paid the department a total amount of R6,4 million which is reduced from the amounts received as it was recognized as revenue, the amount reduces the cost value balance, a further reduction was for services rendered of R2,1 million. 'Amounts received' also represents the actual revenue received for R872 000 from s50(3) and s50(4) fines issued during the current financial year. The entry also includes the R14,8 million from Sabric and Insurance from 2020/21 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 of R5,3 million and the amounts from issued fines and penalties for the current year of R22 million and R1,8 million respectively.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

22.2 Accrued department revenue written off

	Note	2021/22 R'000	2020/21 R'000
Nature of losses			
Fines retracted/ waived		330	585
Total		330	585

The amount of R330 000 is a result of fines that were retracted.

22.3 Impairment of accrued departmental revenue

	Note	2021/22 R'000	2020/21 R'000
Estimate of impairment of accrued departmental revenue		238 522	212 282
Total		238 522	212 282

The department has applied the present value method to estimate the expected future inflow of cash that is expected to be received from the issued fines and penalties balance, which resulted in the estimated impaired balance of R238,522 million in the current financial year.

Management's assumptions are based on the following:

1. Payments are low when compared to the outstanding balance on fines issued as recorded, due to variety of limitations as the department is constraint by lack of jurisdiction in implementation of the Immigration Act and debt recovery methods as most of the fined conveyors are foreign based, and renewal of operators licensing/permits and or landing arrangements are not subject to/or prerequisite for the settlement of their outstanding fines.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

23. Irregular expenditure

23.1 Reconciliation of irregular expenditure

	Note	2021/22 R'000	2020/21 R'000
Opening balance		507 970	500 184
Prior period error		-	-
As restated		507 970	500 184
Add: Irregular expenditure – relating to prior year		1 238	3 715
Add: Irregular expenditure – relating to current year		46 099	4 071
Less: Prior year amounts condoned		-	-
Less: Current year amounts condoned		-	-
Less: Prior year amounts not condoned and removed		(88)	-
Less: Current year amounts not condoned and removed		-	-
Less: Amounts recoverable (current and prior year)	15	-	-
Less: Amounts written off		-	-
Closing balance		555 219	507 970
Analysis of closing balance			
Current year		46 099	4 071
Prior years		509 120	503 899
Total		555 219	507 970

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

The opening balance of R507 million was increased by R47 million in the current year.

The R507 million balance consists of the following significant amounts:

- R294 million which represents all payments made on the EOH/ Idemia ABIS project up to date.
- R199 million for an old Security Tender contract for where treasury was requested to condone the expenditure.
- R13 million for a Cleaning services where the department used quotations and did not go on tender. During October 2020 the department awarded the cleaning tender, Treasury was requested to condone the expenditure.
- The balance remaining of R15,339 million consist of:
 - Cases that total R8,387 million where the Loss Control processes have started but were not completed the challenge has been with documentation as one case of R5 million dates back to 2010.
 - Cases that total to R6,952 million where the Loss Control processes have been finalised the requests for condonation have been send to National Treasury, but no responses were received. All these cases are awaiting final outcome from the condoning authority. Some of these cases have been send to the DG to approve removal if not condoned by NT.

23.2 Details of current and prior year irregular expenditure – added current year (under determination and investigation)

Incident	Disciplinary steps taken/criminal proceedings	2021/22 R'000
2020/21: Procurement of 16 additional Isuzu's mobile units without approval from DG as it was addition to the initial order(RT57 Transversal contract)	LCC finalized case, sent to NT to condone	1 167
2020/21: GP Local content requirements not applied for the designated sector procurement	LCC finalized case, sent to NT to condone	29
2020/21:GP Local content requirements not applied for the designated sector procurement	LCC finalized case, sent to NT to condone	42
2021/22 ABIS Contract ceded from EOH to IDEMIA	The case was already submitted to NT as at end of 2020/21 financial year	12 877
2021/22 Four-sight firewall contract not procured through SITA as required by the SITA Act 38 of 2002	The case was confirmed through legal processes during the 2021/22 audit	33 222
Total		47 337

The Loss Control Committee has already dealt with all the cases as listed in table 23.2, and recommended to DG to request NT to Condone. DG has send NT a request letter to Condone the whole ABIS Contract amount as at 2020/21 financial year no conclusive response has been received from NT.

The department procured a firewall solution which it deemed did not fall under the mandatory services that had to be procured through SITA, the department had to confirm this irregular expenditure through legal processes during the 2021/22 audit.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

23.3 Details of irregular expenditure condoned

Incident	Condoned by (relevant authority)	2021/22 R'000
		-
Total		-

Although the department's Loss Control Committee did send adjudicated cases to National Treasury to condone there was no response as at the time of reporting.

23.4 Details of irregular expenditure removed - (not condoned)

Incident	Condoned by (relevant authority)	2021/22 R'000
NW case erroneously added as Irregular exp		88
Total		88

The Loss Control Committee found that this case was non-compliance and requested the Accounting Officer to remove the transaction.

23.5 Details of irregular expenditures under assessment (not included in the main note)

Incident	2021/22 R'000
2020/21 Contract expired & other SCM transgressions	9
2021/22 Legal services appointment of single service provider	1 580
2021/22 Employee acted in higher position for a period of more than 12 months uninterrupted without necessary approval & remuneration	157
2020/21 IMS Uniform alleged irregular expenditure emanating from the Forensic report (Loss Committee has confirmed this is not irregular expenditure)	6 926
Total	8 672

The cases are still going to be confirmed by the Loss Control Committee.

In the last financial year, the department had disclosed an amount of R25,5 million that was allegedly possible irregular expenditure, this amount 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. Majority of the balances were confirmed to have not been irregular expenditure and the remainder R6,9 million will continue to be followed up by the Committee.

The two amounts of R1,580 million and the R157,000 were recorded at the end of the year and the Committee will deal with them in the 2022/23 financial year.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

24. Fruitless and wasteful expenditure

24.1 Reconciliation of fruitless and wasteful expenditure

	Note	2021/22 R'000	2020/21 R'000
Opening balance		640	147
Prior period error		-	(21)
As restated		640	126
Fruitless and wasteful expenditure – relating to prior year		85	-
Fruitless and wasteful expenditure – relating to current year		6	514
Less: Amounts recoverable	11.3	(5)	-
Less: Amounts written off		(573)	-
Closing balance		153	640

There is a significant decrease in the balances as compared to the prior year, because of the cases that the Loss Control Committee was able to resolve and clear during the current financial year.

24.2 Details of current and prior year fruitless and wasteful expenditure – added current year (under determination and investigation)

Incident	Disciplinary steps taken/criminal proceedings	2021/22 R'000
NW Penalties on overdue license discs renewals	LCC recommended write off	22
HQ No show accommodation	LCC recommended recovery from officials	6
KZN Non submission of POE for course	LCC recommended recovery from official & write off	10
KZN 2020/21 No show on accommodation	LCC recommended recovery from official & write off	10
NW SABC penalties on expired Tv licences	LCC recommended write off	14
Free-State Penalties on late payments for licences	LCC recommended recovery from officials	29
Total		91

The Loss Control Committee concentrated on clearing a lot of back-log cases during this financial year.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

24.3 Details of fruitless and wasteful expenditures recoverable

Incident	2021/22 R'000
Amounts recovered related to No Shows	5
Total	5

The Loss Control Committee resolved that cases to the value of R46,000 are recoverable by end of 31st March 2022, only R5,000 of that was already instituted as staff debts which forms part of sub-note 11.3, hence only that amount is reduced.

24.4 Details of fruitless and wasteful expenditure written off

Incident	2021/22 R'000
Incorrectly classified as fruitless expenditure	493
CIP training confirmed not to have been no show	21
No show written off for various reasons as determined by LCC	41
No show portfolio of evidence for sick official	5
SABC Tv licences penalties(fault was with SABC reconciliations)	13
Total	573

The Loss Control Committee has resolved that cases to the value of R573,000 must be written off based on the merits of the cases that did not find the officials liable.

24.5 Prior period error

	Note	2020/21 R'000
Nature of prior period error		
Relating to 2020/21 [affecting the opening balance]		
Disallowance transactions erroneously added		(43)
Relating to 2017/18, cases that were resolved but never cleared from balance		(21)
Total		(64)

Transactions that were erroneously included as fruitless expenditure had to be adjusted out for R43,000 as they are damaged vehicle transactions and some resolved cases to the amount R21,000 had to be removed from the balance..

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

24.6 Details of fruitless and wasteful expenditures under assessment (not in the main note)

Incident	2021/22 R'000
2019/20 Training related suspected wasteful expenditure	45
2019/20 Interest paid on court settlement: labour related matter	101
2019/20 Interest paid to GEPP for reinstatement cases	216
2021/22 Interest charges paid to GEPP	691
2021/22 Interest charges paid on court orders	283
2021/22 WC No-shows still to be confirmed	9
2021/22 Interest paid cases still to be confirmed	2
Total	1 347

The possible fruitless & 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 cases that relate to training can still be rectified, if the officials submit the portfolio of evidence. The Committee has requested advice from National Treasury on the interest paid to GEPP cases and the response was still awaited as at year-end.

25. Related party transactions

- Electoral Commission:** The Electoral Commission is a Chapter 9 institution, that manages the national provincial and municipal elections. The Electoral Commission reports to the same Portfolio Committee as DHA, therefore sharing the same parliamentary oversight. The Electoral Commission receives their budget allocation through the DHA Vote.
- Government Print Works:** The GPW is a government entity that reports to the same Minister as DHA. GPW provides security printing for the state, such as passports and identity documents.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

26. Key management personnel

	No. of Individuals	2021/22 R'000	2020/21 R'000
Political office bearers (provide detail below)			
Officials:			
Level 15 to 16	14	19 714	12 193
Level 14 (incl CFO if at a lower level)	34	40 501	41 510
Political Office Bearers	2	4 423	4 379
Total	50	64 638	58 082

The increase is due to an increase on number of employees and the implementation of cost of living adjustment during 2021/22

27. Non-adjusting events after reporting date

Subsequent events

There are no significant subsequent events to report.

28. Movable Tangible Capital Assets

MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2022					
	Opening balance	Value adjustments	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	1 926 470	-	166 108	42 448	2 050 130
Transport assets	324 359	-	38 011	7 881	354 489
Computer equipment	1 238 453	-	100 618	24 883	1 324 188
Furniture and office equipment	177 618	-	5 275	1 581	181 312
Other machinery and equipment	186 040	-	12 204	8 103	190 141
TOTAL MOVABLE TANGIBLE CAPITAL ASSETS	1 926 470	-	166 108	42 448	2 050 130

Included in the above total of the movable tangible capital assets per the asset register are assets that are under investigation.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

Movable Tangible Capital Assets under investigation		
	Number	Value
		R'000
Machinery and equipment	2 219	46 263

Assets were not yet verified as at the end of the financial year and are being investigated

28.1 Movement for 2020/21

MOVEMENT IN TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021					
	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	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

"Other machinery and equipment" will include an amount of R26,062 for Finance Lease in the Trial Balance but due to the changes made on the template by NT, will no longer reflect on this note.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

28.2 Minor assets

MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2022						
	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	-	-	-	221 691	-	221 691
Value adjustments	-	-	-	-	-	-
Additions	-	-	-	10 058	-	10 058
Disposals	-	-	-	7 281	-	7 281
TOTAL MINOR ASSETS	-	-	-	224 468	-	224 468

	Specialised military assets	Intangible assets	Heritage assets	Machinery and equipment	Biological assets	Total
Number of R1 minor assets	-	-	-	91	-	91
Number of minor assets at cost	-	-	-	129 441	-	129 441
TOTAL NUMBER OF MINOR ASSETS	-	-	-	129 532	-	129 532

The total number of Minor Assets valued at R1 are 129 532 with a value total of R214,799.

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:		
Intangible assets		
Minor assets	6 685	9 760

Minor assets not verified at year –end.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

Minor Assets

MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2021						
	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	-	-	-	221 662	-	221 662
Prior period error	-	-	-	-	-	-
Additions	-	-	-	5 037	-	5 037
Disposals	-	-	-	5 008	-	5 008
TOTAL MINOR ASSETS	-	-	-	221 691	-	221 691

28.3 Movable assets written off

MOVABLE ASSETS WRITTEN OFF FOR THE YEAR ENDED AS AT 31 MARCH 2022						
	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
Assets written off	-	-	-	228	-	228
TOTAL MOVABLE ASSETS WRITTEN OFF	-	-	-	228	-	228

Minor Assets

MOVABLE ASSETS WRITTEN OFF FOR THE YEAR ENDED AS AT 31 MARCH 2022						
	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
Assets written off	-	-	-	16	-	16
TOTAL MOVABLE ASSETS WRITTEN OFF	-	-	-	16	-	16

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

29. Movement for 2021/22

29.1 MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2022

	Opening balance	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000
SOFTWARE	890 025	54 890	-	944 915
TOTAL INTANGIBLE CAPITAL ASSETS	890 025	54 890	-	944 915

Prior year balance was restated from R896,783 million to R890,025 million as they were adjusted with reduction of R6,758 million out of the addition balance.

29.1 Movement for 2020/21

MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021					
	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
SOFTWARE	839 914	-	50 818	707	890 025
TOTAL INTANGIBLE CAPITAL ASSETS	839 914	-	50 818	707	890 025

Intangible cash additions of prior year with a balance of R57,576 million were restated to R50,818 million as they were adjusted with reduction of R6,758 million out of the addition balance.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

29.1.1 Prior period error

	Note	2020/21 R'000
Nature of prior period error		
Relating to 2020/21 [affecting the opening balance]		(6 758)
Correction of 2020/21 overstatement of additions		(9 916)
Correction of 2020/21 under-statement of additions		3 158
Total		(6 758)

The intangible assets of the prior year was restated by R-6,758 million

30. Immovable Tangible Capital Assets

	Opening balance R'000	Additions R'000	Disposals R'000	Closing Balance R'000
BUILDINGS AND OTHER FIXED STRUCTURES	903 410	97 659	1 191	999 878
Non-residential buildings	903 410	97 659	1 191	999 878
TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	903 410	97 659	1 191	999 878

Prior year balance was restated from R903,125 million to R903,410 million as they were adjusted to include an amount of R285,000 that was omitted in last year's additions.

The addition amount consists of R91,7 million cash additions, R2,6 million for accruals and R3,3 million for capital work in progress that was previously disclosed.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

30.1 Movement for 2020/21

MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021					
	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	822 779	-	80 631	-	903 410
Non-residential buildings	822 779	-	80 631	-	903 410
TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	822 779	-	80 631	-	903 410

Prior year additions balances were restated to include an amount of R285,000 that was omitted in last year's additions.

30.2 Capital Work-in-progress

CAPITAL WORK-IN-PROGRESS AS AT 31 MARCH 2022					
	Note	Opening balance 1 April 2021	Current Year WIP	Ready for use (Assets to the AR) / Contracts terminated	Closing balance 31 March 2022
	Annexure 7	R'000	R'000	R'000	R'000
Buildings and other fixed structures		3 312	756	4 068	-
TOTAL		3 312	756	4 068	-

The work in progress project started in the previous financial year for Vredenburg was completed in the current financial year.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

CAPITAL WORK-IN-PROGRESS AS AT 31 MARCH 2021						
	Note	Opening balance 1 April 2020	Prior period error	Current Year WIP	Ready for use (Assets to the AR) / Contracts terminated	Closing balance 31 March 2021
	Annexure 7	R'000	R'000	R'000	R'000	R'000
Buildings and other fixed structures		-	-	3 312	-	3 312
TOTAL		-	-	3 312	-	3 312

31. Principal-agent arrangements

Department acting as the principal

	2021/22	2020/21
	R'000	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 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 the management of departmental face value forms at mission level between the two departments.

The department has contracted Visa Facilitation services (VFS) to provide it with visa facilitation services locally and abroad. VFS collects applications on behalf of the department and charges clients for this administrative service. The department does not pay VFS and fees. The terms and conditions as set out in contract. There are no significant risk involved in the contract.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

32. Prior period errors

32.1 Correction of prior period errors

	Note	Amount bef error correction	Prior period error	Restated Amount
		2020/21	2020/21	2020/21
		R'000	R'000	R'000
Revenue:				
Cash flow statement: surrendered to revenue funds (adjustment)	CFS	(249 707)	5 969	(243 738)
Networking capital (adjustment DIRCO)	CFS	33 477	(5 969)	27 508
Final Appropriation: Administration	1.1	2 262 773	(19 617)	2 243 156
Final Appropriation: Citizen Affairs	1.1	5 235 654	(2 263 257)	2 972 397
Final Appropriation: Institutional Support & Transfers	1.1	-	2 282 874	2 282 874
Appropriation Received (Actual Expenditure): Administration	1.1	2 204 256	(19 581)	2 184 675
Appropriation Received (Actual Expenditure): Citizen Affairs	1.1	4 987 526	(2 263 257)	2 724 269
Appropriation Received (Actual Expenditure) Institutional Support & Transfers	1.1	-	2 282 838	2 282 838
Net effect		14 473 979	-	14 473 979

The prior year restatements are explained in note 11 (Receivables) and note 13 (Departmental NRF Payable) because DIRCO revised their 2020/21 closing balances by a sum of R5,969 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 prior year has to be corrected.

The prior year balance changes to the Appropriation was necessitated by the department's additional programme 4 called : Institutional Support & Transfers, the adjustment was to show the comparative balances as a result of the additional programme.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

	Note	Amount bef error correction	Prior period error	Restated Amount
		2020/21	2020/21	2020/21
		R'000	R'000	R'000
Assets:				
Intangible Assets additions	29	57 576	(6 758)	50 818
Immovable Assets additions	30	80 346	285	80 631
Non-Current Receivables (adjustments DIRCO)	11	748 354	(4 781)	743 573
Claims recoverable (National departments)	11.1	806 962	5 969	812 931
Recoverable expenditure (Disallowance damages & Losses)	11.2	24 252	(10 750)	13 502
Accrued departmental revenue: Other (Gijima)	22	35 401	3 453	38 854
Accrued departmental revenue: Sales of goods and services other than capital assets (Sabric & Insurance)	22	2 100	12 758	14 858
Cash and cash equivalent at beginning of period	CFS	1 367 154	133	1 367 287
Consolidated paymaster general account	9 & 16	1 765 760	133	1 765 893
Net effect		4 887 905	442	4 888 347

The Intangible and Immovable Assets were restated to correct prior year additions see note 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 2020/21 closing balances by a net sum of R5,969 million. The adjustment was due to the errors identified in the DIRCO financial records. The amount of R-10,750 million was restated out of Recoverable expenditure as it related to un-reconciled foreign revenue.

The amount that relate to Gijima were restated with R3,4 million to reflect the correct opening balances as per the new agreement signed with the department.

The amount that relate to monies owed to the department by the different companies that utilizes the online verification had to be restated with R12,758 million to address prior year findings.

The Cash equivalent amount was adjusted with a R133 thousand to correct a transaction that was erroneously posted on this note during the 2015/16 financial year change in accounting policy.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

	Note	Amount bef error correction	Prior period error	Restated Amount
		2020/21	2020/21	2020/21
		R'000	R'000	R'000
Liabilities:				
Dept. NRF Payable (adjustment DIRCO)	13	2 293 508	(4 781)	2 288 727
Operating leases: Buildings(within 1 year)	21.1	232 467	544	233 011
Operating leases: Buildings(within 5 years)	21.1	512 160	(105)	512 055
Voted funds to be surrendered: opening balance	12	55	133	188
Net effect		3 038 190	(4 209)	3 033 981

The prior year restatements are explained in note 13 (Departmental NRF Payable) because DIRCO revised their 2020/21 closing balances with a net sum of R5,969 million. The amount of R-10,750 million was restated out of Recoverable expenditure as it related to un-reconciled foreign revenue.

Operating leases Buildings was restated to include some transactions that were omitted erroneously.

Voted funds to be surrendered note had to be corrected to adjust an amount that was erroneously restated during the 2015/16 accounting policy adjustments.

	Note	Amount bef error correction	Prior period error	Restated Amount
		2021/22	2021/22	2021/22
		R'000	R'000	R'000
Other: (E.g. Irregular expenditure, Fruitless and wasteful expenditure, etc.)				
Disallowance transactions added erroneously to fruitless amount	24.1	557	(43)	514
Cases that were resolved but never taken out of Fruitless balance	24.1	147	(21)	126
Net effect		704	(64)	640

Transactions that were erroneously included as fruitless expenditure had to be adjusted out as they were found to have been for damaged vehicles losses and some resolved cases had to be removed from the balance as they were already resolved during 2017/18 financial year.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

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

	Note	2021/22	2020/21
	Annexure 11	R'000	R'000
Compensation of employees		-	-
Goods and services		8 279	28 283
Transfers and subsidies		-	-
Expenditure for capital assets		915	-
Other		-	-
Total		9 194	28 283

In order to combat the COVID-19 pandemic the department had to spend a total amount of R9 million split between goods & services and expenditure for capital expenditure as compared to the R28 million of the previous financial year.

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

ANNEXURE 1A

STATEMENT OF CONDITIONAL GRANTS AND OTHER TRANSFERS PAID TO MUNICIPALITIES

NAME OF MUNICIPALITY	GRANT ALLOCATION				TRANSFER			SPENT				2020/21	
	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	-	-	-	-	1 903	-	-	-	-	-	-	-	1 926
TOTAL	-	-	-	-	1 903	-	-	-	-	-	-	-	1 926

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

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

ANNEXURE 1B

STATEMENT OF TRANSFERS TO DEPARTMENTAL AGENCIES AND ACCOUNTS

DEPARTMENTAL AGENCY/ ACCOUNT	TRANSFER ALLOCATION				TRANSFER		2020/21
	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	-	-	-	-	2 250 255	-	2 100 534
Represented Political Party Fund	-	-	-	-	166 812	-	162 723
COM:LICENCES	-	-	-	-	109	-	488
TOTAL	-	-	-	-	2 417 176	-	2 263 745

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

ANNEXURE 1G

STATEMENT OF TRANSFERS TO HOUSEHOLDS

HOUSEHOLDS	TRANSFER ALLOCATION				EXPENDITURE		2020/21
	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
Transfers							
HH Leave gratuity	-	-	-	-	22 052	-	24 200
HH Claims against the state	-	-	-	-	2 584	-	1 481
TOTAL	-	-	-	-	24 636	-	25 681

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

ANNEXURE 1H

STATEMENT OF GIFTS, DONATIONS AND SPONSORSHIPS RECEIVED

NAME OF ORGANISATION	NATURE OF GIFT, DONATION OR SPONSORSHIP	2021/22	2020/21
		R'000	R'000
Received in cash			
Van Schaick (Knowledge and Information Management)	Library received 26 Books from Van Schaick Book store	11	-
International Organisation for Migration (Ports of Entry)	The Department received a capacity building training on infection prevention and control at the selected Ports of Entry as well as Covid 19 PPE's	470	-
International Organisation for Migration (DHA officials)	Official visit to travel to Maputo and Mozambique to attend the IOM Regional Legal Identity Conference funded by IOM	24	-
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 covid19 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 SAPS - 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

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

NAME OF ORGANISATION	NATURE OF GIFT, DONATION OR SPONSORSHIP	2021/22 R'000	2020/21 R'000
Humansdorp Hospital ,ANC Caucus; EC Provincial Legislature Bisho, 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(sanitizers, screen/desk protectors/shields, gloves and thermometers)	-	75
Enoch Mgijima Municipality, Walter Sisulu Municipality, Emalahleni Local Municipality	Water tanks donations in response to covid-19 and a microwave	-	9
Laptops to the Refugee Appeal Board	Laptops to the Refugee Appeal Board	-	-
Public Works Dept.	5 X EPW WORKEERS TO CLEAN AND MANAGE QUES IN EC	-	400
Quick Ticket	Selfie Boards donated to branch Comms and Graphic design services	-	48
TOTAL		505	4 789

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

ANNEXURE 11

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	1 072	-	-	-	1 072
RDP (UNHCR)	Funding Sub-programme 3- Immigration Services- RAA	-	7 962	7 962	-	-
TOTAL		1 072	7 962	7 962	-	1 072

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

ANNEXURE 1J

STATEMENT OF GIFTS, DONATIONS AND SPONSORSHIPS MADE

NATURE OF GIFT, DONATION OR SPONSORSHIP	2021/22	2020/21
(Group major categories but list material items including name of organisation)	R'000	R'000
Made in kind		
Waiver of fees for ID for the re-issuing of destroyed documents for the fire victims at 148-4th Avenue Alexandra Region E, ward 75	1	-
Waiver of fees for Abridged Birth Certificate re-issuing of destroyed documents for the fire victims at Booyens informal Settlements shack	5	-
Waiver of fees for Unabridged Birth Certificate re-issuing of destroyed documents for the fire victims at Booyens informal Settlements shack	1	-
Waiver of fees for ID re-issuing of destroyed documents for the fire victims at Booyens informal Settlements shack	6	-
Waiver of fees for ID for the re-issuing of destroyed documents for the fire victims at 129-4th Avenue Alexandra Region E, ward 75	8	-
Waiver of fees for ID for the re-issuing of destroyed documents for the fire victims at 72 London Road Kew Alexandra Region E, Ward 8	6	-
Waiver of fees for ID for the re-issuing of destroyed documents for families affected by flash floods in Vusumuzi, Esipethweni and Dali Mpofo Informal Settlement at Ward 90, Ward 14 and Ward 09, Tembisa	4	-
Waiver of fees for ID for the re-issuing of destroyed documents in respect of 111 families affected by fire at Kayamandi, Stellenbosch: 31 October 2021	26	-
Waiver of fees for ID for the re-issuing of destroyed documents for the 36 fire victims at New Village, Onverwacht Street, Lwandle on 22 November 2021: Western Cape Province	8	-
Waiver of fees for ID for the re-issuing of destroyed documents for the fire victims at 21 - 2nd Avenue, Joe Nhlahla Street, Alexandra Region E, Ward 91	1	-
Waiver of fees for ID re-issuing of destroyed documents for the fire victims at Ivory park Ext 10 (Gauteng) informal Settlements shack on 12 February 2022	1	-
Waiver of fees for ID for the re-issuing of 477 homeless citizens in Gauteng through the Department of Social Development (3 November 2021)	67	-
Waiver of fees for ID for the re-issuing of destroyed documents for the 19 fire victims at Good hope informal settlement in Germiston Gauteng.	4	-
Waiver of fees for ID for the re-issuing of birth certificates for the fire victims at no 1 Beta & Charlie street, SmartyTown, Cloeteville, Stellenbosch on 30 October 2021, WC	2	-
Waiver of fees for ID for the re-issuing of temporary ID certificates, re-issue of birth certificates to 15 affected people who lost their enabling documents due to fire disaster at Umcheli Street, Fairdale Mfuleni in Eester River on 11 January 2022.	2	-

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

NATURE OF GIFT, DONATION OR SPONSORSHIP (Group major categories but list material items including name of organisation)	2021/22	2020/21
	R'000	R'000
The scientology volunteer Ministers (NPO/PBO) in partnership with Gauteng department of Transport. The partnership has been approved by the Gauteng Provincial Disaster Management Command Centre on Covid 19. The Scientology has offered to sanitise Hallmark Building, BVR, FSI, Heyfries, Rosslyn and Passport factory Buildings.	-	-
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
Waiving of application fees for enabling documents for the fire victims of Alexander informal settlement (Gauteng) in June 2020	-	2
Waiving of applications fees for enabling documents for fire victims of Wyneberg (GP) informal settlement	-	11
Waiving of fees for enabling documents for fire victims of 221-2nd street Alexander as at 26th Aug 2020 fire disaster occurred	-	6
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	142	696

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

ANNEXURE 3B

STATEMENT OF CONTINGENT LIABILITIES AS AT 31 MARCH 2022

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 2021				31 March 2022
	R'000				R'000
Claims against the department					
Litigation and Legal Enquiries	2 152 423	593 647	639 002	-	2 107 068
Claims against the department: Labour matters	90 828	58 004	32 134	-	116 698
Subtotal	2 243 251	651 651	671 136	-	2 223 766
Other					
EOH claim against the Department for ABIS project	115 200	-	-	-	115 200
TOTAL	2 358 451	651 651	671 136	-	2 338 966

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

ANNEXURE 4

CLAIMS RECOVERABLE

Government Entity	Confirmed balance outstanding		Unconfirmed balance outstanding		Total		Cash in transit at year end 2021/22 *	
	31/03/2022	31/03/2021	31/03/2022	31/03/2021	31/03/2022	31/03/2021	Receipt date up to six (6) working days after year end	Amount
	R'000	R'000	R'000	R'000	R'000	R'000		R'000
Department								
National Departments : Salary Recoverable	489	521	-	-	489	521	-	-
Provincial Departments: Salary Recoverable	74	145	-	-	74	145	-	-
Department of International Relations (Foreign revenue)	573 751	802 034	-	-	573 751	802 034	-	-
XON DEPARTMENT OF JUSTICE	619	295	-	-	619	295	-	-
Department of International Relations (COLA)	4 113	4 113	-	-	4 113	4 113	-	-
Subtotal	579 046	807 108	-	-	579 046	807 108	-	-
Other Government Entities								
GCRA CADETS	-	182	-	-	-	182	-	-
ACSA	-	476	-	-	-	476	-	-
UNHCR	6 485	-	-	-	6 485	-	-	-
Subtotal	6 485	658	-	-	6 485	658	-	-
TOTAL	585 531	807 766	-	-	585 531	807 766	-	-

National departments must only reflect receipts from other national departments-

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

ANNEXURE 5

INTER-GOVERNMENT PAYABLES

GOVERNMENT ENTITY	Confirmed balance outstanding		Unconfirmed balance outstanding		TOTAL		Cash in transit at year end 2021/22 *	
	31/03/2022	31/03/2021	31/03/2022	31/03/2021	31/03/2022	31/03/2021	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
DEPARTMENTS								
Current								
DEPT OF JUSTICE & CONSTITUTION DEV	21 677	6 905	-	-	21 677	6 905	-	-
PUBLIC WORKS	22 039	41 023	-	-	22 039	41 023	-	-
DPSA	1 122	1 172	-	-	1 122	1 172	-	-
KZN DEPT OF TRANSPORT	9	29	-	-	9	29	-	-
GAUTENG PROV DEPT	613	567	-	-	613	567	-	-
POLICE ROAD AND TRANSPORT	1	-	-	-	1	-	-	-
Subtotal	45 161	49 696	-	-	45 161	49 696	-	-
TOTAL DEPARTMENTS	45 161	49 696	-	-	45 161	49 696	-	-
OTHER GOVERNMENT ENTITY								
Current								
TELKOM	2 785	5 791	-	-	2 785	5 791	-	-
SA POST OFFICE LIMITED	3	316	-	-	3	316	-	-
STATE INFORMATIONTECHNOLOGY AGENCY (SITA)	12 830	44	-	-	12 830	44	-	-
GPW	91 361	91 986	-	-	91 361	91 986	-	-

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

GOVERNMENT ENTITY	Confirmed balance outstanding		Unconfirmed balance outstanding		TOTAL		Cash in transit at year end 2021/22 *	
	31/03/2022	31/03/2021	31/03/2022	31/03/2021	31/03/2022	31/03/2021	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
CITY OF TSHWANE	15	11	-	-	15	11	-	-
GMT WP	204	184	-	-	204	184	-	-
CITY OF JOBURG	12	-	-	-	12	-	-	-
AUDITOR-GENERAL	2 535	-	-	-	2 535	-	-	-
ESKOM	4	-	-	-	4	-	-	-
Subtotal	109 750	98 332	-	-	109 750	98 332	-	-
TOTAL INTERGOVERNMENT PAYABLES	155 211	148 028	-	-	155 211	148 028	-	-

- National departments must only reflect payments to other national departments

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

ANNEXURE 6

INVENTORIES

Inventories for the year ended 31 March 2022	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	11 319	-	-	-	11 319
Add/(Less): Adjustments to prior year balances	10 519	-	-	-	10 519
Add: Additions/Purchases – Cash	6 936	-	-	-	6 936
Add: Additions - Non-cash	-	-	-	-	-
(Less): Disposals	-	-	-	-	-
(Less): Issues	5 145	-	-	-	5 145
Add/(Less): Received current, not paid (Paid current year, received prior year)	-	-	-	-	-
Add/(Less): Adjustments	-	-	-	-	-
Closing balance	23 629	-	-	-	23 629

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

ANNEXURE 7

MOVEMENT IN CAPITAL WORK IN PROGRESS

MOVEMENT IN CAPITAL WORK IN PROGRESS FOR THE YEAR ENDED 31 MARCH 2022				
	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				
Non-residential buildings	3 312	756	4 068	-
TOTAL	3 312	756	4 068	-

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2022

ANNEXURE 11

COVID 19 RESPONSE EXPENDITURE

Per quarter and in total

Expenditure per economic classification	2021/22					2020/21
	Q1	Q2	Q3	Q4	Total	Total
	R'000	R'000	R'000	R'000	R'000	R'000
Compensation of employees						
Goods and services						
List all applicable SCOA level 4 items	1 078	1 873	1 987	3 341	8 279	28 283
F&O/EQP<R5000:OFFICE FURNITURE	-	16	-	-	16	36
CONS SUPP:MEDICAL SUPPLIES	236	407	280	839	1 762	17 167
CONS SUPP:UNI/PROT CLTH&CLOTHES	31	151	30	11	223	65
CONS HOUS SUP:DIS PAPER/PLAST	38	-	1	-	39	118
CONS HOUS SUP:TOILETRIES	68	474	538	453	1 533	6 093
CONS HOUS SUP:WASH/CLEAN DETE	380	541	677	117	1 715	714
CONS MAT&SUP:HARDWARE	-	-	-	-	-	86
P/P:CLEANING SERVICES	295	212	452	1 674	2 633	3 575
P/P:PEST CNTRL/FUMIGATION SER	30	72	9	247	358	300
CONS: SP&OS: STATIONERY	-	-	-	-	-	129
Expenditure for capital assets	-	315	-	600	915	-
List all applicable SCOA level 4 items						
DOMESTIC EQUIPMENT	-	112	-	-	112	-
OFFICE FURNITURE	-	203	-	-	203	-
MEASURING&ANALYSIS EQUIPMENT	-	-	-	600	600	-
TOTAL COVID 19 RESPONSE EXPENDITURE	1 078	2 188	1 987	3 941	9 194	28 283

2021/2022 COVID-19 expenditure per item shows an increase as compared to prior year.

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RP94/2022
ISBN: 978-0-621-50198-8