



# ANNUAL REPORT

2022/23



home affairs  
Department:  
Home Affairs  
REPUBLIC OF SOUTH AFRICA





*We Care!*

**DEPARTMENT OF HOME AFFAIRS  
VOTE NO. 05  
ANNUAL REPORT  
2022-2023 FINANCIAL YEAR**



**home affairs**

Department:  
Home Affairs  
**REPUBLIC OF SOUTH AFRICA**





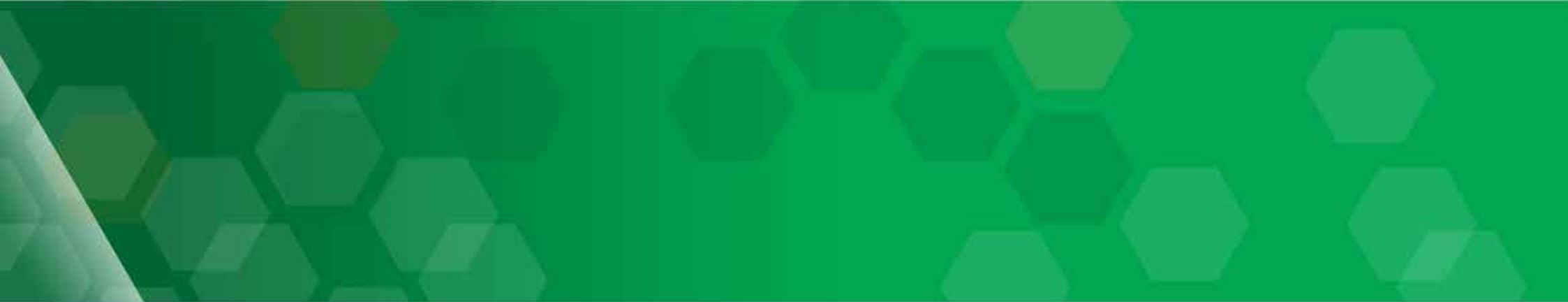
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# GENERAL INFORMATION

**PART**

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# 1. DEPARTMENT GENERAL INFORMATION

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## 2. LIST OF ABBREVIATIONS/ACRONYMS

<b>ABIS</b>	Automated Biometric Identification System
<b>ACP</b>	Automated Core Processor
<b>AFIS</b>	Automated Fingerprint Identification System
<b>AGSA</b>	Auditor-General of South Africa
<b>AIDS</b>	Acquired Immunodeficiency Syndrome
<b>APP</b>	Annual Performance Plan
<b>ASM</b>	Asylum Seeker Management
<b>BABS</b>	Branch Appointment Booking Systems
<b>BAC</b>	Bid Adjudication Committee
<b>BAS</b>	Basic Accounting System
<b>BBBEE</b>	Broad-based Black Economic Empowerment
<b>BEC</b>	Bid Evaluation Committee
<b>BMA</b>	Border Management Authority
<b>BMCS</b>	Biometric Movement Control System
<b>BMI</b>	Body Mass Index
<b>BRRR</b>	Budgetary Review and Recommendation Report
<b>BSC</b>	Bid Specification Committee
<b>BVP</b>	Business Value Proposition
<b>BVR</b>	Operational Environment
<b>CA</b>	Chartered Accountant
<b>CC&amp;SS</b>	Counter Corruption and Security Services
<b>CD</b>	Chief Director
<b>CD: Permits</b>	Chief Director: Permits
<b>CDPSE</b>	Certified Data Privacy Solutions Engineer
<b>CEE</b>	Commission on Employment Equity
<b>CFO</b>	Chief Financial Officer

<b>CGEIT</b>	Certified in the Governance of Enterprise Information Technology
<b>CIA</b>	Certified Internal Auditor
<b>CIM</b>	Citizenship, International Migration
<b>CISA</b>	Certified Information Systems Auditor
<b>CISM</b>	Certified Information Security Manager
<b>COBIT</b>	Control Objectives for Information and Related Technologies
<b>CoE</b>	Compensation of Employees
<b>CoP</b>	Community Of Practice
<b>CORE</b>	Code of Remuneration
<b>COVID-19</b>	Corona Virus Disease
<b>CPU</b>	Central Processing Unit
<b>CRISC</b>	Certified in Risk and Information Systems Control
<b>CS</b>	Civic Services
<b>CSIR</b>	Council for Scientific and Industrial Research
<b>DDG: IMS</b>	Deputy Director General: Immigration Services
<b>DDG: IS</b>	Deputy Director General: Information Services
<b>DG</b>	Director-General
<b>DHA</b>	Department of Home Affairs
<b>DPME</b>	Department of Planning, Monitoring and Evaluation
<b>DPSA</b>	Department of Public Service and Administration
<b>DPWI</b>	Department Public Works and Infrastructure
<b>DRC</b>	Democratic Republic Congo
<b>EAP</b>	Economically Active Population
<b>EMCS</b>	Enhanced Movement Control System

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

<b>IRE</b>	Integrated Receipting Engine
<b>IS</b>	Information Services
<b>JCPS</b>	Justice, Crime Prevention and Security Cluster
<b>JSTOR</b>	Journal Storage
<b>KIOSK</b>	Virtual Interactive self-service machine
<b>KZN</b>	KwaZulu-Natal
<b>LCC</b>	Loss Control Committee
<b>LGBTQIA+</b>	Lesbian, Gay, Bisexual, Transgender, Queer and Intersex
<b>LIASA</b>	Library and Information Association of South Africa
<b>Logis</b>	Logistical Information System
<b>LRB</b>	Late Registration of Birth
<b>M&amp;E</b>	Monitoring & Evaluation
<b>MISS</b>	Minimum Information Security Standards
<b>MMC</b>	Medical Male Circumcision
<b>MMM</b>	Minister's Management Meeting
<b>MoU</b>	Memorandum of Understanding
<b>MPSA</b>	Minister of Public Service and Administration
<b>MPSS</b>	Minimum Physical Security Standards
<b>MTEF</b>	Medium Term Expenditure Framework
<b>MTSF</b>	Medium Term Strategic Framework
<b>NACH</b>	National Anti-Corruption Hotline
<b>NASP</b>	National Annual Strategic Plan
<b>NDP</b>	National Development Plan
<b>NIS</b>	National Identification System
<b>NMOG</b>	National Macro-Organisation of Government
<b>NPR</b>	National Population Register
<b>NRF</b>	National Research Foundation
<b>NSP</b>	National Strategic Plan

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

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







### 3. FOREWORD BY THE MINISTER

Dr PA Motsoaledi, MP

**It gives me great pleasure to present the 2022-23 Annual Report of the Department of Home Affairs (DHA). The report reflects our effort towards realising our vision of a South Africa where identity, status and citizenship are key enablers of citizen empowerment and inclusivity, economic development and national security.**

This report demonstrates that the DHA remains determined to deliver its constitutional mandate under the very difficult economic challenges facing the country. We contribute to national efforts 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), the Medium Term Strategic Framework (MTSF) priorities of government and departmental priorities.

The department's programmes were geared towards improving service delivery and securing the population register while enabling access to identification, status, immigration and citizenship services to qualifying citizens and residents. This enabled the department to contribute to the government's MTSF priorities. The DHA contributes directly to two of the seven MTSF priorities: priority 2 (economic transformation and job creation) and priority 6 (social cohesion and safe communities). However, through our mandate we contribute indirectly to all priorities.

During the 2022-23 financial year, our work was guided by the following key priorities:

- Establish the Border Management Authority (BMA) as a Schedule 3A public entity
- Incrementally implement the DHA modernisation programme
- Set up the digitisation project, which seeks to digitise more than 340 million civic services records
- Upgrade and redevelop the six busiest land ports of entry to facilitate trade
- Early birth registration (including expanding connectivity at health facilities)
- Accelerate the rollout of smart ID card to all eligible persons
- Reposition the DHA as a secure and modern department that is located within the security system of the State



- War on queues with the implementation of the branch appointment booking system (BABS) among others
- Access and footprint development to improve the reach of DHA services, including purpose-fit DHA physical infrastructure and mobile offices.
- 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 an account of our performance for the 2022-23 financial year, we will highlight priority areas where we have done well and where we have fallen short. In the 2022-23 financial year, the department achieved 71% of its annual performance plan (APP) targets, which is an improvement on the 69% performance of the previous year. In numerical terms, this translates to achieving 22 of the 31 APP targets set for the year under review.

Most of the targets that were not achieved are from the immigration environment. For instance, while most permanent residence applications were processed by the department, most of them were not processed within eight months, as per the target. This is attributed to the suspension and dismissal of some officials due to corruption and maladministration. In line with the recommendations of the Ministerial Committee on Permits and Visas, the department introduced stringent measures to scrutinise applications, which led to prolonged processes to finalise applications.

Civic Services met all its targets; however, timeous service delivery was affected by the loss of production hours due to load shedding and system downtime. This network instability and downtime continue to hinder the department. In the 2022-23 financial year, the department contracted the Council for Scientific and Industrial Research (CSIR) for a comprehensive diagnosis of its information technology system and telecoms network to get to the bottom of the system instability and to find lasting solutions to this persistent challenge. The department is awaiting the results of the diagnosis.

Key interventions aimed at eradicating queues at our offices included implementing BABS at 198 offices that can process smart ID cards and passports. In the first year of BABS implementation, more than 1,2

million people used the service to set up their visits to the office. We are encouraged that a high number of people who make bookings do honour their appointments. On average, people who make bookings spend 15 minutes in our offices.

BABS is clearly a platform that will be increasingly used as we seek to service people in a manner that is convenient to them. BABS does not replace walk-ins. It only gives people the option of choosing when they want to visit our offices.

Our commitment to deliver services to people closer to where they live was highlighted by the official opening of the purpose-built office with ample parking and sheltered waiting areas in Lusikisiki. Similar offices are scheduled to be launched in Mokopane and Thohoyandou in the new financial year; and Taung and KwaDukuza in later years.

We also moved to open an office at the Menlyn Park Mall through a progressive partnership with the owners of the mall. The department is on track to open similar offices at the Cresta Mall in Johannesburg and the Pavillion Mall in Ethekwini in the new financial year.

Ensuring that our services are available closer to where people live, the department bought 20 additional mobile offices, or Home Affairs on Wheels. This has increased the number of mobile offices to 127. In the next financial year, the department intends to procure 100 more mobile offices. These mobile offices visit communities, working with traditional leaders, councillors and school governing bodies, to plan and make communities aware of the visits.

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

- In 2021-22, Cabinet approved the White Paper on Marriages, and the One-Stop Border Post (OSBP) and Official Identity Management (OIM) policies. Subsequently, the department drafted Bills to give effect to the White Paper and the policies. In 2022-23, all three Bills were submitted to Cabinet for approval for public consultation. The OSBP and National Identification and Registration Bills were approved for public comment.

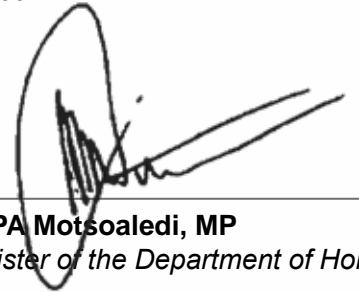
However, the Marriage Bill was referred back to the department for further consultation within government.

- The department successfully facilitated the process to amend the Electoral Act 73 of 1998. The amended Act was presented to, and adopted by, Cabinet in February 2023. The Amended Electoral Bill provides for the inclusion and nomination of independent candidates to contest elections in the National Assembly and provincial legislatures. The Amended Electoral Act was subsequently approved by the President in April 2023.
- The department drafted the Green Paper on Citizenship, International Migration and Refugee Protection. This Green Paper aims to bring together, from a single point of reference, issues of citizenship, international migration and refugee protection. In 2023-24, the focus will be on submitting the draft White Paper on the Management of Citizenship, International Migration and Refugee Protection to Cabinet for approval for public comment.

The 2022-23 financial year was the last year of the BMA's incubation in the department. The BMA has been successfully established as a PFMA Schedule 3A public entity, effective from 1 April 2023. Furthermore, the department embarked on a recruitment drive to fill strategic positions in the BMA and establish governance structures. The president signed the section 97 proclamations that enabled the frontline functions of some departments operating in the border environment to be transferred to the BMA. These include immigration and port health functions. The BMA launched the first cohort of 200 border guard who are deployed at the vulnerable segments of the borderline. The target for the next financial year is to add another 400 border guards.

We continue to aggressively fight crime, fraud and corruption within the department. As a result, several officials, including senior managers, have been dismissed after going through disciplinary processes. Some of them are facing criminal charges in the courts. There is no room for corruption and malfeasance in the Department.

I would like to thank our officials and partners who have enabled the department to achieve 71 % of its APP targets under very difficult conditions. I wish to extend my gratitude to my colleague, Deputy Minister of Home Affairs Mr Njabulo Nzuza for his unwavering support for the department's programmes, especially those 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 PA Motsoaledi, MP**

*Minister of the Department of Home Affairs*





## 4. DEPUTY MINISTER STATEMENT

Mr N Nzuza, MP

**As we come closer to the end of the elective term of the sixth administration, we are proud to take this opportunity to update the public on the progress the DHA has made towards realising its core mandate.**



The DHA's annual performance report is an account of its performance against its exclusive mandate, which is to determine and affirm the official identity and status of all citizens and non-citizens who legally reside in South Africa.

The 2022-23 budget allocation showed an increase of 8,5% compared to the previous financial year. The increase of R1,664 billion was mainly due to additional funding of R798 million for self-financing expenditure incurred for issuing official documents, which is defrayed by revenue generated from issuing the documents, and R500 million for the digitisation project, which is a presidential employment initiative to employ 10 000 unemployed young people to implement the Home Affairs digitisation programme.

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 and child trafficking; and providing a legal identity for all, including birth registration, by 2030. The department continued to ensure that all births were registered in time and that no child's birth was left unregistered 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.

The department has made good progress towards universal early birth registration, which is a key responsibility of government and an essential component of security, good governance and sound administration. During the 2022-23 financial year the department set a target of registering 750 000 births within 30 calendar days. The department managed to register at total of 982 407 births, of which 779 012 were births registered within 30 calendar days. This is a decrease of 2,38% compared to 798 025 birth registrations in 2021-22. We anticipate an increase in the number of birth registrations in the new financial year based on our initiatives to increase the number of healthcare facilities with birth registration facilities, and mobile offices.

We continued our efforts to issue smart ID cards to our citizens who are 16 years old and above. 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. As at end of March 2023, a total of 21 806

771 South African citizens had been issued with smart ID cards since its inception in 2013. From the beginning of the sixth administration in 2020-21, and leading up to the 2022-23 financial year, the department had issued 6 216 247 smart ID cards. For the period under review, the department had planned to issue 2 200 000 smart ID cards, and 2 613 248 smart card IDs were issued.

The Department, in line with its access model, continued to diversify its service delivery channels. Through mobile offices (trucks that are equipped with live capture) we take services to the doorstep of our people, especially in rural and remote areas. The mobile offices are also the backbone of the department's school smart ID campaign, which has benefited both urban and rural schools. Using mobile offices, we have been able to target learners to ensure that South African learners sit for their grade 12 examinations already in possession of a smart ID card. We have now also shifted focus on grade 11 learners. In 2022-23, the department procured an additional 20 mobile offices, bringing our current fleet to 127 units. 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.

The department continued its modernisation programme using technological innovations to ease the client experience. This included continuing to use the e-HomeAffairs portal for smart ID card and passport services.

The department continued to experience system downtime and load shedding, which led to long queues and occasional closure of our frontline offices. In the 2022-23 financial year, the department continued to strengthen efforts aimed at improving the stability of our systems and network. The department has partnered with the Council for Scientific and Industrial Research (CSIR) to conduct a diagnostic assessment and a root cause analysis, and implement remedial action, on its modernisation infrastructure and application architecture (live capture system).

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 identity cards/documents, affirming citizenship and granting various civic and immigration statuses would have been impossible. The leadership of Minister of Home Affairs Dr PA Motsoaledi has been crucial to our achieving 71% of the department's targets.



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**Mr N Nzuza, MP**  
*Deputy Minister of the Department of Home Affairs*



## 5. REPORT OF THE ACCOUNTING OFFICER

LT Makhode

The department achieved an overall performance of 71% of its APP targets for the 2022-23 financial year. This is a 2% increase compared to the 2021-22 financial year performance against the APP targets. Performance against the annual operational plan (AOP) shows an achievement of 67% of the targets.

This performance indicates that the department has put the difficult constraints of covid-19 behind it. While we are encouraged by this performance outcome and must thank our staff for their dedication and hard work in achieving these targets, we must never forget our commitment to our core value of 'We care'.

### Overview of the operations of the department

The department is structured into four programmes in accordance with the Estimates of National Expenditure Framework. These programmes are:

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

**Programme 1: Administration** – provides strategic leadership, management and support services to the department. It includes as subprogrammes the ministry, corporate services, transversal information technology and office

accommodation. As modernised service offerings are the department's key enablers, transversal information technology was allocated a budget of R1,087 billion in 2022-23. Office accommodation, in turn, was allocated a budget of R592 million. Both these allocations were fully spent.

**Programme 2: Citizen Affairs** – is inward looking and focuses on services to citizens and residents. Its purpose is to provide secure, efficient and accessible services, and issuance of 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 citizens are provided with smart ID cards when they turn 16 years of age; and that secure, machine readable passports are provided to adults and children within 13 to 18 working days from the date of application through the live capture system.

Service delivery takes place at the over 321 front offices and 127 mobile units. In addition, birth registration is performed at high volume health facilities while passports and smart IDs can be applied for at 27 bank branches. Service delivery at these points is coordinated at the provincial level by the provincial managers.

As this is the heart of service delivery, a budget of R2,260 billion was allocated to the provinces for 2022-23.

**Programme 3: Immigration Affairs** – the purpose is to facilitate and regulate the secure movement of people through ports of entry into and out of 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 that 85% of permanent residence applications (processed and collected within South Africa for selected categories) are adjudicated within 8 weeks; and that 95% of critical skills visa applications (collected within South Africa) are adjudicated within 4 weeks. Included under the subprogramme immigration services is the inspectorate. The inspectorate is responsible for the detection, detention and deportation of illegal immigrants in accordance with the Immigration Act.

**Programme 4: Institutional Support and Transfers** – provides institutional support and the transfer of funds to the Independent Electoral Commission (IEC), the Represented Political Parties' Fund and the BMA. The IEC is a constitutional Chapter 9 institution. The department does not exercise oversight over the IEC or the Represented Political Parties' Fund and simply transfers the budget allocated to these entities in accordance with the drawdowns of these entities.

After several years in the making, the BMA was created by statute on 21 July 2020 when the president assented to the Border Management Act 2 of 2020. The Border Management Authority Act provides for establishing the BMA as a Schedule 3A public entity that brings together a multitude of functions performed at ports of entry under a single command and control structure. This will strengthen integration and coordination of border management and protect our national interest. During 2022-23, the BMA was incubated within the departmental fold to prepare it to become fully functional as a standalone entity with effect from 1 April 2023. The department is represented by its employees at 32 missions abroad. Where the department does not have a presence, or where the departmental presence is insufficient, the Department of International Relations and Cooperation (Dirco) officials perform departmental functions on behalf of the DHA on an agent/principal

basis. The head of mission, who is a Dirco official, is responsible for the overall management of the mission, including the provision of Home Affairs services. Dirco also collects revenue on behalf of the department at such missions and deposits this revenue directly into the National Revenue Fund (NRF). In addition, the DHA uses the services of a visa facilitation service (VFS) to collect visa and permit applications in some countries abroad, as well as within South Africa.

The Minister of Home Affairs exercises oversight of the following statutory bodies:

- The Standing Committee on Refugee Affairs (SCRA)
- The Refugees Appeals Board (RAASA).

The main responsibility of these bodies is to assist the department in discharging its mandate in accordance with the Immigration Act of 2002 and the Refugees Act of 1998.

The minister also exercises oversight of the following entities:

- Government Printing Works (GPW), as a government component created in terms of the Public Service Act of 1999
- BMA, as a Schedule 3A entity, with effect from 1 April 2023.

The GPW provides security printing for the State and prints passports and smart ID cards for the department. GPW is self-funding and receives no budget allocation from the fiscus.

### Overall performance of the department

The department achieved 71% of its APP targets for the financial year under review. This is an improvement of 2% from the performance for the 2021-22 financial year. In numerical terms, this translates to achieving 22 of the 31 APP targets set for the financial year under review. The performance per programme is set out in the table below.



**Table 5.1.1: APP targets achieved in the 2022-23 financial year**

Programme	Number of planned targets	Number of targets achieved	% of targets achieved	Number of targets not achieved	% of targets not achieved
1. Administration	18	16	89	2	11
2. Citizen Affairs	4	4	100	0	0
3. Immigration Affairs	4	1	25	3	75
4. Institutional Support and Transfers	5	1	20	4	80
<b>Total</b>	<b>31</b>	<b>22</b>	<b>71</b>	<b>9</b>	<b>29</b>

The nine APP targets that were not achieved and the main reasons advanced for the failure to achieve these targets are the following:

**Table 5.1.2: APP targets not achieved in the 2022-23 financial year**

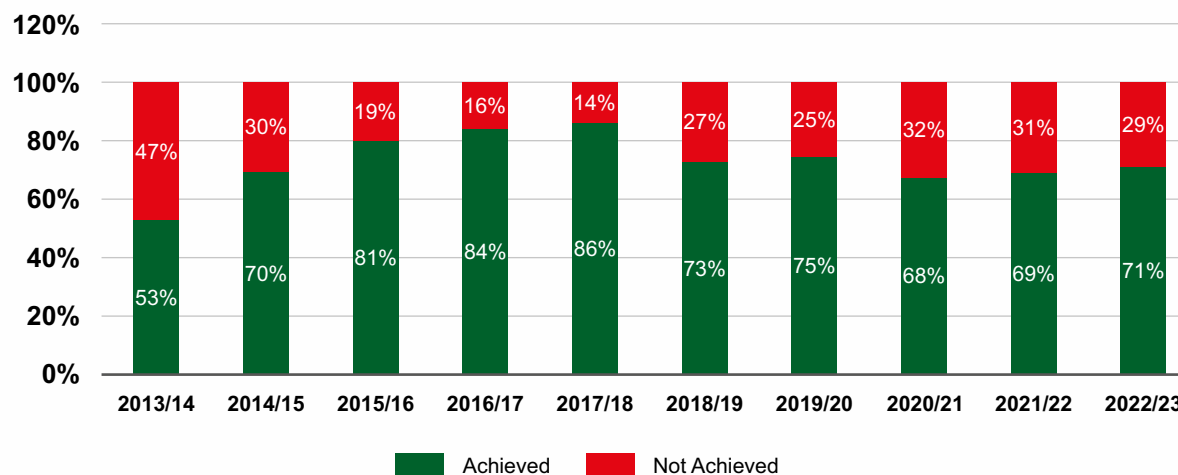
	APP target not achieved	Reason(s) for non-achievement
1	Iris, infant footprint and palm print backend recognition capability functional (ABIS)	ABIS phase 2 delivery deferred to 2022-23 due to ABIS phase 1 database technical issues
2	DHA Bill tabled in Parliament	Consultation process highlighted several concerns that requires redrafting of the Bill. Further, lack of skilled drafters in the department and government prompted the DHA to seek external service providers
3	85% of permanent residence applications adjudicated within 8 months for applications collected within the Republic of South Africa (RSA)	Verification of documents submitted in support of applications is time consuming and cumbersome. The report by the ministerial committee on the issuance of visas and permits led by the former Director-General in the Presidency, Dr Cassius Lubisi, identified irregularities and corruption in the permitting and visa processes. The stringent measures adopted to curb these irregularities and corruption affected the turnaround times to finalise these applications. In addition, the high number of court cases required the available resources to focus on court matters
4	95% of critical skills visas adjudicated within 4 weeks for applications processed with the RSA	The Ministerial report on visa and permits identified irregularities and corruption in the permitting and visa processes. The stringent measures adopted to curb these irregularities and corruption affected the turnaround times to finalise these applications. Two new layers of quality assurances were added to the process flow without extending the turnaround times for these applications
5	90% of business and general work visas adjudicated within 8 weeks for applications processed within the RSA	The Ministerial report on visa and permits identified irregularities and corruption in the permitting and visa processes. The stringent measures adopted to curb these irregularities and corruption affected the turnaround times to finalise these applications. Two new layers of quality assurances were added to the process flow without extending the turnaround times for these applications
6	BMA assumes responsibility for facilities management at 31 identified land ports of entry	The BMA successfully conducted an audit of the available facilities at 31 ports of entry and confirmed the status of the repair and maintenance programmes (RAMP) contracts at these ports of entry with the Department of Public Works & Infrastructure. However, the BMA failed to achieve a similar conclusion at one port of entry (PoE) under the control of South African National Parks (SANParks)



	APP target not achieved	Reason(s) for non-achievement
7	BMA rolled out at 46 ports of entry by incorporating frontline immigration, port health, agriculture and environmental functions into the BMA	Frontline immigration, port health, agriculture and environmental functions were incorporated into the BMA through a section 97 proclamation. However, the functions are not rolled out at all ports of entry due to transferring departments not having had capacity covering all ports e.g. port health operates in only 37 of the ports while agricultural services are offered at only 16 ports. It is only immigration functions that are at 68 ports
8	BMA rolled out in phases along three segments of the land border law enforcement area (border guard)	The BMA has been rolled out along three segments in terms of having a presence at the segments. However, the number of deployed border guards is less than 30 for two of the segments
9	Financial and contractual closure reached with bidders in respect of the redevelopment of six land ports of entry	This project is registered as a public-private partnership (PPP). As such, it is subjected to the necessary approvals from the National Treasury. In this regard, the request for proposal (RfP) document was resubmitted to the National Treasury in November 2022

A comparative analysis of the APP performance against targets set for the period 2013-14 to 2022/23 is set out in the graph below:

**Figure 1: Comparative analysis of the APP targets achieved over the last 10 financial years**



### Annual operational plan (AOP) performance for the 2022-23 financial year

The department achieved 67% of its AOP targets for 2022-23. This achievement is an indication that the fundamentals are in place to improve on service delivery. The table below depicts branch performance against the AOP.

**Table 5.1.3: AOP performance for the 2022-23 financial year**

Branch	Number of planned targets	Number of targets achieved	% of targets achieved	Number of targets not achieved	% of targets not achieved
Civic Services	7	5	71%	2	29%
Immigration Services	8	5	63%	3	38%
BMA	2	1	50%	1	50%
IS	3	1	33%	2	67%
IPS	19	14	74%	5	26%
HRM&D	3	3	100%	0	0%
CC&SS	7	3	43%	4	57%
DG's office	10	8	80%	2	20%
F&SCM	5	3	60%	2	40%
<b>Total</b>	<b>64</b>	<b>43</b>	<b>67%</b>	<b>21</b>	<b>33%</b>

An improvement in organisational performance requires regular monitoring and evaluation. In addition to close monitoring of performance, the following actions were taken to address underperformance:

- Improvements in target setting
- Reducing dependencies on third parties for achieving targets
- Redrafting individual performance agreements
- Holding managers accountable for under for poor performance.

We acknowledge, however, that a 100% achievement of targets and a clean audit outcome become meaningless should the demands and expectations from even one of our clients not be met. Indeed, the failure to provide any one South African with a birth, marriage or death certificate, or an ID document or a passport on time, would nullify all our achievements as the expectations of that citizen will not be met. It is therefore not only “what” services we provide as a department, but also “how” we provide such services, that must be measured. In this regard, it is critical for the department to render its services in real time, with predictability, and with assurance that the systems are fully effective and robust to avoid systems downtime, in a suitable working environment, and with a professional, well trained and motivated staff compliment that daily fulfil the slogan ‘We care’.

## Challenges

The department continues to be beset with challenges similar to those reported in previous financial years. These are:

- Network connectivity
- Long queues
- Insufficient and inadequate office accommodation
- Capacity constraints
- Fraud and corruption

## Stable systems

The department is fully reliant on stable systems and network connectivity to deliver its services at its modernised offices. In this regard, the department is dependent upon the SITA for all its IT-related needs. SITA derives its mandate from the State Information Technology Agency Act 88 of 1998. This Act compels departments to use SITA for what is called ‘mandatory services’. The department has long advocated for a separation from SITA in order to reduce its dependency. In this regard, the department has partnered with the CSIR to conduct diagnostic assessment, root cause analysis and

implementation of remedial action on its modernisation infrastructure and application architecture (live capture system), which was implemented from 2012-13 financial year and continuously enhanced during subsequent financial years to date.

The need for this cause of action is motivated by the following:

- Since the inception of DHA modernisation programme in the 2012-13 financial year the department has experienced increasing system downtime which led to long queues at our offices, and denial of services.
- Such systems downtime is attributed to infrastructure and applications topology that does not support the modernisation programme, and overreliance of the modernised front end application (live capture) on the legacy backend system (NPR).
- Non-availability of infrastructure and system monitoring tools within the department's ecosystems rendering the support team reactive instead of proactive.

The department's live capture ecosystem is very complex and is arched on various interfaces which require expert review of the system and infrastructure architecture in order to be able to identify areas that cause bottlenecks on data flow, which require enhancements that must be implemented to achieve stable system viability and a resilient systems environment fit for modernisation.

The CSIR is already familiar with the departmental information technology services environment based on its participation in the following DHA initiatives:

- Automated Biometric Identification System (ABIS) specification development
- National Identification System (NIS) specification development
- Smart ID card specification development.

These specifications are core to the department's modernisation programme.

### Stable power supply

Network stability and connectivity also depend on a stable power supply. In order to mitigate the risk from load shedding and prolonged power outages, the department installed generators and uninterruptible power supply (UPS units) at all its modernised offices. Generators and UPS units / batteries are expensive and in high demand worldwide. Our backup units are starting to age and break down more frequently due to overuse. It is also an unfortunate reality that our mobile telecommunication service providers are also dependent upon Eskom for stable and reliable power supply. The presence of a working generator at our mobile units therefore does not guarantee system availability. In order to ensure our investment in backup power units / generators and UPS units are maintained in good working order, the frequency of maintenance of these units will be increased. It is also unfortunate that the current procurement regime compels us to use a competitive bidding process to find suitable and competent service providers to maintain and regularly service our current fleet of generators and UPS units. The bid process for service providers to install, repair and service generators was cancelled after it was found that some bidders colluded on pricing. A new bid process has commenced, and new service providers are expected on site by the 2nd quarter of the 2023-24 financial year. Experience has taught us that not every mechanic knows how to repair and maintain generators and UPS units.

### Improved process flows

Long queues have become synonymous with Home Affairs. In addition to ensuring systems are stable and connected, and that these systems are powered, long queues can be reduced by better process flows, more service points, better layout of existing office space, clearly designated waiting areas, management on the floor, and segregation of service offerings. In respect of a change in process flows, the department piloted a change at the new Epping office in the Western Cape. At this office, the frontline officer (FLO) also takes the photo of the applicant.

This is unlike the traditional office where the applicant moves from the FLO to the photo booth and then to the cashier. While the Epping model is an

attempt to deal with the issue of photo swaps in particular, it also provides for quicker service delivery and less time spent in an office.

## Branch appointment booking system (BABS)

The branch appointment booking system (BABS) is another game-changer that is proving to be a solution in dealing with the management of queues. The BABS can be accessed by clients through the Home Affairs website. It provides citizens with the ability to book the dates and time slot of their choice and is linked to the NPR for additional security.

The BABS has been rolled out to 198 modernised offices countrywide for smart ID card and passport applications only. All the offices currently using the BABS accommodate citizens that walk in without appointments because we do not want to turn away clients that have not made a booking. However, clients are encouraged to book an appointment online when they intend to visit our offices for a smart ID card or passport applications. By doing so, they will receive a quick and efficient service, but most importantly, this will help us in the fight against the long queues.

## Mobile units

The department procured 20 new mobile units during the year under review. This brings our current fleet of mobile units to 127 units. The intention with the mobile units is to take our services to the doorstep of our people. The department intends to procure an additional 100 mobile units in the new financial year.

## New offices

It is also necessary to increase the physical footprint of the department through the introduction of fit-for-purpose design and functionality in support of the department's service mandate. In this regard, the Minister of Home Affairs had the opportunity to officially open two new offices in the 2022-23 financial year. The Lusikisiki office in the Eastern Cape was revamped in line with the revised service delivery norms and standards as well as the footprint and model office design. This state-of-the-art office was purpose build for

the department on state-owned land and is testimony to the presidential infrastructure district model. The other office is the Epping office, which shares its premises with the newly opened refugee reception centre.

## Opening offices in shopping malls

Some shopping malls landlords have offered the department attractive rents or rent-free space as the department by its nature will contribute to foot traffic within malls. The new office in Menlyn Mall, Tshwane, is part of the initiative to open offices in shopping malls. Malls are attractive as there is adequate parking, security, backup power, and is linked to the convenience of shopping. The Menlyn office deployed the first web-based live capture system. In addition to having ample waiting areas inside the office, the collection and applications functions are separated. The department intends to open similar offices in the new financial year in malls across the country including Cresta Mall in Johannesburg, Tyger Valley in Cape Town, South Gate in Johannesburg and Pavilion Mall in Durban.

## Offices under construction

Four new offices are under construction by the Department of Public Works and Infrastructure (DPWI). These are in Thohoyandou and Mokopane in Limpopo, Taung in the North West and Stanger/KwaDukuza in KwaZulu-Natal. These building projects are all way behind schedule and over budget. However, the department is closely monitoring these projects by conducting regular site visits and calling on the DPWI and its contractors to account for delays. To reduce our dependency on DPWI and its project managers and contractors, the department has appointed a service provider capable of taking over the project management and completing any outstanding work. As the DHA and not DPWI needs to answer to our citizens about incomplete Home Affairs offices and long distances for access to Home Affairs services, completion of these infrastructure projects has been evaluated as a high priority outcome to improve our service modelling.



## Capacitating the department with staff

New offices and mobile units need staff to deliver services. Unfortunately, it is a reality that the department is underfunded and severely under capacitated. The total approved functional organisational structure and post establishment for the department provides for 18 456 posts, of which 7 398 are filled. This translates to a department capacitated at 42,37%. Clearly the department cannot service an ever-growing population properly with a decreasing staff complement. Following the submission of a comprehensive business case in 2021-22, the National Treasury paid heed to our call for additional capacity and allocated R266 million in the year under review to appoint additional staff. This funding allowed the department to fund 742 unfunded posts, with a bias towards service delivery and citizen affairs, and at the cost of Immigration Affairs and head office. Of the 742 business case posts advertised, 654 were posts in the provinces and 88 at the head office. On 19 May 2023 only nine of the 742 business case posts had not yet been filled.

The department has prepared a second business case for submission to the National Treasury. The purpose of this second business case is to increase the overall capacity of the department from the current 42,37% to at least 62%. This would require the funding of an additional 3 581 positions at an annual cost of R1,393 billion. The second business case will be submitted to the National Treasury in the first quarter of 2023-24, in accordance with the MTEF timetables.

## Digitisation of records

In the State of the Nation Address (Sona) on 10 February 2022, the president announced that the department would recruit 10 000 unemployed young people for the digitisation of paper records, thereby enhancing their skills and modernising the departmental back office.

A business case was prepared and submitted to the National Treasury, which subsequently funded the business case with R500 million in the year under review. The requested funding will enable digitisation of all birth and death records and amendments and rectifications. These record categories

form the basis of administration of other subsequent enabling documents such as citizenship, passports and identity documents. Digitisation of these records will ensure the integrity of the National Population Register as digital records are more secure than paper based records.

The department has made significant progress with this project, despite delays in finding suitable digitisation hubs. This aspect is fully reported on in the annual report.

## Combatting fraud and corruption

The zero tolerance approach to fraud and corruption is making an impact and several officials were dismissed, inter alia, for fraudulent issuance of permits and enabling documents, and for accepting bribes. Unfortunately, our officials remain vulnerable to exploitation by well-resourced and sophisticated criminal syndicates. It is also unfortunate that some of our citizens sell their birth right and identity to unscrupulous foreigners. We will also open criminal cases against our citizens who facilitate photo swaps and marriages of convenience.

## Overview of the financial results of the department

The department obtained its seventh unqualified audit opinion in the 2022-23 financial year. Without discounting the efforts made to achieve a 'clean' audit outcome (unqualified with no findings), the stagnation of the audit outcome on an unqualified audit opinion with findings is a concern. Steps were taken to improve on the audit outcome and our resolve to achieve the elusive 'clean' audit outcome remains.

The department spent 96,4% of its budget allocation in the financial year under review. This is unlike previous financial years where the department had proven its capacity to spend its full allocation. The underspending is attributed to the late receipt of funding for the digitisation project and the R300 million for the Represented Political Parties Fund, and delays in filling posts.



The annual appropriation, expenditure and revenue collected is highlighted below.

**Table 5.1.4: Annual Appropriation**

<b>Annual Appropriation – R11,096 billion</b>		
<b>Baseline allocation by National Treasury</b>	<b>2022-23</b>	<b>2021-22</b>
	<b>R'000</b>	<b>R'000</b>
<b>Baseline amount</b>	<b>9 405 958</b>	<b>8 690 450</b>
Home Affairs functions	6 840 091	6 427 193
Electoral Commission	2 223 790	2 100 534
Represented Political Parties Fund	342 077	162 723
Border Management Authority	167 938	
<b>Additional funds</b>	<b>1 690 274</b>	<b>740 986</b>
Self-financing	798 000	562 152
Home Affairs functions (Cola)	92 274	138 834
Digitisation project	500 000	
Electoral Commission		40 000
Represented Political Parties Fund	300 000	
<b>Final appropriation</b>	<b>11 096 232</b>	<b>9 431 436</b>

The budget allocation for 2022-23 shows an increase of 18% compared to the previous financial year. The increase of R1,664 billion is mainly due to additional funding of R798 million for self-financing expenditure incurred for issuing official documents, which is defrayed by revenue generated from issuing the documents, and R500 million for the digitisation project.

Furthermore, the department received R300 million on behalf of the IEC to defray expected excess expenditure by the Represented Political Party Fund on preparatory costs for the upcoming elections in accordance with the Second Adjustments Appropriation (2022-23 financial year) Act, gazetted on 31 March 2023. In terms of section 2(3)(a) of this Act, the appropriations referred to in the Act (*in casu* the R300 million for the Represented Political Parties Fund) and the expenditure thereof, incurred by 31 May 2023, must be regarded as appropriations and expenditure for the 2022-23 financial year. The late gazetting of the Act, read with section 2(3)(a) of the Act, placed

the department in a difficult position as the Office of the Accountant-General advised the department that as the expenditure was only incurred in April 2023 (the 2023-24 financial year), the expenditure cannot be accounted for in the 2022-23 financial year. This advice is in accordance with the Modified Cash Standard, but not necessarily section 2(3)(a) of the Second Adjustments Appropriation (2022-23 financial year) Act. The department accordingly removed the expenditure from the 2022-23 financial year and applied to the National Treasury for a rollover of these funds.

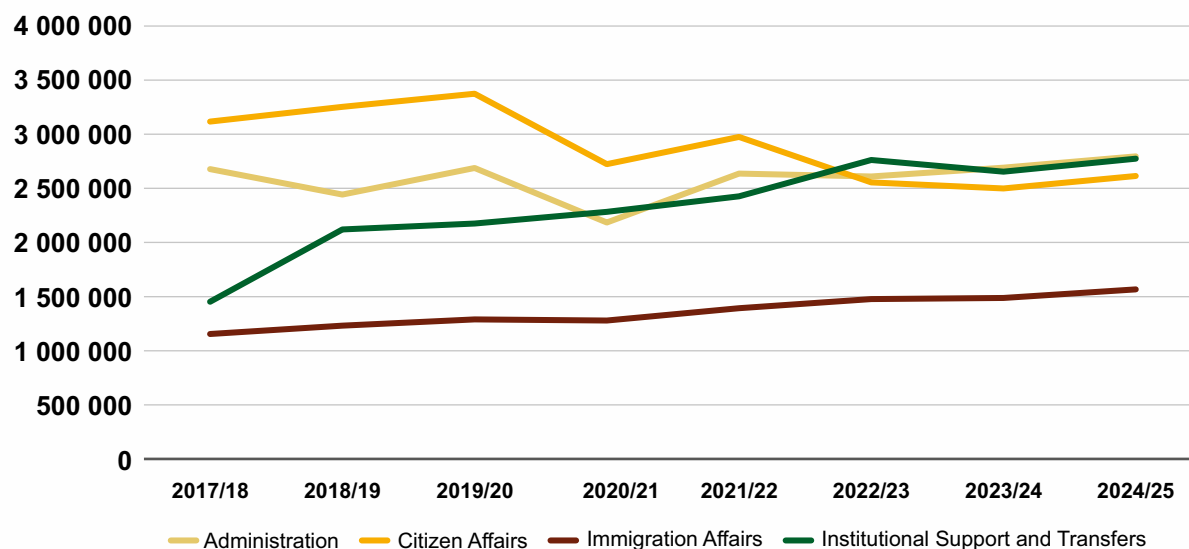
The department underspent its budget by R698 million (6,29%) in the 2022-23 financial year. The underspending is mainly due to the late funding of the digitisation project (R500 million) and the receipt of the R300 million for the Represented Political Parties Fund on 31 March 2023. In this regard, the department will apply for a rollover request in the amount of R627 million to National Treasury.

The remainder of the available budget (R70,5 million) will be surrendered to National Treasury.

In terms of economic classification, the main cost drivers are compensation of employees (CoE), which cost the department R3,903 billion, followed by goods and services at R3,494 billion, and transfers and subsidies at R2,590 billion, as actual expenditure. Actual expenditure on payment for

capital assets amounted to R405 million in the year under review. With the establishment of the BMA, effective 1 April 2023, the budget allocation on transfers and subsidies (inclusive of the IEC, Represented Political Parties' Fund and the BMA) in 2023-24 will exceed the allocation for goods and services in the department for the first time.

**Figure 2: Baseline allocations per programme 2017-18 to 2024-25**



**Departmental receipts**

For the second consecutive year, revenue collected increased significantly by approximately R310 million (43%) to R1,029 billion, compared to the R719 million revenue collected in the previous financial year. Against the revenue target of R798 million for the year under review, the target was exceeded by R231 million or 29%. The increase in revenue collected is attributed to the discount offered by GPW on the production costs of smart ID cards and passports, coupled with the increase in the sale price of passports and travel documents. These two initiatives, linked to the efforts of our front office staff

in Civic Services, contributed to revenue collected increasing to pre-covid levels. In this regard, it is worth mentioning that the department collected R1,062 billion in the 2019-20 financial year. The full impact of the increase in the sale price of passports and travel documents will be realised in the new financial year. In order to further improve on revenue collection, the department will review the fees applicable in the immigration space and the fees payable by the banks and other stakeholders for verification services. In addition, the department strengthened internal controls in the revenue administration by, among others, encouraging clients using e-channel and the BABS platforms to pay by card and electronic funds transfers.

Foreign revenue collected for the year under review is R147 million. Of this amount, Dirco paid R123 million into the NRF on behalf of the department. During the year under review, Dirco also paid R28 million into the NRF in respect of prior years; this leaves Dirco with a balance of approximately R567 million owing to the department.

**Table 5.1.5: Departmental revenue**

Departmental receipts	2022-23			2021-22		
	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	762 322	998 073	(235 751)	545 000	694 004	(149 004)
Transfers received	0	0	0	0	0	0
Fines, penalties and forfeits	10 850	8 869	1 981	4 068	6 694	(2 626)
Departmental receipts	2022-23			2021-22		
	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
Interest, dividends and rent on land	9 850	360	9 490	310	600	(290)
Sale of capital assets	2 178	6 840	(4 662)	2 789	1 080	1 709
Financial transactions in assets and liabilities	12 800	14 965	(2 165)	10 015	16 316	(6 301)
<b>Total</b>	<b>798 000</b>	<b>1 029 107</b>	<b>(231 107)</b>	<b>562 182</b>	<b>718 694</b>	<b>(156 512)</b>

## Tariffs and fees

New tariffs for passports and travel documents were gazetted on 6 October 2022. In this regard, a distinction was made between different passports (normal 32-page passports and maxi 48-page passports) and in country and overseas applications. For the first time, tariffs were introduced for official and diplomatic passports. In the case of lost or damaged passports, a penalty equal to the price of the relevant passport will apply. This is to encourage passport holders to take better care of their travel documents. The new tariffs are the following:

**Table 5.1.6: New passport and travel document tariffs**

Product	Cost paid by DHA to GPW (VAT inclusive)	Old fee	New fee
Regular passport: 32 pages (in country application)	R517,93	R400,00	R600,00
Child passport (in country application)	R517,93	R400,00	R600,00
Maxi passport: 48 pages (in country application)	R517,93	R800,00	R1 200,00
Regular passport: 32 pages (overseas application)	R517,93	R400,00	R1 200,00
Child passport (overseas application)	R517,93	R400,00	R1 200,00
Maxi passport: 48 pages (overseas application)	R517,93	R800,00	R2 400,00
Lost / stolen / damaged passport	R517,93	R800,00	Double the fee of the lost / stolen / damaged passport
Official passport	R517,93	No charge	R600,00
Product	Cost paid by DHA to GPW (VAT inclusive)	Old fee	New fee
Diplomatic passport	R517,93	No charge	R600,00
Crew member certificate	R267,63	R350,00	R600,00

### 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 issued free of charge.

### Programme expenditure

The department used 93,7% of the budget allocated for the 2022-23 financial year. The underspending was mainly due to the late receipt of the funding for the digitisation project and the receipt of the R300 million for the Represented Political Parties Fund on 31 March 2023. As indicated above, the funding for the digitisation project was approved by Cabinet for inclusion in the 2023 budget on 22 February 2023, while the R300 million for the Represented Political Parties Fund was only gazetted on 31 March 2023.

**Table 5.1.7: Programme expenditure**

Programme name	2022-23			2021-22		
	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	2 795 080	2 795 065	15	2 636 851	2 636 851	0
Citizen affairs	3 889 636	3 562 164	327 472	2 974 836	2 974 836	0
Immigration affairs	1 400 643	1 329 929	70 714	1 392 651	1 392 651	0
Institutional support and transfers	3 010 873	2 710 873	300 000	2 427 098	2 427 098	0
<b>Total</b>	<b>11 096 232</b>	<b>10 398 031</b>	<b>698 201</b>	<b>9 431 436</b>	<b>9 431 436</b>	<b>0</b>

At programme level, Citizen affairs underspent its budget by R327 million (8,4%). This is mainly due to the late receipt of the digitisation budget and delays in filling posts. The underspending on the programme Immigration Affairs would have been higher than the R70 million disclosed were it not for the Treasury approving the un-earmarking of the allocation for the passenger name recognition system.

**Table 5.1.8: Expenditure per economic classification**

Economic classification	2022-23			2021-22		
	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
Compensation of employees	4 263 129	3 903 617	359 512	3 680 819	3 667 486	13 333
Goods and services	3 537 399	3 494 460	42 939	2 988 341	2 980 392	7 965
Interest and rent on land	1 113	1 113	-			
Transfers and subsidies	2 890 570	2 590 570	300 000	2 430 381	2 443 714	(13 333)
Payment for capital assets	404 021	404 021	-	331 895	331 879	-
Payment for financial assets	-	4 250	(4 250)	-	7 965	(7 965)
<b>Total</b>	<b>11 096 232</b>	<b>10 398 031</b>	<b>698 201</b>	<b>9 431 436</b>	<b>9 431 436</b>	<b>-</b>



At economic classification level, the underspending mainly relates to CoE of R359 million (51%). In this regard, a significant part of the R500 million allocation for digitisation was allocated under CoE to pay the stipends of the 10 000 youth to be employed. The underspending under goods and services of close to R43 million is likewise linked to the late receipt of the digitisation funding. The R300 million underspending under institutional support and transfers is as a result of the late gazettement of the Second Adjustments Appropriation (2022-23 financial year) Act, 2023.

### Virement

During the year under review, the department shifted funds between programmes/economic classification in line with the PFMA and the set threshold of 8% was not exceeded. The following virements were approved by the National Treasury:

**Table 5.1.9: Approved virements**

Per programme	Adjusted appropriation	Virement	% of Virement	Final appropriation
	R'000	R'000	%	R'000
Administration	2 802 380	(7 300)	0%	2 795 080
Citizen affairs	3 758 247	131 389	-4%	3 889 636
Immigration affairs	1 501 800	(101 157)	-7%	1 400 643
Institutional support and transfers	3 033 805	(22 932)	-1%	3 010 873
<b>Total</b>	<b>11 096 232</b>	<b>-</b>	<b>0%</b>	<b>11 096 232</b>

Approval was granted by the National Treasury on 23 March 2023 to use savings from earmarked funds (R216 million from the PNR system and R7 million from the BMA) towards funding various goods and services related items.

Approval was granted by the National Treasury on 30 March 2023 for savings under CoE to be used for the payment of severance and exit packages, as well as R14 million from the BMA to defray excess expenditure in goods and services.

### Rollover

The department spent 93,7% of the budget allocated for the 2022-23 financial year. The underspending is mainly due to the digitisation project and the late receipt of the R300 million for the Represented Political Parties Fund.

The department will apply for a rollover request to the National Treasury as follows: R289 million under CoE for the appointment of youth; R38 million under goods and services/capital assets for the payment of procured items; and R300 million for the Represented Political Parties Fund.

### Unauthorised expenditure

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

### Irregular expenditure

In the financial year under review, the department incurred irregular expenditure of R32,707 million (R46,099 million in 2021-22). The current year irregular expenditure includes R12,877 million for the ABIS contract

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

There was no irregular expenditure condoned by the National Treasury in the year under review. As a consequence, the closing balance for irregular expenditure increased to R578,891 million. The bulk of the closing balance relates to the ABIS project (R301 million) and an old security contract (R199 million) where condonation by the National Treasury is required. The department struggles to get feedback on the condonation requests and will escalate this matter in the new financial year.

One case of irregular expenditure is under consideration by the departmental Loss Control Committee (LCC). This case relates to the appointment of private attorneys on the basis of a single source deviation.

Cases of irregular expenditure are considered by the departmental LCC in accordance with the National Treasury PFMA Compliance and Reporting Framework. After assessment and confirmation that the expenditure is indeed irregular, matters can be referred to employment engagement to institute disciplinary action against those officials responsible and 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.

Based on a forensic investigation commissioned by the department on 14 March 2022, the department instituted disciplinary action against four senior management services (SMS) members and two non-SMS members involved in the evaluation of the ABIS bid. The disciplinary processes are expected to be concluded in the 2023-24 financial year. Similarly, and based on a forensic investigation commissioned by the department on 14 March 2022, the department instituted disciplinary action against one SMS member and one non-SMS member in the Foursight / IT firewalls matter. In this case, the SMS member resigned before his disciplinary hearing could be completed; the non-SMS member was found guilty on two charges and a sanction of dismissal was pronounced. Given the findings in the forensic report, the

department cancelled the contract with the service provider, Foursight, on 9 March 2023. Foursight is contesting the contract cancellation.

The criminal investigations into both the ABIS and Foursight / IT firewalls matters were transferred to the Hawks. The investigations are ongoing.

For the full disclosure of irregular and fruitless and wasteful expenditure in the annual report in accordance with the new disclosure requirements, please see Part E of the annual report below.

### Fruitless and wasteful expenditure

A total of R78 000 (as against R91 000 for 2021-22) was recorded as fruitless and wasteful expenditure in the year under review.

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 R4 000. Missed flights amount to R9 000; interest paid is R2 000, R45 000 was incurred in respect of officials who attended training courses, but failed to submit the required portfolio of evidence, and R18 000 for removing branding on a state-owned vehicle. Where appropriate, the expenditure was recovered from those officials responsible. 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 LCC for its consideration in accordance with the PFMA Compliance Framework. Depending on the committee's recommendations, any official responsible for fruitless expenditure will be held liable for the loss, in addition to being subjected to progressive discipline.

## Public-private partnerships

**Table 5.1.10: PPP registered with National Treasury**

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 revised RfP was submitted to National Treasury in March 2022 for approval. Treasury granted TAIIA approval of the RfP on 5 May 2023. It is expected that the RfP will be issued in the 2nd quarter of the 2023-24 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 advisor finalised the RfP and it was submitted to National Treasury in August 2022 for TAIIA approval. In December 2022 the National Treasury raised concerns regarding the affordability of the project. They advised that it needs to be adequately addressed before TAIIA is granted. The department is revising the number of floors downward in order to be within the affordability threshold. A revised feasibility study will then be submitted to National Treasury in the 2nd quarter of 2023-24 financial year.
Frontline visa facilitation services	Efficient and effective receipt of applications online for adjudication purposes and issuing of outcomes to clients	R4 billion	10 years	The bid for the appointment of the transaction advisor was issued, evaluated and an appointment made in May 2022. The appointment had to be cancelled due to legal matters that arose with the appointed TA. The bid was then re advertised, evaluated and a new TA appointed in May 2023. The TA will develop a feasibility study for submission to the National Treasury.
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.

None of these PPP’s have progressed to the signed agreement stage.

### Discontinued key activities / activities to be discontinued

The department did not discontinue any activities during the year under review. However, with the establishment of the BMA as a Schedule 3A entity effective from 1 April 2023, the department will cede the ports of entry function and associated staff and budget to the BMA.

## New or proposed key activities: The establishment of the Border Management Authority

The BMA was established as a Schedule 3A entity on 1 April 2023. This follows the enactment of the Border Management Authority Act, 2020 in July 2020. This Act addresses a need identified by government and diverse stakeholders in the economy for an integrated and well-coordinated border management service that will ensure secure travel and legitimate trade in accordance with the Constitution and international and domestic law. It brings government a step closer to ushering in a new and modern paradigm in border management by adopting an integrated multidisciplinary approach under a single command and control.

In preparing for the establishment of the BMA as an autonomous Schedule 3(A) public entity serving as the third law enforcement authority in South Africa on 1 April 2023, the BMA was incubated in the department as a semi-autonomous unit under programme 4 of the vote. Some key leadership appointments were made during the year under review. In addition, more than 200 border guards were appointed, trained and deployed to key sectors of the border line.

Through the presidential proclamation dated 30 August 2022, the BMA managed the transfer of five key operational functions: immigration, health, agriculture, environmental and access control at the 72 ports of entry across the country. These functions emanated from four government departments: DHA, Department of Agriculture, Land Reform & Rural Development (DALRRD), Department of Health (DOH) & Department of Forestry, Fisheries & the Environment (DFFE). The notable exception is the access control function performed at ports of entry by the South African Police Service (SAPS). In this regard, the Minister of Police emphasised that classical policing functions cannot be transferred to the BMA to perform such functions exclusively in border law enforcement areas.

In respect of the DHA, the establishment of the BMA on 1 April 2023 means that all functions performed by immigration officials at ports of entry are now performed by these same officials wearing the BMA uniform. However, the department will remain responsible for determining policy regarding border control.

As budget and structure follow function, the following number of officials were successfully transferred from their respective departments into the BMA with effect from 1 April 2023:

**Table 5.1.11: Budget and staff transferred to BMA**

From department	Budget transferred 2023-24 R'000	Number of staff
Home Affairs	CoE: R551 475 G&S: R438 486	1 400
Agriculture, Land reform & Rural development	R171 245	574
Health	R161 969	299
Forestry, Fisheries & Environment	R14 034	12

In accordance with the national macro-organisation of government (NMOG) process and section 42 of the PFMA, assets and liabilities will also be transferred to the BMA in the 2023-24 financial year, following the completion of the necessary due diligence exercises.

As the 'mother' department, the DHA will continue to assist the BMA with finance and other support services based on a shared services model.

### Supply chain management

The department did not entertain any unsolicited bid proposals in the year under review.

SCM processes and systems are in place to prevent irregular expenditure. In this regard, the department prepared and 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 are reported to the National Treasury as required.

The department continued to monitor compliance and submitted monthly reports to National Treasury and quarterly reports to the departmental management on the requirement to pay suppliers within 30 days from receipt of an invoice. To this end, the department is paying 99% of its invoices received within 30 days of receipt of invoice.

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 signed the code of conduct per financial year, including disclosure of their financial interests.

The department's bid administration and management structures are in place and are functioning well in a manner that promotes government supply chain management principles.

The department faced significant delays with the procurement of goods and services as a result of the misinterpretation by National Treasury of the Atribusiness Constitutional Court judgement of 16 February 2022 regarding the validity of the 2017 Preferential Procurement Regulations. This resulted in the department seeking approval for an exemption in terms of section 3(c) of the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA) in order to continue to procure goods and services that were deemed urgent. The exemption was granted on 7 April 2022 (effective 6 April 2022) and the department was able to conclude the procurement process for these urgent matters.

Some senior managers resisted participating in bid committees for fear of being charged should it be found that bids were awarded irregularly, and because of the commitment required in terms of time. The members of the departmental Bid Adjudication Committee (BAC) were appointed in writing by the accounting officer. Members of the bid specification and evaluation committees (Bid Specification Committee and Bid Evaluation Committee) were appointed by the BAC. The members of bid committees were provided with training in terms of the code of conduct of the bid committees and SCM in general. The members of the bid committees are a cross-functional team that is rotated every two years.

Another challenge is the extension of contracts due to protracted procurement processes through Sita. The department is engaging Sita on the best possible solutions. Furthermore, the department's procurement plan on IT-related procurement was shared with Sita to enable Sita to plan ahead.

The levels of fraud and corruption in public sector procurement exposes suppliers and officials alike. In this regard, SCM officials are alive to the fact that they must be vigilant at all times and maintain the highest ethical standards in dealing with suppliers. It is therefore concerning to note the level of indebtedness, especially of lower-level staff, and the consequent risk their personal financial positions present. Suppliers, on the other hand, are confronted with the desire to do business with government and sophisticated scams from criminals purporting to be departmental officials. The department will therefore support the introduction of lifestyle audits for SCM and other officials.



## Gifts and donations received in kind from nonrelated parties

Donations in kind to the State for the year under review total R497 000. The bulk of this relates to sponsored trips to attend the International Association of Refugee and Migration Judges African Chapter conference in Arusha, Tanzania, and the donation of assets to the new Cape Town refugee reception centre. 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 of 1998. In this regard, the department was allocated R70 million in the 2018-19 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, R3,5 million in 2019-20 financial year and R1,5 million in 2021-22 financial year to procure vehicles. During the year under review, the second drawdown of R13, 6 million was received and additional equipment and vehicles to the value of R1,545 million were procured for the refugee reception centres. Unfortunately, R10 million allocated for the case management system could not be spent. The Cara unit consequently informed the department that this allocation has been withdrawn. 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 multiyear partnership agreement with the United Nations High Commissioner for Refugees (UNHCR) to support the refugees' appeals authority and the department with the backlogs facing refugees on 1 April 2021. The project will run until 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 second phase was R17 million, the full amount of which was expensed in the year under review.

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 R539 000 (R142 000 in 2021-22). 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 minister applied for any exemption from the provisions of the Preferential Procurement Policy Framework Act on 14 March 2022. This request followed the Constitutional Court judgement in the matter of *Minister of Finance v Afribusines NPC* on the validity of the Preferential Procurement Regulations and the advisory notices issued by the director-general: National Treasury dated 25 February 2022 and 3 March 2022. The Minister of Finance granted the request effective from 6 April 2022, limited to the five specific categories of goods and services stipulated in the departmental request. The five categories are:

- Support for the operationalisation of the BMA as a Schedule 3A entity
- Project management services for the VFS PPP process
- Procurement of heavy-duty plastic chairs
- Media planning, and buying and related services
- Supply and delivery of mobile offices for the birth in hospital registration project.

The department procured the required goods and services based on the exemption provided.

## Investigations

The department has initiated a number of investigations on its own accord, including:

- **Courier services**

As reported in the previous financial year, the department is participating in a transversal contract (RT5-2020) for courier services. During the 2020-21 financial year, certain billing inconsistencies and fraudulent

transactions were discovered in two accounts of one service provider on the RT contract. These findings were brought to the attention of the service provider and the National Treasury as custodian of the transversal contract. The fraudulent transactions involve a supplier of the courier company billing the courier company for stationery 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 submitted a final report in January 2022. The report was presented to Exco and the minister. The forensic auditors found that a large population of single waybills with an actual mass of less than 2 kgs were billed at a volumetric mass of 15,4 kgs, and that a significant portion of the single waybills with multiple items collected from the same collection point and delivered to the same destination point was charged separately at the volumetric mass of 15,4 kgs per item, resulting in over-billing by the service provider of R99,9 million for the period 2017 to 2020. As recommended, the department declared the entire population of the overcharges in dispute and referred the matter for arbitration.

Following a request from the service provider to settle the matter, the financial experts met on several occasions to find agreement on the amount to be paid by the service provider. These discussions were still ongoing at the time of reporting.

- **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 Permits.

- **IP granite firewall**

The department initiated an investigation following complaints received from a subcontractor alleging that the main contractor wished to cancel

the subcontract agreement. The main contractor in turn alleged that a departmental official unfairly intervened and delayed payment of its invoices for services rendered. It is further alleged that the brother of the official works for the subcontractor. The department has appointed an audit firm to conduct an investigation. The audit firm concluded its investigation and submitted its final report dated 6 September 2022 to the department.

It is recommended in the forensic report that the department should institute disciplinary action against the departmental manager and another departmental official. It is further recommended that the department should open a criminal case with the SAPS for alleged contravention of the PFMA, the Prevention and Combatting of Corrupt Activities Act, and contraventions of the Broad-based Black Economic Empowerment Act. The department accepted the recommendations, instituted disciplinary action, opened a criminal case, and cancelled the contract. The service provider is contesting the cancellation of the contract.

- **Lindela repatriation centre**

The National Treasury briefed a firm to conduct a forensic investigation into the appointment of a facility manager by the department on the management of the Lindela facility. This followed allegations of irregularities in the appointment of the service provider made by a former Bosasa Group director, Mr Angelo Agrizzi. Following a review of the SCM processes followed by the department, the forensic auditors found no evidence or clear indication of any procedural or other irregularity or material deviation from the correct SCM processes that would render the award of the tender or any aspect of the procurement process reviewable or invalid. The forensic team recommended, inter alia, that the draft service level agreement (SLA) between the department and the facility management company should be reviewed and amended where necessary in accordance with the recommendations in the report. This aspect was attended to. The department is now waiting for the service provider to provide its comments on the draft SLA.

- **Dirco receivable / NRF payable**

The National Treasury also appointed a service provider to conduct a forensic investigation into allegations of maladministration of revenue collected by Dirco on behalf of the department at the South African missions abroad. In this regard, it was alleged that as 22 December 2020, a total of R846 million collected by Dirco on behalf of the department at South African missions had not been deposited into the NRF. This amount comprised of R500 million in respect of what is referred to as the 'repatriation account' for the period 2008 to 2015 as well as R364 million in respect of the 'revenue account' for the period 2016 to 2021. As at 31 March 2021, the balance of R364 million was reduced to R284 million following adjustments and payments to the NRF. The report dated 27 June 2022 found that the then accounting officer of Dirco transgressed section 13(1) of the PFMA and a clause in the MoU between the department and Dirco by failing to ensure that Dirco paid to the NRF the revenue collected from its missions abroad. The National Treasury, Dirco and the department must meet to discuss the findings and recommendations of the report.

## Contingent liabilities

Contingent liabilities of R239 million (R2,338 billion in 2021-22) are disclosed in Annexure 3B to the financial statements. This disclosure is based on a technical opinion the department obtained from appointed service provider

The amount disclosed as the contingent liability is the amount considered to be the possible settlement amount in the future for contingent liability labour-related matters and the contingent liability raised for the ABIS project. In the past, the department used the summons amount to determine the contingent liability amount. However, the amount for contingent liability legal claims against the department cannot be reliably estimated and is therefore not disclosed in the financial statements. In the past, the prospects of success were not considered, regardless of how exorbitant or unlikely the award in favour of the plaintiff may be.

The department divides contingent liabilities in the following categories:

- Immigration
- Civics
- Tenders & contracts
- Labour
- Others

Appointed service provider performed an analysis of the contingent liabilities for the financial years 2019-20 to 2021-22. The analysis was into the number and value of cases and the number and value of awards made. From this analysis it is clear that there is very little correlation as well as variable correlation between the amounts claimed per category of contingent liabilities and the amounts awarded, as the table below will indicate:

**Table 5.1.12: Contingent liabilities and the amounts awarded**

	Percentage of cases awarded – number	Percentage of cases awarded – value
Average range of all five categories – 2022-23	0,4%-48%	0,02%-23%
Average range of all five categories – 2021-22	1-89%	0-28%
Average range of all five categories – 2020-21	1-21%	0-71%
Average range of all five categories – 2019-20	1-21%	0-9%

This situation makes it extremely challenging to derive any reliable number of future successful claims and any reliable amount for future successful claims. This situation is caused, inter alia, by the following:

- Claim amounts that are exorbitant from the start
- The length of the legal process and backlogs in courts
- Litigants not following through on the legal process due to costs, period of time, loss of interest in pursuing the case, etc.
- Uncertainty inherent in predicting the outcome of the legal process.

Appointed service provider concludes and recommends that the department should alter the disclosure of contingent liabilities to provide more reliable, truthful and useful information to make decision making easier for the users of the annual financial statements. Appointed service provider points out the extreme importance of contextualising the contingent liability figure by including extensive narrative disclosure on the uncertainties impacting the outcome of court cases as well as the amounts awarded and the timing of the cash flows.

In accordance with this opinion, the department wishes to disclose the following in addition to the information on Annexure 3B for the 2022-23 financial year:

**Table 5.1.13: Case details**

2022-23	Immigration	Civics	Tenders & contracts	Other	Labour
All cases – number	245	45	21	68	93
All cases – value	R1 302 959 670,76	R613 785 047,18	R218 142 974,04	R38 361 137,32	R124 300 482,65
Exceptionally large cases – number	7	4	2	1	34
Exceptionally large cases – value	R1 024 848 000,00	R491 000 000,00	R186 639 594,15	R20 000 000,00	R108 241 055,52
% of exceptionally value – number	2,86%	8,89%	9,52%	1,47%	36,56%
% of exceptionally value – value	79%	80%	86%	52%	87%

**Table 5.1.14: Award details**

2022-23	Immigration	Civics	Tenders & contracts	Other	Labour
Cases awarded – number	1	-	-	-	45
Cases awarded – value	R200 000,00	-	-	-	R28 865 624,23
% of cases awarded – number	0,4%	-	-	-	48%
% of cases awarded – value	0,015%	-	-	-	23%



The five exceptionally large cases on the contingent liability register by R-value are the following categorised from highest value:

**Case 1:** IMS: *Yusuf Ibrahim Ismail and Another / Minister of Home Affairs and Another*, Ref: LIT2021/12/5111 for R504 948 000 (claim for loss of income following unlawful arrest)

**Case 2:** IMS: *Franklin D Pennington and Gail Jackson Pennington / Minister of Home Affairs*, Ref: DL290604/16 for R420 000 000 (claim for permit issue)

**Case 3:** Civics: *Mohammed Zaman / Director-General and 2 Others*, Ref: DL250102/17 for R400 000 000 (blocked ID, cancellation of passport, and arrest and detention for 1 day, and claim for past and future loss of earnings)

**Case 4:** Tenders & contracts: *Double Ring (Pty) Ltd / Minister of Home Affairs*; Minister of Finance (71714/10), Ref: DL221103/10 for R171 492 429,60

**Case 5:** Labour relations: *Moremi NH & Others* Ref: 18806716 for R37 519 216,10 (upgrading of staff from salary level 6 to 8 with back-pay from 1/4/2009)

The following top five awards were made in 2022-23 (in order of descending R-value) in labour relations matters:

**Table 5.1.15: Top five awards made**

Litigant / party	Subject matter of claim	Rand value of award
Persal nr: 25899295	Labour relations Unfair dismissal	R3 079 347,00
Persal nr: 21999171	Labour relations Unfair dismissals – section 191(1),191(5)(a)	R2 358 330,18
Persal nr: 21905151	Labour relations Unfair dismissal	R2 155 669,88
Persal nr: 16160738	Labour relations Unfair dismissal	R1 827 614,25
Persal nr: 83231587	Labour relations Unfair dismissal	R1 731 293,88

The department will continue its engagements on the proper disclosure of its contingent liabilities with the National Treasury, the Auditor-General of South Africa (AGSA), and the Office of the Solicitor-General in the 2023-24 financial year.

In addition, 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 them. To this end, the department has strengthened its civil litigation unit by appointing additional staff.

## Financial management improvements

The department received another unqualified audit opinion, the seventh in a row, in 2022-23. While this in itself is remarkable, the concern is the stagnation and inability to cross the divide 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
- Treating internal audit findings in the same way as AGSA findings
- Third party reviews of annual financial statements
- Focus on resolving repeat audit findings
- Resolve the Dirco payable / NRF receivable matter by finalising the interactions with Treasury and Dirco
- 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
- Consistent consequence management where warranted.

## Events after the reporting date

The following subsequent events are recorded: the establishment of the BMA as a Schedule 3(A) entity effective 01st April 2023 and the material irregularity notice, issued on the 29th May 2023. The material irregularity relates to the lack of effective and appropriate steps to collect all money due to the department from fines and penalties levied on conveyors in terms of the Immigration Act. The department will work with the AGSA to resolve this matter in accordance with the stipulated timeframes.

## Acknowledgement/s or appreciation

The department wishes to thank Minister of Home Affairs Dr Aaron Motsoaledi, Deputy Minister of Home Affairs Mr Njabulo Nzuzi, the Portfolio Committee on Home Affairs, the audit and risk committees, the AGSA and the Executive Management Committee (Exco), for their support and

guidance. In addition, I would like to convey my appreciation to each and every member of the Home Affairs family for their continued commitment and dedication in serving the people of this country and visitors to our shores. Your contribution in leaving the department and South Africa in a better place for all is immeasurable.

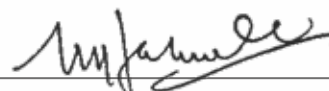
## Conclusion

The department looks forward to improving service delivery to all. This includes providing more and better service points and easier access, including an additional 100 mobile units and more offices in malls. In addition, the BABS, the planned introduction of kiosks and improved system stability will result in clients spending far less time in queues.

As a proud 'mother department', I would also like to take this opportunity to wish the BMA well on its journey to secure and safeguard our borders. We will continue to support the BMA on this journey in accordance with the shared services model until such time that the BMA is capacitated to the extent required to fulfil its mandate fully.

## Approval and sign off

The annual financial statements set out on pages 251 to 371 have been approved by me as the accounting officer.



**LT Makhode**  
Accounting Officer  
Department of Home Affairs

Date: 31 May 2023

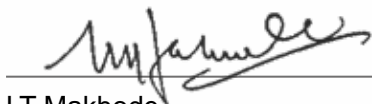
## 6. STATEMENT OF RESPONSIBILITY AND CONFIRMATION OF ACCURACY FOR THE ANNUAL REPORT

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 F) 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 2023.

Yours faithfully



LT Makhode  
*Accounting Officer*

Date: 31 May 2023

## 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 DHA 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

### 8.1. Births, marriages and deaths

- Births and Deaths Registration Act 51 of 1992
- Regulations on the Registration of Births and Deaths, 2014
- Marriage Act 25 of 1961
- Regulations made under the Marriage Act, 1961
- Recognition of Customary Marriages Act 120 of 1998
- Regulations made under the Recognition of Customary Marriages Act, 1998
- Civil Union Act 17 of 2006
- Civil Union Regulations, 2006.

### 8.2. Identity documents and identification

- Identification Act 68 of 1997
- Identification Regulations, 1998
- Alteration of Sex Description and Sex Status Act 49 of 2003.

### 8.3. Citizenship

- South African Citizenship Act 88 of 1995
- Regulations on the South African Citizenship Act, 1995.

### 8.4. Travel documents and passports

- South African Passports and Travel Documents Act 4 of 1994
- South African Passports and Travel Documents Regulations, 1994.

### 8.5. Legislative mandate: Immigration

- Immigration Act 13 of 2002
- Immigration Regulations, 2014
- Refugees Act 130 of 1998
- Refugees Regulations, 2000.

### 8.6. Other prescripts relevant to the mandate of Home Affairs

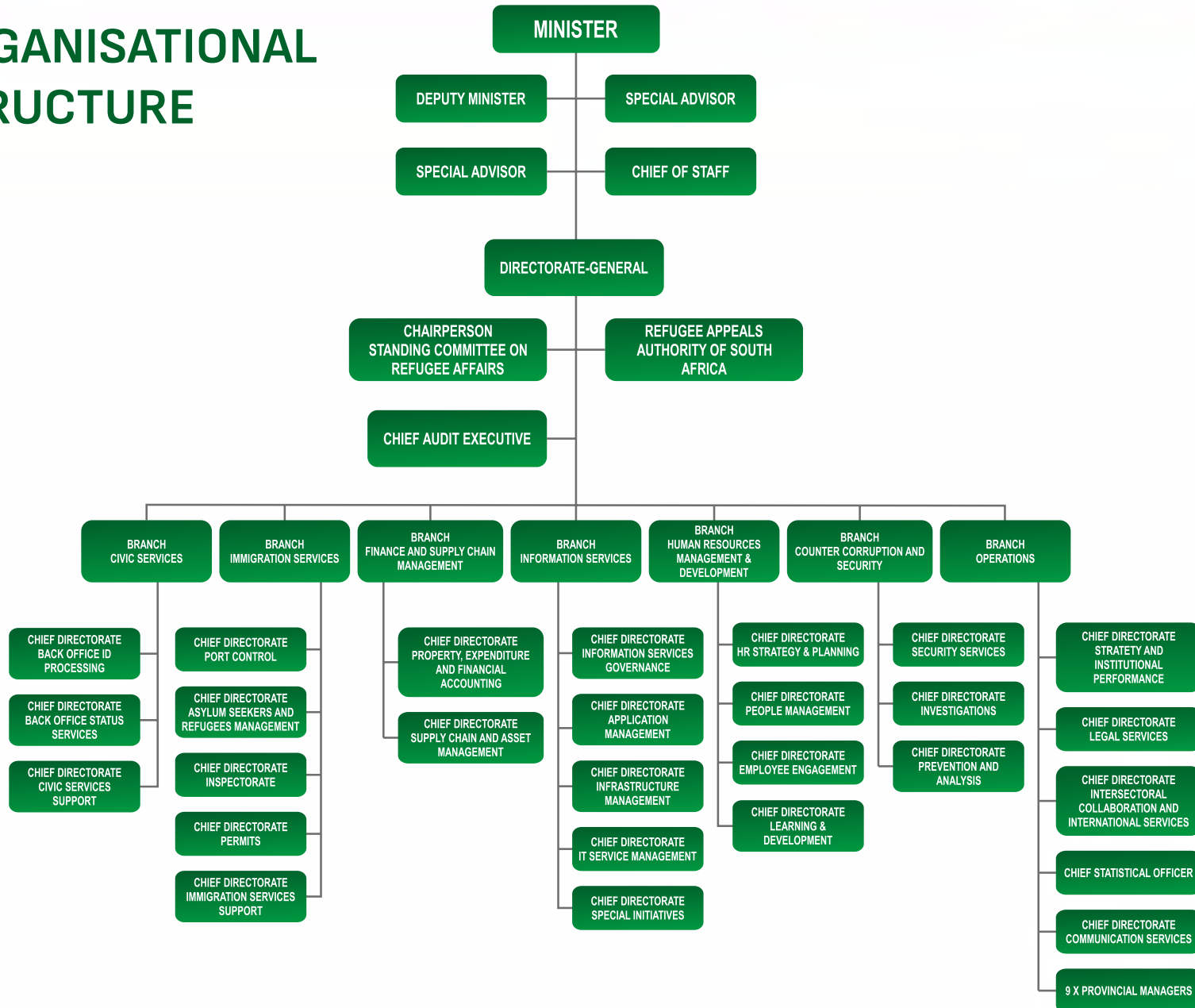
- The Constitution of the Republic of South Africa, 1996
- Promotion of Access to Information Act 2 of 2000
- Promotion of Administrative Justice Act 3 of 2000
- The Universal Declaration of Human Rights as adopted by the General Assembly of the United Nations on 15 December 1948
- The basic agreement between the Government of the Republic of South Africa and 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
- Protection of Personal Information Act 4 of 2013.



### 8.7. Other legislative mandates

- The DHA is responsible for administering the Public Holidays Act 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 the PFMA, 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 51 of 1996
  - Electoral Act 73 of 1998
  - Local Government: Municipal Electoral Act 27 of 2000
    - Political Party Funding Act 6 of 2018.
- The GPW
- The BMA
  - Border Management Authority Act 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
GPW	GPW is a Government Component as established by Schedule 3 of the Public Service Act (1994), as amended by Act 30 of 2007	Payment of goods and services	The functions of the GPW include the following: <ul style="list-style-type: none"> <li>• Provisioning a printing service pertaining to high security documents and printed matter of a general nature</li> <li>• Administering the publications section to provide for stocking government publications and selling them to government institutions and the public, as well as institutions abroad</li> <li>• Compiling, editing, printing and distribution of the Government Gazette and Provincial Gazette</li> <li>• Procuring and stocking departmental forms and face value forms</li> </ul>



**PERFORMANCE  
INFORMATION**

**PART**

*We Care!*

**B**

# 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 246 of the Report of the Auditor-General, published in Part F: Financial Information.

## 2. OVERVIEW OF DEPARTMENTAL PERFORMANCE

### 2.1. Service delivery environment

As of July 2022, the population of South Africa was estimated to be 60 604 992 people (Statistics SA Mid-year population estimates report, 2022). This is an increase of 1,06 % (462 014 people) compared to a population of 60 142 978 in 2021. A positive growth rate indicates that the population is increasing, despite the devastating impact of covid-19 globally and within South Africa's borders.

This positive population growth implies that during the 2022-23 financial year the clientele of the DHA also increased as there were more people who required enabling identity documents such as birth certificates and smart ID cards. For instance, the department registered a total number of 982 407 births, of which 779 012 were registered within 30 calendar days.

The department issued 2 613 248 smart ID cards to citizens aged 16 years and above; this is an increase of 9% (244 003) when compared with the 2 369 245 smart ID cards that were issued in the previous financial year.

The department also managed to issue 62,8% (437 of 696) business and general work visas within eight weeks for applications processed within the RSA. This is a regression when compared with the 2021-22 performance of 89,2% for business and general work visas that were issued by the department. This decline is, to some extent, due to the measures that were introduced post the release of the report of the Ministerial Committee on Visas and Permits. The report unearthed corruption and inefficiencies, which led to the suspension and dismissal of some officials. The suspensions and dismissal of senior officials left Immigration Services with staff shortages while turnaround times remained unchanged for the issuing of visas and permits. The department further introduced stringent measures to scrutinise applications, which led to prolonged processes to finalise applications.

The DHA provides its services through the following service channels:

- 321 frontline offices of which 198 have been modernised to issue smart ID cards and passports
- 161 health facilities equipped with online birth registration system
- 27 banks hosting DHA service points using the online e-HomeAffairs platform
- 72 ports of entry comprising of 11 airports, 8 seaports and 53 land ports
- 32 missions abroad that have DHA staff and 77 missions where Dirco staff assist with DHA work
- 4 premium visa and permit centres
- 12 visa facilitation centres (in South Africa)
- 5 refugee reception offices and 1 repatriation centre
- A fleet of 127 mobile offices to service rural and remote areas, and a further 100 mobile units have been ordered. The fleet is equipped with a live capture system for processing and issuing smart ID cards and passports.

As part of the footprint expansion strategy, the department renovated its existing offices and opened new offices. For instance, in Cape Town the Epping office was opened to accommodate the refugee reception office and a small Civic Services office. The department also opened an office in Menlyn Mall, which signals the rollout of offices at malls nationwide.

In the 2022-23 financial year, the BMA was under incubation within the department. During this period, the department put in place structures and processes that will enable the establishment of the BMA as a PFMA Schedule 3A public entity by 1 April 2023. Through the Presidential section 97 proclamation dated 30 August 2022. Through the Presidential section 97 proclamation dated 30 August 2022, the services performed by the departments at the ports of entry such as immigration (DHA), health (DOH), agriculture (DALRRD) and environmental (the DFFE) were transferred to

the BMA. The notable exception is the access control function performed at ports of entry by the SAPS. In October 2022, the minister announced changes in the fees for the travelling documents. The changes to passport and travel document fees were informed by the outcome of a bench-marking exercise with other countries which found that our tariffs were up to three times lower. The decision was also informed by the fact that production costs are much higher than what people are paying for our passports. This means the government is heavily subsidising passport holders when such a subsidy is not realised for ordinary ID applicants. The fees payable for issuing South African passports and travel documents were last adjusted in 2011.

Table 2.1.1 outlines the difference in fees for applications made in South Africa and those coming from abroad.

**Table 2.1.1: Difference in fees for applications**

Applications made in South Africa	Applications made abroad
Adult passport R600 for 32 pages (current fee R400); R1 200 for 48 pages (maxi, current fee R800)	Adult passport R1 200 for 32 pages (current fee R400); R2 400 for 48 pages (maxi, current fee R800)
Child passport R600 (current fee R400)	Child passport R1 200 (current fee R400)
Official passport R600 (currently no charge)	Emergency travel certificate R140 (current fee R140)
Diplomatic passport R600 (currently no charge)	
Document for travel purposes R600 (current fee R300)	
Crew member certificate R600 (current fee R350)	

In the 2022-23 financial year the department operated under very difficult conditions emanating from internal and external environments. These conditions have impacted the performance of the department; however, the department's performance increased by 2% compared to the 2021-22 financial year. The department has encountered the following challenges during the 2022-23 financial year:

- Loss of production hours lost due to load shedding and system downtime – Instability of the network and downtimes continue to hamper the department. The department has challenges with Sita data centres, which negatively impact the DHA services across the country.

- In the 2022-23 financial year, the department continued to work with Sita to stabilise the network and reduce system downtimes.
- Prolonged PPP contracting process and delayed responses from National Treasury. The DHA submitted the RfP to National Treasury on 18 March 2022 (1st submission), and on 1 December 2022 (2nd submission), for the redevelopment of the six land ports of entry. By the end of the financial year, approval for the issuance of the RfP to the market had not been granted by National Treasury.

The pending approval from National Treasury has negatively affected the performance of the department with regards to the redevelopment of the six priority land ports of entry:

- Beitbridge port of entry and exit (Zimbabwe)
  - Lebombo port of entry and exit (Mozambique)
  - Oshoek port of entry and exit (Eswatini)
  - Maseru port of entry and exit (Lesotho)
  - Ficksburg port of entry and exit (Lesotho)
  - Kopfontein port of entry and exit (Botswana).
- The department experienced delays in the delivery of ABIS phase 1. Currently, ABIS phase 1 has achieved 99,99% transfer of data from HANIS to ABIS – the variance is due to the need to cater for people with no fingerprints/amputations, but is complete for the general population. On 21 November 2022, the first release, which included fingerprint capability, was deployed to go live. The second release introduced the SAPS latent searches and facial recognition capabilities in February 2022.
  - The DHA appointed the Ministerial Committee on Visas and Permits to investigate the immigration system and operational challenges and the report unearthed high corruption and fraud around the awarding of the different types of visas and permits. The DHA took into account the recommendations from the ministerial committee, which included the review of the of the visa adjudication process both locally and at missions abroad. In implementing the ministerial committee recommendations, a number of employees were suspended as a result of fraud and corruption activities. The suspensions left Immigration Services with staff shortages while turnaround times remained unchanged for the issuing of visas. The department has, therefore, experienced delays in the adjudication and approval of the visas. Further review of the adjudication process resulted in two levels of adjudication which has resulted in improved performance.

The department received a budget allocation of R500 million to start the process of digitising more than 350 million civic services records. The digitisation project will employ 10 000 unemployed graduates in the fields of IT and documentation management. The advert for the first 2 000 cohort of unemployed graduates was published, leading to the employment of 1 270 graduates. The advert for second cohort closed on 3 March 2023 with 45 000 eligible candidates of the 439 000 applications received. The third and last cohort of 4 000 youth will be recruited in the 2023-24 financial year.

## 2.2. Service delivery improvement plan

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



**Table 2.2.1: Main services and standards**

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
<b>Quantity</b>				
Birth registration	RSA children RSA parents	During FY2021-22 a total of 798 025 births were registered within 30 calendar days	730 000 of births registered within 30 calendar days	779 012 births registered within 30 calendar days
Identity documents	RSA citizens PR holders Naturalised citizens	89,75% of IDs (first issues) issued within 54 working days for applications collected and processed within the RSA	90% of IDs (first issues) issued within 54 working days for applications collected and processed within the RSA	94,40%
Identity documents	RSA citizens PR holders Naturalised citizens	89,81% of IDs (re-issue) issued within 47 working days for applications collected and processed within the RSA	95% of IDs (re-issue) issued within 47 working days for applications collected and processed within the RSA	96,70%
Identity documents	RSA citizens	2 369 172 smart ID cards issued to citizens 16 years of age and above	2 200 000 smart ID cards issued to citizens 16 years of age and above	2 613 248 smart ID cards issued to citizens 16 years of age and above
Permanent residence permits	Foreign nationals residing within and outside South Africa (SA) who require permanent residency in the country	85,6% (351 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)	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) only)	38,8% (1 047 of 2 700) of permanent residence applications per year were adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)
Permanent residence permits	Foreigners	A list of 4 600 was compiled and published on a notice in the National Gazette No. 40691 on 17 March 2017, advising the applicants who had pending manual applications that were submitted prior to 2 June 2014 at any of the department's local offices, to resubmit application online from 2 May 2017 to 30 June 2017. The applications for all the applicants who failed to comply with the notice were rendered closed	Project launched to finalise pending Permanent residence applications received prior 1 June 2014	The applications for all the applicants who failed to comply with the notice were rendered closed

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
<b>Quantity</b>				
Permanent residence permits	Foreign nationals residing within and outside SA who require permanent residency in the country	Only a few applications were resubmitted; however, we do not have the report at hand, data is missing and a request was sent to IS. We will correctly report next month	Number of permanent residence applications received prior 1 June 2014 resolved	All applications where finalised and those that failed to comply with the notice has been closed
Temporary residence visas	Foreigners	89,2% of business and general work visa per year adjudicated within 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 8 weeks for applications processed within RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)	62,8% (437 of 696) of business and general work visas per year 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)
Permanent residence permits Temporary residence visas	Foreigners	DG letter was issued to National Treasury requesting funding. No response has been received thus far	Exco approval of findings of feasibility study conducted in three missions	The feasibility study will take place once funds have been secured
Temporary residence visas	Foreigners	Biometric Movement Control Systems (BMCS) has since been rolled out to four 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	EMCS with biometric solution implemented in line with new immigration Regulations at identified ports of entry	BMCS has been rolled out further to 34 ports successfully
Temporary residence visas	Foreigners	e-Permit phase 1 which is tourism module was developed and rolled out to 14 countries. The solution is used in 14 countries	e-Permitting solution implemented	e-Permit solution enhanced to meet all IMS needs
		The solution has been implemented and 4 809 applications have been transacted successfully on the e-Permit system	Number of applications finalised	23 597 finalised
Birth registration	RSA children RSA parents	Not applicable	Digitisation of birth, Marriages and Death records	For the 2022-23 FY a total 3,1 million birth records were digitised in collaboration with StatsSA

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
<b>Quantity</b>				
Birth registration	RSA children RSA parents	There was a reduction in LRB litigations for the period under review	Reduction in the number of litigations	There has been a slight increase in the number of litigation cases emanating from birth registration from 23 cases in 2021-22 to 30 cases in 2022-23
Birth registration	RSA children RSA parents	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 with the regulations	Training on birth registration business process (SOP)	Subsequent to the updating and approval of the birth Registration SOP, training was provided by Learning Academy
Birth registration	RSA children RSA parents	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	Installation of online verification scanners	110 Online verifications scanners installed in priority 1, 2, 3 and 5 health facilities  Priority 1 a total of 31. A total of 400 online verification scanners were procured 2022-23 FY and awaits distribution and installation
Birth registration	RSA children RSA parents	1 report that has incorporated all the findings and recommendations from Q1 to Q4 to be shared with the relevant stakeholders (PoE and BMA)	Late birth registration process evaluated to identify possible vulnerabilities of fraud, corruption and security breaches	The process evaluation on Late registration of birth was conducted and recommendations were handed over to Civic Services to implement
Identity documents	RSA citizens PR holders Naturalised citizens	ABIS infrastructure has been completed and 47 mil of 48 mil HANIS records are migrated from HANIS to ABIS	Iris and palm print recognition capability functional in respect of identification, verification and latent search	The fingerprint capability was released into production successfully. Facial recognition and latent search was developed and tested  ABIS project Phase 2 which addresses Iris and palm print recognition capability in respect of identification, verification and latent search will be completed in the 2023-24 financial year

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
<b>Quantity</b>				
Identity documents	RSA citizens PR holders Naturalised citizens	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	NIS developed	The department could not proceed with the preferred procurement modality due to PFMA constraints  Asylum seeker and refugee management system was developed into live capture
Identity documents	RSA citizens PR holders Naturalised citizens	OIM policy was submitted to Cabinet for approval	National identification and Registration Bill submitted to Cabinet and approval for public consultation	The National identification and Registration Bill was submitted to Cabinet and approved for public consultation
Identity documents	RSA citizens PR holders Naturalised citizens	1 report that has incorporated all the findings and recommendations from Q1 to Q4 to be shared with the relevant stakeholders (PoE and BMA)	2 DHA business processes evaluated to identify possible vulnerabilities to fraud, corruption and security breaches	4 DHA business processes were evaluated to identify possible vulnerabilities to fraud, corruption and security breaches
Permanent residence permits	Foreigners	DG letter was issued to National Treasury requesting funding	Exco approval of findings of feasibility study conducted in three missions	The feasibility study will take place once funds have been secured
Permanent residence permits	Foreigners	BMCS has since been rolled out to four airports. The further roll out has been delayed by unavailability of some of IT equipment in the country. The roll out will begin in FY 2022-23	EMCS with biometric solution implemented in line with new immigration Regulations at identified ports of entry	BMCS rolled out to 34 ports of entry successfully
Permanent residence permits	Foreigners	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 4 809 applications have been transacted successfully on e-Permit system	e-Permitting solution implemented  Number of applications finalised	e-Permit phase 1 module enhanced to fix bugs and align to business requirements  23 597 finalised



Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
<b>Quantity</b>				
Permanent residence permits	Foreigners	eVisa phase 2 module developed onto live capture and deployed in quality assurance environment	eVisa phase 2 module developed onto live capture and deployed in quality assurance environment: Permanent residence permits Refugee; section 27 (d)	Development of eVisa phase 2 module was delayed to stabilise phase 1 module
Temporary residence visas	Foreigners	eVisa phase 2 module developed onto live capture and deployed in quality assurance environment	eVisa phase 3 module developed onto live capture and deployed in quality assurance environment Temporary residence visas General work visa; intra-company transfer; study visa and medical treatment visa	Development of eVisa phase 2 and 3 modules were delayed to stabilise phase 1 module

**Table 2.2.2: Batho Pele arrangements with beneficiaries (consultation access, etc.)**

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Consultation</b>		
<p>To enhance impact of the communication strategy informing the public and staff: The following was achieved,</p> <ul style="list-style-type: none"> <li>• 49 media engagements</li> <li>• 19 outreach engagements</li> <li>• 6 campaigns</li> <li>• 8 online notes from the DG's desk</li> <li>• 5 ministerial Home Affairs Today</li> <li>• 4 publications of Ikhaya internal newsletter</li> <li>• 1 budget vote speech</li> </ul>	<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>Communication strategy was implemented through the following:</p> <ul style="list-style-type: none"> <li>• 71 media engagements</li> <li>• 18 outreach engagements</li> <li>• 4 campaigns</li> <li>• 9 online notes from the DG's desk</li> <li>• 4 Home Affairs Today</li> <li>• 4 publications of Ikhaya internal newsletter</li> <li>• 1 budget vote speech</li> </ul>
<p>Complaints/ suggestion boxes installed in 160 health facilities</p>	<p>Complaint/suggestion boxes placed in all hospital service points with standard feedback form to capture client's suggestions and feedback</p>	<p>Health facility service points not established during 2022-23 financial year due to budget constraints</p> <p>Suggestion/complaints boxes in 160 health facilities maintained and feedback used for improvement of services where applicable</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>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 forms designed and shared with 100 offices identified for the rollout of the strategy.</p> <p>Complaints registers and suggestions are utilised for complaints and suggestions. Complaints are managed by supervisors and office managers and complaints relating to Home Affairs products are escalated on a daily basis by front offices to HACC management for resolution. Reports on front offices complaints are discussed in districts and provincial meetings</p>

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Consultation</b>		
<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>	Automated complaints and suggestion boxes	<p>Business case based on the research conducted will be developed and sent for approval in the 2023-24 financial year</p> <p>Automated complaints management system is utilised in the contact centre. The system is planned to be upgraded in the 2023-24 financial year</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>	Digitised gadgets for registration of complaints and suggestions in health facilities	<p>The business case for the rollout of health facility project which informs the request for funding was presented to Exco and MMM and approved. Various sources of funding identified and allocated. Some of funding allocated will be reserved for the design of gadgets for registering complaints and suggestions in health facilities. Complaints and suggestions are still registered manually and are dropped in suggestion boxes placed in health facilities</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>	Communication interventions of the Communication strategy as outlined in APP implemented in respect of corporate communication services, media relations and public awareness engagements	<p>Communication strategy was implemented through the following:</p> <ul style="list-style-type: none"> <li>• 71 media engagements</li> <li>• 18 outreach engagements</li> <li>• 4 campaigns</li> </ul>
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	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	180 assessed front offices have complaints registers and suggestions boxes in their client waiting areas

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Consultation</b>		
49 Media engagements conducted 19 outreach engagements conducted 6 campaigns conducted	DHA communication strategy and plan implemented through: <ul style="list-style-type: none"> <li>• 20 media engagements</li> <li>• 6 outreach engagements</li> <li>• 3 campaigns/ Imbizo</li> </ul>	Communication strategy was implemented through the following: <ul style="list-style-type: none"> <li>• 71 media engagements</li> <li>• 18 outreach engagements</li> <li>• 4 campaigns</li> </ul>
Green Paper on Citizenship, International Migration and Refugee Protection	New legislation implemented	Consultation done with JCPS, GSISCD and ICTS clusters



Current/actual arrangements	Desired arrangements	Actual achievements
<b>Service Standards</b>		
Birth registration process has been automated and rolled out to 27 DHA offices	Improving service delivery standards through the rollout of live capture for birth registration in front offices, including health facilities for improved processing time	The current system issues experienced in the 27 piloted offices were noted and will be addressed in the end to end BMD Web which will be rolled out to 30 offices in the 2023/24 financial year
47,41% of UBCs were finalised within 8 weeks. 52 880 UBCs finalised within and 58 660 above. The total finalised was 111 540	70% of unabridged birth certificates issued within 8 weeks	49,91% of unabridged birth certificates were finalised within 8 weeks during FY 2022-23. 80 548 unabridged birth certificates finalised within 8 weeks and 80 851 above 8 weeks. The total finalised was 161 399
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	Late birth registration processed and birth certificates issued within turnaround times	190 922 births were registered in the age category 31 days to 15 years 12 473 births were registered in the age category 16 years and above
The department is engaging Cuban Ministry to reach an agreement to develop NIS. So far, modernisation is progressing on implementing front end systems	Advance implementation of the modernisation programme by developing an uninterruptible, efficient and secure digital system, the core which will be the NIS	The department could not proceed with the preferred procurement modality due to PFMA constraints
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	Front office toolkit enhanced to improve performance all offices	System integration between front office toolkit application and DHA system not yet implemented
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	Revision of service standards for permanent residence permits	Service Delivery Charter for all services were revised and the charter approved by the minister. The turnaround times for permanent residence permits have been revised from 8 months to 24 months

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Service Standards</b>		
<p>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</p>	<p>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</p>	<p>System integration between front office toolkit application and DHA system not yet implemented</p>

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Access</b>		
Birth registrations were conducted using the new automated process at six offices during the review period (GP 2, LP 3 & NC 1)	Increase the number of offices and health facilities registering births and deaths using the new automated process	During FY 2022-23 an audit was conducted, which established that the 28 offices where the live capture birth registration system was piloted were not fully functional
Online birth registration system rolled out in 120 priority 2 & 3 health facilities	Rollout of online birth registration system in public health facilities with maternity wards	Due to unavailability of funding, the project to rollout online birth registration system in health facilities, no additional service points in health facilities were established. Continuous monitoring and provision of support for the existing 160 health facilities is maintained and all 160 health facilities continues to register birth and issue a birth certificate on the spot
For the financial year under review, no signage was installed in hospital service points	Signage (Internal and external) in hospital service points	Funding for health facility project remained a challenge and impediment to the implementation of the project. Thus, there was no funding for procurement and installation of signage and no signage installed in health facilities during the year under review
None	Directional signage installed is all hospital service points with DHA presence	Funding for health facility project remained a challenge and impediment to the implementation of the project. Thus, there was no funding for procurement and installation of signage and no signage installed in health facilities during the year under review
10 additional mobile units were procured and deployed during the period under review to help with issuance smart ID cards	Increase number of offices with capabilities to support the replacement of the green ID book with smart ID card, including roll out to banks	Additional 20 mobile units were procured in 2022 23 and were deployed to all provinces to close the gap on areas with no DHA footprint
<p>Monthly mobile unit deployment plans / schedules were received from the nine provinces as per the annual target</p> <p>Over 73% of mobile units were deployed in accordance with planned day to day schedules</p> <p>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</p>	Mobile solution rolled out to 200 offices	<p>Monthly mobile unit deployment plans / schedules were received from the nine provinces as per the annual target</p> <p>A total of 865 visitation areas were done in terms of DHA hybrid access model and over 3 840 public high/secondary schools were visited to collect smart ID cards applications for learners/clients and other services</p> <p>Ten (10) high impact outreach programmes were conducted in all nine provinces to further bring services closer to the clients</p>

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Access</b>		
		Annual performance for mobile units was 204 317 smart ID cards applications collected for the reporting period. This accounts to 8,43% of smart ID card applications collected
DHA hybrid access model approved by the minister	DHA Access model implemented	Business units and other supporting units are responsible for the implementation of the DHA hybrid access model, including HR, Finance, etc. Thus, strategies for the implementation of the DHA hybrid access model are developed including strategic accommodation requirement which seeks to determine the budgetary requirements for the implementation of the hybrid access model. The strategic accommodation requirements for 2024-25 financial year was compiled and approved by the DG. The approved document submitted to DPWI for determination of budgetary requirements and procurement option analysis
For the financial year under review, the department installed signages at 16 front offices	Signage (internal and external) in all front offices	For the financial year under review, the department installed signage at 30 front offices
The majority of offices have adequate facilities to provide access for people with disabilities. The 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	Accessible rails in all front offices	The majority of offices have adequate facilities to provide access for people with disabilities. The 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. DHA was moved to two new offices
For the financial year under review, the department install the following signages: <ul style="list-style-type: none"> <li>• internal = 1 827</li> <li>• external = 3</li> <li>• directional signages = 41</li> </ul>	Directional signage installed for all front Offices	No work was done period under review

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Access</b>		
Applications are done online through 12 VFS centres and processed through VAS. The system has improved the turnaround time and security on the eVisa has improved	Applications are done online and at 12 VFS global visa facilitation centres within SA	All 12 VFS centres are fully operational in all nine provinces and their online platform is easily accessible by applicants. Applications are adjudicated via the VAS
Applications are done online and at 12 VFS global visa facilitation centres within South in all nine provinces	Applications are done at two Premium VFS global visa facilitation centres within SA	All four premium VFS centres are fully operational and their online platform is easily accessible by applicants
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 4 809 applications have been transacted successfully on e-Permit system	E-Permitting solution implemented  Number of applications finalised	e-Permit phase 1 module enhanced to fix bugs and align to business requirements. The e-Permit will be extended to 20 more countries in the new financial year  23 597 finalised



Current/actual arrangements	Desired arrangements	Actual achievements
<b>Courtesy</b>		
689 junior, middle and senior managers empowered on identified leadership and development interventions, namely training, seminars, mentoring and coaching	100% of nominated staff trained	During the financial year 2022-23, the Learning Academy planned to conduct three development interventions implemented to support high impact leaders (junior, middle and senior). This target was achieved as a total of 15 development interventions were implemented to support high impact leaders (junior, middle, senior) managers were trained and developed on the following training interventions: Ethics in the public service (14), Investigative corrupt activities (31), Introduction to applied risk assessment and identification (9), Advanced management development programme (20), Advanced project management (18), Labour relations for manager in in the public service (75), Coaching leadership development (25),
689 junior, middle and senior managers empowered on identified leadership and development interventions, namely training, seminars, mentoring and coaching	100% of nominated staff trained	Mentoring (24) Nyukela (pre-entry certificate to senior management) (6), Leading change by championing gender equality (4), DHA supervisory (97), Introduction to policy formulation and implementation (1), Policy and procedure on incapability leave and ill-health retirement (PILIR) (1), Introduction to mentoring for public service managers workshop (24)
Hospital Service Charter displayed in 160 health facilities with DHA presence	Hospital Service Charter displayed in all health facilities with DHA presence	The Service Delivery Charter was revised during the period under review and approved by the minister. The current poster will be revised and displayed in health facilities
Updated details of top management displayed on the department's website	Updated details of top management displayed on the department's website	Details of top management are displayed on the department's website

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Courtesy</b>		
<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>Approved three-year rolling plan for HACC enhancement implemented</p>	<p>Contact Centre environment was migrated to the new environment with new 10 servers provided. The department procured licenses to upgrade the current CRM case management system from dynamics 2016 to dynamics 365. The process to procure latest application software upgrade licenses for the other modules is underway</p> <p>Complaints management framework is now rolled out in 180 offices. The project is still continuing</p>
<p>New PI</p>	<p>1 700 employees participating in learning and development interventions (training, coaching, mentoring, seminars) to professionalise the DHA (improved qualifications, skilling and reskilling)</p>	<p>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 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</p>

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Courtesy</b>		
New PI	1 700 employees participating in learning and development interventions (training, coaching, mentoring, seminars) to professionalise the DHA (improved qualifications, skilling and reskilling)	<p>and Coaching and Mentoring Frameworks for the department, both earmarked for roll out and implementation in 2022-23</p> <p>In line with this leadership, management and development target the Learning Provisioning has training a total of 350 managers (junior, middle &amp; senior)</p> <p>In line with the skills needs of the DHA, the Learning Provisioning directorate provided the following training:</p> <ul style="list-style-type: none"> <li>• 959 officials trained in transversal programmes</li> <li>• 615 nominated officials trained in modernisation programme</li> <li>• 401 officials trained in migration management programmes</li> <li>• 581 officials trained in citizenship management programmes</li> <li>• 300 officials trained in the ICT programs</li> <li>• 18 officials trained in National Certificate: Home Affairs Services</li> <li>• 21 boarder management authority training</li> <li>• 63 foreign mission training</li> </ul>
In the year under review, property management did not receive any requests from business units	Revision of the Service Charter	The department's Service Delivery Charter was revised and approved by the minister on 7 December 2022
<ul style="list-style-type: none"> <li>• 5 SMS members trained Applied Risk Identification and Assessment, 3 SMS members trained on Khaedu</li> <li>• 26 MMS members trained on Khaedu, 5 MMS members trained on Professionalisation of the DHA staff, 18 MMS members trained on programme &amp; management</li> <li>• 132 junior employees trained on Professionalisation of the DHA staff</li> </ul>	Managers (junior, middle and senior) trained on customer-related services through the implementation of the Service Charter	During the financial year 2022-23, the Learning Academy planned to conduct three development interventions implemented to support high impact leaders (junior, middle and senior). This target was achieved as a total of 15 development interventions were implemented to support high impact leaders (junior, middle, senior) managers were trained and developed on the following training interventions: Ethics in the public service (14), Investigative corrupt activities (31), Introduction to applied risk assessment

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Courtesy</b>		
<ul style="list-style-type: none"> <li>• 40 junior employees trained on EMDP</li> <li>• 35 junior employees trained on programme and management</li> </ul>		<p>and identification (9), Advanced management development programme (20), Advanced project management (18), Labour relations for manager in in the public service (75), Coaching leadership development (25), Mentoring (24) Nyukela (pre-entry certificate to senior management) (6), Leading change by championing (4), DHA supervisory (97), Introduction to policy formulation and implementation (1), Policy and PILIR (1), Introduction to mentoring for public service managers workshop (24)</p> <p>The total number trained: 350</p>
<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>DHA contact centre solution implemented as per project plan</p>	<p>Latest windows operating system deployed in the centre. Licenses for the upgrade of the case management system to the latest version procured. IS, HACC and service provider are in the process of upgrading licences</p>

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Information</b>		
<p>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</p> <p>Information about the services the department provides is distributed through pamphlets and not adequate</p> <p>Citizens are given complete and accurate information about the services they are entitled to receive through departmental Service Charter displayed in front offices and the requirements for application of DHA</p>	<p>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</p>	<p>The SDC was revised during the period under review and approved by the minister. The current poster will be revised and displayed in all offices and posted on the departmental website</p>
<p>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</p>	<p>Citizens are given complete and accurate information about the services they are entitled to receive through departmental Service Charter displayed in front offices</p>	<p>The SDC was revised during the period under review and approved by the minister. The current poster will be revised and displayed in front offices</p>
<p>Information about the services of the department are available on the department's website</p> <p>Service Charter and the requirements for application of DHA services, including tariff per service are published on DHA</p>	<p>Information about the services of the department available on the department's website. Not everyone has access to the department's website</p>	<p>The department undertook 71 media engagements, 18 outreach engagements and four campaigns. Through these platforms, the department shared information about its services, including the new systems such as the BABS</p>
<p>website. Pamphlets for various services are provided in from offices for access to clients</p>	<p>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</p>	<p>The SDC of the department was revised and approved by the minister on 7 December 2022. The SDC Charter will be displayed in all our service delivery footprints in the next financial year</p>



Current/actual arrangements	Desired arrangements	Actual achievements
<b>Openness and Transparency</b>		
Newly appointed officials are issued with name tags	Wearing of name tags by all officials and displaying of name plates at counter level	All officials are issued with name tags upon request and are expected to wear them especially when they are engaging with clients

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Redress</b>		
Local office managers contact details are displayed in all frontline office	Leadership charts in all front offices and escalation resolved	Leader charts consisting of the photo and contact details of the provincial manager, the district operations manager and the office manager displayed in all functional offices
<p>Contact Centre environment migrated to the new environment</p> <p>10 new servers procured and deployed to the new environment</p> <p>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>	Approved Three-Year Rolling plan for HACC enhancement, inclusive of redress mechanism implemented	<p>Contact centre environment was migrated to the new environment with new servers provided. The department procured licenses to upgrade the current CRM case management system from dynamics 2016 to dynamics 365. The process to procure latest applications software to upgrade other modules is under way</p> <p>Complaints management and redress framework is rolled out to 180 front offices. The project is still continuing</p>
Permitting has a dedicated enquiries unit within various directorates that deal with inquiries received from various sources. Due to capacity challenges, there is no dedicated team to deal with enquiries	Redress mechanism developed in line with the Service Charter	A dedicated team has been appointed to deal with all IMS queries
<p>Law enforcement operations/ inspections: 294 achieved with target of 220</p> <p>Overstay appeals: 1 193 finalised cases :82,7% completed in 28 days (with target of 60% within 28 days)</p>	Approved timeline of 25 working days for the resolution of a query or complaint	<p><b>Undesirable appeal investigations:</b></p> <p>Cases received = 2 407</p> <p>Finalised within 28 days = 1 594</p>

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Redress</b>		
<p>Prohibition and good cause appeals:314 finalised case- 69,2% completed within 90 days (with target of 60% within 90 days)</p> <p>Inspectorate investigations: 217 finalised cases – 42% completed within 90 days (with target of 60% within 90 days)</p>	<p>Approved timeline of 25 working days for the resolution of a query or complaint</p>	<p><b>Prohibition and good cause investigations:</b> Cases received = 529 Finalised within 28 days = 415</p>
<p>Customers can follow process of application through the VFS website and HACC</p>	<p>Customer can follow process of application through the department</p>	<p>Applicants can track their application status by contacting the Home Affairs contact centre (HACC) or use the VFS online tracking system</p>

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Value for money</b>		
1 018 718 first issue unabridged certificates were issued free of charge to customers during the review period	First issue of unabridged certificate issued free of charge	982 407 first issue unabridged certificates were issued free of charge to customers during the review period
89,75% of ID first issues were issued within 54 working days	Increase the issuance of ID First issue to citizens	94,4% of ID first issues were issued within 54 working days
89,81% of ID re-issues were issued within 47 working days	To reduce the issuance of ID Re-issue to citizens	96,7% of ID re-issues were issued within 47 working days
The checklist was not rolled out during the review period	To reduce number of errors on identity documents through quality assurance checklists rolled out to all DHA service points	Weekly error reports and letters sent to offices providing feedback for errors
Campaigns were not rolled out during the review period	Strategy for “Discontinuation of the Green Barcoded identity Document” implemented (phased approach)	The strategy for the discontinuation of the green barcoded identity documents was developed and presented to Exco for consideration and recommendation to the minister
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	Continuous improvement on quality of adjudicated files	Standard operating processes are reviewed regularly and QC is done by supervisors

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Time</b>		
47,41% of UBCs were finalised within 8 weeks. 52 880 UBCs finalised within and 58 660 above. The total finalised was 111 540	Unabridged birth registration processed and birth certificates issued within 8 weeks	49,91% of UBCs were finalised within 8 weeks during FY22-23. 80 548 UBCs finalised within 8 weeks and 80 851 above 8 weeks. The total finalised was 161 399
Unabridged birth certificates are linked to the birth registration process and are provided on demand at local offices	Unabridged birth certificates for new birth issued in 1 day	Unabridged birth certificates are linked to the birth registration process and are provided on demand at local offices
89 750% of IDs (first issues) issued within 54 working days for applications collected and processed within the RSA	First issues to be issued within 54 days	94,4% of IDs (first issues) 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	Re-issues to be issued within 47 days	96,7% of IDs (re-issue) issued within 47 working days for applications collected and processed within the RSA
2 369 172 smart ID cards issued to citizens 16 years of age and above	Smart ID card: 13 days	2 613 248 smart ID cards issued to citizens 16 years of age and above of which 1 386 008 were issued within 13 working days
85,6% (351 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)	Permanent Residence Permits issued with 8 months	38,8% (1 047 of 2 700) of permanent residence applications per year were 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)

Current/actual arrangements	Desired arrangements	Actual achievements
<b>Cost</b>		
R75 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	R75 charged for Unabridged birth certificate	R75 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
R75 was charged for unabridged certificates in respect of persons born before March of 2013	R70 charged for re-issue of unabridged birth certificate	R75 was charged for unabridged certificates in respect of persons born before March of 2013
ID first issue was issued free of charge for first time applicants R140 charged and citizens are still partially subsidised	ID first issue free of charge R140 charged and citizens are subsidised	ID first issue was issued free of charge for first time applicants R140 charged and citizens are still partially subsidised
R1 520 DHA processing fee	R1 520 DHA processing fee	R1 520 DHA processing fee
R1 350 handling fee charged for application through VFS	R1 350 handling fee charged for application through VFS	R1 550 handling fee charged for application through VFS
R500 for applications at Premium VFS Centres (optional)	R500 for applications at Premium VFS Centres (optional)	R500 for applications at Premium VFS Centres (optional)

**Table 2.2.3: Service delivery information tool**

Current/actual information tools	Desired information tools	Actual achievements
Information about the services of the department are available on the department's website	Information about the services of the department available on the department's website. Not everyone has access to the department's website	Information about the services of the department is available on the department's website and updated on a monthly basis



**Table 2.2.4: Complaints mechanism**

Current/actual complaints mechanism	Desired complaints mechanism	Actual achievements
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	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	180 assessed offices confirmed to have complaints registers and suggestions boxes. Total number of offices with suggestion boxes to be confirmed upon conclusion of the office assessments
<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</p> <p>Suggestion boxes managed by supervisors and office managers</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 100 offices identified</p> <p>Automation of front offices is still in the planning phase</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>	Automated complaints and suggestion boxes	<p>Automated complaints management system is rolled out in the contact centre</p> <p>Business case for the automation of suggestion boxes and client rating cards to be developed in 2023-24 performance year and system procured in 2024-25 financial year</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	Digitised gadgets for registration of complaints and suggestions in health facilities	The business case for the rollout of health facility project which informs the request for funding was presented to Exco and MMM and approved. Various sources of funding identified and allocated. Some of funding allocated will be reserved for the design of gadgets for registering complaints and suggestions in health facilities. Complaints and suggestions are still registered manually and are dropped in suggestion boxes placed in health facilities

## 2.3. Organisational environment

The major weakness and risk for the DHA is the inadequate human resource capacity and capability in critical specialist, management and frontline offices. The DHA is currently not functioning at its approved capacity (the total of filled posts versus the approved establishment of 18 465 officials). Most vacant positions were unfunded from 2015-16 due to the implementation of austerity measures and cutting of the CoE budget by the 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
- Rationalisation of SMS members.

Furthermore, not all staff is appropriately trained or equipped with the required leadership and management capabilities to support the strategic direction. In full support of the DHA human resource strategy, a human resources development plan was created 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 human resources development plan will improve the productivity of people in their areas of work – whether these are formal or informal settings. This human resources development plan aims to build a high-performance culture through continuous learning and development.

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. A total of 742 posts were identified and approved for filling from National Treasury of which 728 positions were filled as at 28 March 2023.

The approved business case has improved the capacitation of the DHA to 42,5% which amounts to 7 854 funded positions of the approved total establishment of 18 465 as of 1 April 2023.

Other positive developments in 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 digitisation of records and modernisation of Civic Services. In February 2023, 1 259 graduates were appointed. The second phase to recruit 4 000 started in March 2023, interviews are currently being conducted and the envisaged appointment of this cohort is around July 2023.

Furthermore, the Human Resources Management and Development branch plays a pivotal role in the DHA's contribution to the National Strategy on Gender-Based Violence and Femicide (GBVF) – 2020 to 2030. The minister approved the DHA GBVF implementation plan, which mapped the areas the department needed to cover in implementing the NSP on GBVF.

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 support other government departments in implementing 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 were 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

There were no major policy and legislative changes that affected operations of the department. However, regulations in the immigration environment were amended which led to the removal of the requirement for the radiological

report and reduction on the number of years that are required for police clearance. In the civics environment, a circular on the registration of Muslim marriages was issued in compliance with the Constitutional Court judgement in *Women's Legal Centre Trust & others v President of the Republic of South Africa & Another 2023 (1) BCLR 80 (CC)*. The department continued with its policy and legislative reforms, which led to the following achievements:

- Submission of the Green Paper on Citizenship, International migration and Refugee Protection to the Minister for approval
- Pursuant to the Cabinet approval of the White Paper on Marriages, OIM and one stop border post policies, the department drafted and submitted to Cabinet corresponding legislation. This included the Marriages, OSBP and the National Identification and Registration Bills.

### 3. ACHIEVEMENT OF INSTITUTIONAL IMPACTS AND OUTCOMES

The MTSF Progress reporting ensures policy coherence, alignment and coordination across government plans as well as alignment with budgeting processes. The performance agreements between the President and Ministers thus reflect the relevant actions, indicators and targets set out in the 2020-25 strategic plan.

DHA contributes to the framework by providing a medium-term progress report on Civic Services, Immigration Services (IMS), Institutional Planning and Support, Counter Corruption and Security Services (CC&SS), BMA, Information Services and Human Resource Management and Development. The report will enable JCPS Cluster to take any required decision in order to strengthen service delivery.

The table below is outlining progress made towards the achievement of the five-year targets.

**Table 3.1: Progress made towards the achievement of the five-year targets**

MTSF priority	Outcome	Five-year target (reviewed) – as in the 2022-23 APP	Actual achievement 2022-23
Social Cohesion and Safer Communities	Secure management of international migration resulting in South Africa’s interests being served and fulfilling international commitments	BMA operational as per BMA roadmap at 52 ports of entry, 10 land border law enforcement area segments with border guards and two community crossing points	<p>The BMA Act, 2020 was assented to by the president during 2020-21 commissioners for the BMA. This was followed by the BMA commissioners assuming duty during 2021-22 and setting immediate priorities towards the establishment of the BMA as a PFMA Schedule 3A public entity. One such priority was the acceleration of discussions with targeted departments to finalise outstanding legislative instruments for the BMA</p> <p>Significant progress was made in this regard wherein: (a) the Sars-BMA implementation protocol, inclusive of the finalised Annex, has been concluded. (b) The BMA-Sars Implementation Protocol has been wholly signed and the 10 port coordinators have been appointed. (c) However, the implementation protocols with the SAPS and Defence have not been concluded</p> <p>The section 97 proclamation pertaining to the transfer of functions from the Minister of Agriculture, Land Reform and Rural Development; Health; and the Department of Forestry, Fisheries and the Environment to the Minister of Home Affairs was signed by the president and has been gazetted</p> <p>In 2021-22, the BMA was rolled out to five segments of the land border law enforcement areas: (1) RSA and Zimbabwe, (2) eManguzi, (3) Skukuza, (4) KZN and eSwatini and (5) Mpumalanga and eSwatini. BMA was rolled out to one community crossing point, Tshidilamolomo</p>

MTSF priority	Outcome	Five-year target (reviewed) – as in the 2022-23 APP	Actual achievement 2022-23
Social Cohesion and Safer Communities	Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	BMA operational as per BMA roadmap at 52 ports of entry, 10 land border law enforcement area segments with border guards and two community crossing points	In 2022-23, the BMA was rolled out to 1 of 46. Only 1 of the 46 ports implemented functions based on a multiagency (health, environment, agriculture and immigration services) approach; and its coordination was under the BMA  BMA has rolled out 1 segment (Free State/Lesotho) of the land border law enforcement area
Social Cohesion and Safer Communities	Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Admission and departure processes for travellers secured through technological advancements	The OSBP policy was gazetted in December 2020 for public consultation allowing the public to submit written inputs by March 2021. Furthermore, the DHA convened a ministerial workshop in February 2021 with government and nongovernment stakeholders on the OSBP policy. The OSBP policy was approved by Cabinet in March 2022  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  In 2022-23, the Bill was submitted and approved by Cabinet for public consultation and was scheduled for publication in the Government Gazette in April 2023
Social Cohesion and Safer Communities	Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Admission and departure processes for travellers secured through technological advancements	eVisa was activated in 15 countries during the 2021-22 financial year  In 2022-23 financial year, the enhanced eVisa system was released into production on 17 March 2023
Social Cohesion and Safer Communities	Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	6 priority land ports of entry functional as OSBP	The redevelopment of 6 land ports of entry as OSBPs project is being pursued as a PPP. The project is aimed at improving efficiencies at ports of entry with regard to the movement of persons and goods  In 2022-23 financial year, the procurement document for the project, the RfP, was resubmitted to Treasury in November 2022 after the document was updated with additional requirements. By the end of the financial year, National Treasury had requested clarity on some elements of the RfP, which were responded to by the BMA



MTSF priority	Outcome	Five-year target (reviewed) – as in the 2022-23 APP	Actual achievement 2022-23		
Economic Transformation and Job Creation, A better Africa and World	Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	95% of critical skill visas adjudicated by 2024-25	<b>CRITICAL SKILLS VISAS</b>		
			<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>
			91,1% (2 299 of 2 523)	57,2% (2 790 of 4 876)	7,6% (330 of 4 333)
			A total of 5 419 critical skills visas were adjudicated in 4 weeks since 1 April 2020 – 31 March 2023 <b>5 419 of 11 732 (46,18%)</b>		
Social Cohesion and Safer Communities	Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Single view of asylum seekers and refugees	<p><b>2020-21:</b> The department had planned to appoint a service provider to develop an asylum seeker and refugee system; however, this was not achieved and was rolled over to 2021-22 financial year</p> <p><b>2021-22</b> The department had planned to appoint a service provider to develop an asylum seeker and refugee system; however, this was not achieved</p> <p>The following progress was achieved:</p> <ul style="list-style-type: none"> <li>• User requirements were developed and approved by DDG: IMS</li> <li>• Technical specifications were developed and approved by DDG: IS</li> <li>• The prototype was developed at QA environment</li> </ul> <p><b>2022-23:</b> Asylum seeker and refugee system developed onto live capture, aligned to functional designed specifications that were approved</p>		
Social Cohesion and Safer Communities	Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Minimum of 13 408 754 enabling documents issued	<b>8 544 533 enabling documents issued from 1 April 2020 – 31 March 2023</b>		
			<b>Births registered within 30 days</b>		
			<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>
			751 250	798 025	779 012
			A total of 2 328 287 births registered within 30 calendar days from 1 April 2020 – 31 March 2023		

MTSF priority	Outcome	Five-year target (reviewed) – as in the 2022-23 APP	Actual achievement 2022-23		
			Smart ID cards		
			2020-21	2021-22	2022-23
			1 233 754	2 369 245	2 613 248
			A total of 6 216 247 smart ID cards issued from 1 April 2020 – 31 March 2023		
Social Cohesion and Safer Communities	Secure population register to empower citizens, enable inclusivity, economic development and national security	Single view of citizens and foreigners	<p>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</p> <p><b>2022-23:</b> The department could not proceed with the preferred procurement modality due to PFMA constraints</p>		
Capable, Ethical and Developmental State	Secure population register to empower citizens, enable inclusivity, economic development and national security	DHA policies and legislation aligned to a repositioned DHA	<p>The department appointed a service provider to revise the draft Bill. The service provider, on 24 January 2023, submitted the first revised draft Bill for consideration by the department</p> <p>DHA revised the 1st draft Bill and sent the inputs to the drafters</p>		
Capable, Ethical and Developmental State	DHA positioned to contribute positively to a capable and developmental State	Operating model aligned to the repositioned DHA as outlined in the White Paper on Home Affairs	<p>The concept document, including the implementation plan for the development of the Service Delivery Model was approved by the director-general (DG) in 2020-21 financial year and subsequently by the minister during 2021-22</p> <p>Time and motion study conducted in 20 modernised offices and geographic access norms, service standards, internal capacity standards and facility standards revised. Consultation with HR for engagements on internal capacity standards was organised, however, did not take place and thus the internal capacity standards could not be finalised</p> <p><b>2022-23</b> Footprint development strategy approved by the minister on 28 March 2023</p>		

MTSF priority	Outcome	Five-year target (reviewed) – as in the 2022-23 APP	Actual achievement 2022-23
Capable, Ethical and Developmental State	DHA positioned to contribute positively to a capable and developmental State	None	<p>DHA access model implemented through revised footprint optimisation plan / user asset management plan (U-AMP) submitted to DPWI for submission to National Treasury in 2021-22</p> <p>Training on the compilation of the U-AMP conducted and provincial U-AMPs compiled. Provincial U-AMPs consolidated and draft U-AMP compiled. The Draft U-AMP for 2023-24 financial year submitted to National Treasury</p> <p>The final U-AMP for 2023-24 financial year compiled and submitted to national and DPWI for infrastructure budget determination and allocation</p> <p><b>2022-23:</b> Strategic accommodation requirements for 2025-26 FY approved by the DG on 9 March 2023</p>
Capable, Ethical and Developmental State	DHA positioned to contribute positively to a capable and developmental State	None	Strategic accommodation requirements for 2025-26 FY submitted to DPWI on 16 March 2023 in order to conduct a feasibility assessment for the 2025-26 U-AMP
Capable, Ethical and Developmental State	DHA positioned to contribute positively to a capable and developmental State	None	<p>DHA communication strategy and Action plan implemented through engagements; Izimbizo and campaigns</p> <p>2022-23 is as follows:</p> <p>The department conducted:</p> <ul style="list-style-type: none"> <li>• 71 media engagements conducted in 2022-23 reporting: 42 media statements, 28 advisories and 1 speech were distributed to external and internal stakeholders in order to publicise DHA programmes and activities</li> <li>• 18 outreach engagements</li> <li>• 4 campaigns</li> </ul>

Capable, Ethical and Developmental State	DHA positioned to contribute positively to a capable and developmental State	None	<b>Fraud &amp; corruption cases</b>		
			<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>
			68,3% (129 of 189)	62% (143 of 232)	76,7%(158 of 206)
			There were 429 Fraud and Corruption Cases from 1 April 2020 to 31 March 2023. Total of 429 of 626 (68,5%)		
			<b>Threats and risk assessments</b>		
			<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>
			31	42	89
			162 threat and risk assessments (TRAs) conducted from 1 April 2020 to 31 March 2023		
			<b>Vetting files</b>		
			<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>
533	369	765			
1 667 Vetting Files were submitted to SSA during the period 1 April 2020 to 31 March 2023					

## 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 ABIS and the NIS.

#### Purpose

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

#### Sub-programmes

- **Ministry**
  - Minister – To oversee the operations of the department to deliver services to the public according to the Constitution of South Africa
  - Deputy minister – To provide support to the minister on the operations of the DHA to deliver services to the public according to the Constitution of South Africa
- **Management support services**
  - Director-general – To provide strategic direction to the DHA
  - Institutional planning and support – To provide strategic direction and leadership on strategic planning processes, governance and DHA operations

- **Corporate services**
  - Counter corruption and security services – To prevent and combat corruption in order to protect and promote the integrity and security of the department
  - Human resources support – To provide strategic direction on Human Resources Management and Development operations to meet the strategic objectives of the department
  - Financial services – To provide strategic leadership in the provision of integrated financial management systems to the department
- **Transversal information technology management** – To provide strategic direction on information services operations to meet the strategic objectives of the department
- **Office accommodation** – To manage all departmental properties and facilities.

#### 4.1.1. Management support services

##### Office of the Director-General

Main purpose: The Office of the Director-General renders support to the director-general, the departmental executive and governance to meetings of the Ministerial Management Meeting (MMM) and the Executive Committee (Exco). It also provides support to director-general in his engagement with executive structures of government as well as external stakeholder engagements.



There are business functions that have also been re-assigned within the organisational structure and now report directly to the Office of the Director-General through the Chief Director in the Office of the Director-General, namely, Communications, ii) Internal Audit and iii) Legal Services. While each of these functions retain their mandate, the re-assignment of the organisational structure to report to the Office of the Director-General was implemented to align to recommendations from the external Audit Committee to ensure independence of audit oversight, neutrality of media and communications engagements and integrity of the legal functions performed and prioritised in the interests of the department.

Work of Ministerial or Departmental Committees also get coordinated within this office and in the reporting period coordination between the director-general and chairpersons of the appointed committees found its nodal point within the Director: Administrative Support. These Committees included a ministerial committee on the review of permitting for the period 2004 – 2020, a Ministerial Review Committee on the GPW, a Departmental Advisory Committee on Review of Applications under the Zimbabwe Special Dispensation, and the appointment of a multidisciplinary committee to advance investigations where a disciplinary process concluded, with the intent of furthering efforts by the department to effect recovery from the individuals concerned, or even advance the process of criminal prosecution.

The Office of the Director-General also has assigned performance targets, particularly the four annual performance targets that address legislative provisioning in support of policy development and underpinning the development of policy provisioning. The four 2022-23 APP targets are as follows:

- **Marriage Bill:** The Marriage Bill was submitted to Cabinet in February 2023 for approval to publish the Bill in the Government Gazette for public comments. Cabinet did not approve the Bill for publication and referred same back to the department for further consultation. The requisite consultation has now been finalised and the Bill will be resubmitted to the Cabinet Committee on Justice, Crime Prevention and Security. Thereafter, the Bill will be submitted to Cabinet to approve the publishing of the Bill in the Government Gazette for public comments.

- **The National Identification and Registration Bill:** The Bill was approved by Cabinet for public comments. The Bill will be gazetted for public comments with the closing date of 30 June 2023.
- **One Stop Border Post Bill:** The Bill was approved by Cabinet for public comments. The Bill will be gazetted for public comments with the closing date of 30 June 2023.
- **The Home Affairs Framework Bill:** The department has received a revised Bill from the service provider. The Bill will be presented to Exco, MMM before being submitted to the minister for approval. Once approval is obtained, the Bill will be submitted to Cabinet for approval to publish the Bill in the Government Gazette for public comments.

## Institutional planning and support

### Policy and strategic management

During the year under review, the chief directorate oversaw the implementation of the following strategic projects:

#### *Establishment of repositioning programme management office (PMO)*

The repositioning programme is planned according to the following implementation horizons:

- Three-year horizon (April 2019 – March 2022): The focus is on putting in place key elements of the new DHA model and continuation of the modernisation programme
- Five-year horizon (by March 2024): All core elements of the new model are fully functional, including basic administrative and core business systems, and required security standards are maintained. The Population Register is generating substantial revenue through large-scale verification of identity.
- Ten-year horizon (by March 2029): The envisioned end-state is achieved with the legacy model fully replaced, world-class standards maintained and funding assured.

Since its establishment, the PMO has been working closely with the project managers in the department to assist in the project conceptualisation, planning and implementation of the projects in the following priority areas:

- Policy and legal framework
- Service delivery, operating and organisational models
- Modernisation programme
- Capable and developmental department
- Revenue generation
- Service delivery channels and purpose-built infrastructure

### **Implementation of the Protection of Personal Information Act (Popia)**

Since the Popia came into effect on 1 July 2021, public and private organisations in South Africa have been implementing measures that will enable them to comply with the new privacy legislation. The DHA has since started with the introduction of measures that will enable the department to comply with the Popia. Key measures that have been introduced include the following:

- Establishment of the Popia compliance project led by DDG: Institutional Planning & Support
- Appointment of all DDGs and provincial managers as deputy information officers
- Issuing of a Popia circular which outlines key measures that have been implemented by the Department in order to comply with the 8 Popia Conditions for processing personal information
- Awareness sessions were undertaken with officials from head office, provincial offices and ports of entry on the Popia and its implications
- The privacy policy and the Popia Compliance Policy Framework were developed and approved.

### **Digitisation of Civic Services records**

The chief directorate, through the PMO, continued to provide project management support to the digitisation project. The following key milestones were achieved:

- Appointment, training and deployment of 1 270 graduates to provinces by 22 March 2023;
- Appointment of the service provider, Phetogo, to manage the implementation of the digitisation project;
- Advertising of 4 000 positions for the 2nd cohort of graduates
- Delivery of four bulk digitisation scanners and installation of one machine at BVR
- Configuration of physical and virtual servers for digitisation; and
- Delivery of digitisation software and licenses.

### **Policy development**

The Policy Development directorate is responsible for developing public policies for the DHA and providing support to core business in developing and reviewing DHA policies in line with the DHA mandate.

#### **a) Green Paper on citizenship, international migration and refugee protection**

In South Africa, the policy and legislative areas on citizenship, civil registration, international migration and refugee protection are interconnected. The primary factor in the interconnection is that the four areas deal with policy and legislative issues that cover all categories of persons that are within the borders of the Republic of South Africa. At any given time, persons within the geographic jurisdiction of the South African State include citizens and permanent residents, temporary business and tourism visitors, legal labour migrants, illegal migrants and undocumented individuals as well as persons who are within the borders of the country seeking protection from persecution for various reasons. All these categories of people are identified through South African

policies and legislation on citizenship, civil registration, international migration, asylum seekers and refugees.

The Green Paper on Citizenship, International Migration and Refugee Protection seeks to bring together in a common approach and from a single point of reference issues on citizenship, international migration and refugee protection. The initial 2022-23 annual target was to submit the draft White Paper on the Management of Citizenship, International Migration and Refugee Protection to Cabinet for approval. This target was amended to enable the department to undertake further consultations on the Green Paper. The target was then revised as follows: submission of the Green Paper to the minister for approval. This target was achieved, which will enable the submission of the White Paper to Cabinet for approval in the 2023-24 financial year.

The Green Paper was revised based on all the revised chapters; the policy provisions were presented, discussed and finalised at an extended Executive Committee meeting. It was subsequently submitted and presented to the minister for further consideration.

#### **b) One stop border post policy (OSBP)**

An OSBP policy was approved by Cabinet in March 2022 for implementation by the department. The purpose of the OSBP policy is to establish OSBPs that enable seamless facilitation of safe and efficient passage of people, conveyances and goods across South African land PoEs without compromising the sovereignty, development, national security or international obligations of SA. There are three possible OSBP models which SA and neighbouring countries could implement and are as follows:

- Juxtaposed OSBP: Officials of both countries are based in a Common Extra-Territorial Control Zone in the 'country of entry'. Officials of the country being departed clear for exit, while their colleagues from the country to be entered clear for entry.
- Straddled OSBP: The border post is built on the borderline with a Common Control Zone where people and goods stop once to be

cleared by officials of both countries.

- Single Country OSBP: One country relocates its entire clearing process to a Common Extra-Territorial Control Zone in the other country.

The juxtaposed OSBP is the preferred model for South Africa for the following reasons:

- This model is likely to make best use of existing facilities and it creates fewer problems related to sovereignty.
- The juxtaposed model is also the most flexible and can incorporate elements of the other two models.
- Most importantly, it is generally the preferred model in Africa and by most of SA's neighbouring countries.

While the juxtaposed model is preferred, SA will keep other options open. Geo-political or funding factors, for example, may lead to another model being chosen or aspects of other models being incorporated in the design of the OSBP.

The 2022-23 annual target was for the approval of the OSBP policy implementation plan approved by deputy director-general: Institutional Planning and Support. Thus, the implementation plan was finalised and approved in March 2023 as a strategy for implementing the approved OSBP policy framework that will guide the development of a new legislation to regulate the establishment and management of OSBPs in SA.

#### **c) White Paper on Marriages in South Africa**

The White Paper on Marriages in South Africa was approved by Cabinet in March 2022 for implementation by the department. Cabinet approved this White Paper as a policy framework that should guide the development of a new single legislation that will regulate all marriages in SA. The White Paper on Marriages in South Africa lays a policy foundation that will enable all persons who live in South Africa to conclude legally protected marriages in accordance with the principles of equality, non-

discrimination and human dignity as enshrined in the Constitution of the Republic of South Africa. The policy covers the following thematic areas:

- Monogamous marriages (marriage between two persons)
- Polygamous marriages (polygamy – marriage of one man to two or more women)
- Recognition of principal wives in royal marriages
- Solemnisation and registration of marriages
- Consent to a marriage
- Child marriages
- Registration of all marriages
- Different marriage regimes
- Fraudulent marriages and marriages of convenience
- Marriage legal framework

The 2022-23 annual target was for the approval of the White Paper on Marriages in South Africa implementation plan approved by deputy director-general: Institutional Planning and Support. Thus, the implementation plan was finalised and approved in March 2023.

#### **d) Official identity management policy**

The OIM policy was approved by Cabinet in March 2022 for implementation by the department. The policy lays a strong foundation for a secure and inclusive identity management system that will safeguard the personal information of citizens and noncitizens who live in SA. The policy introduces the following reforms:

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.

- Amendment of the Identification Act 68 of 1997 and Alteration of Sex Description and Sex Status Act 49 of 2003 in line with the Constitution of the Republic of South Africa, 1996 and the Protection of Personal Information (POPI) Act 4 of 2013.
- Integration of the DHA information management systems to a NIS. The NIS will enable a single view of a person and interface with other government and private sector identity management systems to enable e-government and e-commerce.
- Further modernisation and integration of systems mean the DHA must introduce the ABIS which will enable capturing of more biometrics.

The 2022-23 annual target was for the approval of the OIM policy implementation plan approved by deputy director-general: Institutional Planning and Support. Thus, the implementation plan was finalised and approved in March 2023.

#### **e) DHA policy booklet distributed to nine DHA branches and nine provinces (PMS)**

The communication of audit findings issued for the 2020-21 financial year by the AGSA to the DHA encompassed audit findings which pertained to the inadequate review of policies within the department. It indicated that majority of the DHA policies were outdated and not serving their intended purposes. This made it imperative to have internal processes that would ensure that all policies were updated and submitted to a single portal, thus the policy audit initiative was established. Policy audit was an initiative/programme under the Policy Development unit which strives to have all DHA policies updated and accessible and in one place. The annual target was to develop a DHA policy booklet and have it distributed to nine DHA branches and nine provinces. Thus, the DHA policies booklet was developed and distributed to all branches and nine provinces in an electronic format.

#### **f) Foreign mission deployment policy approved by DG**

The DHA is mandated to provide civic and immigration services in countries where the South African foreign missions are represented.



DHA officials are recruited and placed at foreign missions where Department of International Relations and Cooperation (Dirco) is the lead department. DHA developed a foreign missions deployment policy to guide the recruitment and placement of officials in foreign missions in 2014. According to the Departmental Policy Development Framework, policies must be reviewed at least every five years. The 2014 foreign missions deployment policy was due for review more than three years ago and as a result, the policy was due for review. During the 2022-23 financial year, department had target of submitting the foreign missions deployment policy for approval by the director-general. The policy was approved by the director-general in March 2023.

### Strategic planning

The directorate Strategic Planning is responsible to ensure that the management of the strategic planning function is aligned to the priorities and strategies of government as well as to the ongoing transformation of the department. The APP for 2023-24 was developed during the 2022-23 financial year and tabled in Parliament on 13 March 2023.

The strategic planning process for the 2023-24 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 NDP, the revised MTSF for 2019 to 2024, the Economic Reconstruction and Recovery Plan of Government, commitments relevant to the DHA in the State of the Nation Address, ministerial and other departmental priorities.

The directorate coordinated and facilitated an extensive strategic planning programme in the 2022-23 financial year culminating in the tabling of the APP for 2023-24. The planning programme included an Exco Retreat, two departmental planning workshops, as well as eight head office branch planning sessions. Approval of the draft and final plans was obtained from the DHA Executive Committee and Executive Authority.

### 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 2021-22 was tabled in Parliament as per prescripts in September 2022. The annual report was subsequently presented to the Portfolio Committee.
- The four DHA performance reports for the 2022-23 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 MTSF 2019-24. 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 1st quarter of the 2022-23 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 were achieved as a result of this intervention. Going forward, this intervention will be instituted earlier in the financial year to improve organisational performance.
- In the 2022-23 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. Monitoring & Reporting Guidelines as well as Monitoring & Evaluation Framework were reviewed and approved by the director-general. The aim was to strengthen the monthly performance reporting system in order to yield the desired results of tracking and improving performance across the department.



## 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. The following activities were undertaken:

- 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. This study was a continuation of the process that started in the 2021-22 financial year. The findings of the study show that the customer satisfaction score for each service channels were generally high with scores above 70%. The DHA was generally praised for effectiveness. The findings show a general improvement in queue management, with an increase of the scores across the different customer interaction points. On the contrary, the department was criticised for lack of efficiency. The lack of efficiency/slow service (customers), inappropriate staff conduct and lack of customer engagement (customers), were cited as some of the main challenges experienced by citizens when accessing DHA services. These were attributed to lack of proper queue management (customers), outdated inefficient systems (officials), lack of infrastructure (customers) in tandem with internal work environment, understaffing (officials/customers), lack of skills development (officials), lack of resources (officials), lack of a clear communication on interventions aimed at service delivery. Corruption was also one of the major issues highlighted by participants.
- The exploratory research on the collection and storage and utilisation of DNA biometrics as part of identity management. The study was aimed at exploring the possibility of the DHA collecting, storing and utilising DNA biometrics as part of identity management. Generally, the study revealed a number of factors and that the DHA needs to consider if it were to collect, store and use the DNA as biometric for identity management. The research emphasises consideration of legal, policy, privacy, ethical, human rights, operational and financial issues. It further highlighted the advantages, disadvantages, successes, challenges, strengths and

weaknesses of using the DNA biometrics from a global perspective.

- Exploratory research titled “Digital identity: Implications for the DHA” aimed at analysing the implications of digital identity within DHA by mapping the feasibility of digital identity implementation and ascertaining the level of appetite for digitalisation by staff in the department. The study highlighted to the department, the operational, technical, economic, legal and cultural feasibility of digital identity implementation.
- The 2023-26 departmental research agenda was developed and approved by Exco to support the activities geared towards the implementation of key programs and projects such as the repositioning, modernisation programmes etc. within the department. The research agenda has been developed to contribute to the overall objectives, strategic mandate of DHA; promote evidence-based implementation of departmental programmes and projects and specify research areas that can enable an evidence-base knowledge that can be used to inform the DHA strategy.
- Establishment of collaborative partnerships with research organisations and institutions of higher learning etc.:
  - The memorandum of understanding was signed between the CSIR and the DHA in February by the DHA’s director-general and the CSIR’s chief executive officer. The MoU is aimed at creating and sharing knowledge; growing research expertise within the department; and improving information technology services, innovation capacity, with the goal of informing policy and decision-making processes for sustainable development.
- 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 31 research requests were received. Of these, 14 were approved, 13 rejected and 4 are pending due to, among others, the documentation required not being available such as the research proposal and an approved ethics clearance from the relevant institution of higher learning.

## Intergovernmental relations

### **International engagements**

The chief directorate facilitated bilateral interactions for the department with the following countries:

Australia, Austria, Botswana and Burundi, China, Cuba, DRC, Egypt, France, Germany, India, Ireland, Japan, Kenya, Korea, Lesotho, Lithuania, Mauritius, Netherlands, Namibia, Nigeria, Philippines, Romania, Seychelles, Somalia, Tanzania, Uganda, United Kingdom, USA and Zimbabwe.

The engagements with these countries focused on legal and illegal migration, border management, asylum seeker and refugee management, human smuggling and trafficking, consular issues, visa agreements, returns agreements and cooperation memorandums of understanding.

The chief directorate assisted interactions with the following multilateral institutions on matters relevant to the department's mandate: African Union, International Civil Aviation Organization, Common Market for East and Southern Africa, East African Community, ID4AFRICA, International Organization for Migration, Southern African Development Community and United Nations.

Among the key achievements were visa waiver for ordinary passport holders from Kenya. Visa Waiver for officials and diplomatic passport for Lithuania and Sierra Leone.

### **Integrated governance – clusters:**

The Departments involvement in Director Clusters mainly the JCPS and ICTS Clusters

#### **a) Tourism, Trade, Investment and Security (TTIS) Committee.**

Attended regular meetings of the TTIS Committee. The purpose of this committee is to coordinate and monitor key strategies of government within economic diplomacy and compile a progress report to the Directors-General cluster and the Ministerial Cluster of the ICTS. The

TTIS advise on matters pertaining to country's image/ brand and its implications in promoting the South African Economy and coordinate and secure mutually supporting actions related to the promotion of international investment.

#### **b) Natjoints – national joint operation and intelligence structure of the JCPS**

The IG Team ensure different departmental units, namely Immigration Services and IG regularly attend and participate in Natjoints meetings and activities. The department attended weekly meetings of the Natjoints Committee on energy. In view of the ongoing energy crisis, the Natjoints has established an Operational Priority Committee to address the disruption of operations, threats to national key points, strategic installations, critical infrastructure, incidents and emergencies involving the national power system.

The mandate of the committee is to enhance coordination on matters to address operational security relating to energy. The committee does undertake measures to ensure the efficient management, coordination, cooperation, implementation and monitoring of initiatives to ensure consistency in the securing national power grid.

## Channel management

The chief directorate: Channel Management is charged with the responsibility to develop and facilitate a strategic channel management that will ensure optimal placement and utilisation of Home Affairs services through the development, management and coordination of the department's footprint strategy, hospital services, strategy for mobile offices and customer services centre. Channel management was introduced as part of the department's turnaround strategy to develop an overall footprint strategy, drive and manage the use of nontraditional channels in an effort to ensure that the total population of our country has access to equitable and quality services.

## Footprint development and hospitals

The directorate: Footprint development and hospitals is responsible for the development, management and coordination of the footprint strategy and hospital services. Furthermore, the directorate is charged with the development of the department's access strategy for the provision of equitable services and in charge for the design and conceptualisation of distribution channels for acquisition of fit-for-purpose infrastructure and innovative channels to support the department's service delivery objectives. During the 2021-22 financial year, the directorate revised the service delivery model and developed the hybrid access model, which were approved by the minister. During 2022-23 financial year, the directorate facilitated the process for implementation of these service delivery strategies through the following APP and AOP targets:

### a) *Service delivery model (SDM) of the Department of Home Affairs*

The SDM of the DHA was approved by the minister during the 2021-22 financial year and the directorate concentrated on the initial stages of its implementation during 2022-23 financial year. In 2022-23 financial year, the directorate embarked on the development of implementation strategies relevant for the implementation of the SDM for approval by the minister. The 2022-23 financial year performance is as follows:

- Revised service delivery access norms and standards in line with the SDM approved by the minister
- Revised footprint for the department in support of the SDM approved by the minister
- Revised model office designs in support of the SDM approved by the minister
- Revised SDC in support of the SDM approved by the minister
- Footprint development strategy approved by the minister.

The footprint development strategy is a comprehensive implementation strategy that outlined various measures that the department will take to improve the overall accessibility of its services. The overall aim of

the footprint development strategy is to achieve a more equitable provisioning and distribution of service delivery facilities.

### b) *Strategic accommodation requirements*

The Footprint Development and Hospitals directorate compile strategic accommodation requirements documents every year for submission to DPWI. A comprehensive strategic accommodation requirement for 2025-26 financial year, was approved by the director-general and was submitted to DPWI by end of March 2023. The strategic accommodation requirements involved alignment of service delivery objectives with office accommodation. Thus, the compilation took into consideration the following documents which set the levels of service and norms and standards for the department:

- DHA hybrid access model
- Service delivery model
- Model office designs
- Service delivery access norms, service standards, internal capacity standards and facility standards
- Revised footprint

The strategic accommodation requirements for the 2025-26 financial year were compiled following the approval of the department's footprint and model office designs by the minister during the 2nd quarter of the financial year. The strategic accommodation requirement is the document that describes office accommodation needs that will allow the department to successfully implement the DHA hybrid access and the acquisition of fit-for-purpose infrastructure through the revised model office. The strategic accommodation requirements will allow DPWI to conduct feasibility studies to determine budget requirements for capital budget and the procurement option for DHA office accommodation.

The DPWI as the custodian of accommodation will conduct feasibility studies and option analysis during 2023-24 financial year to allow for the department to request infrastructure funding from National Treasury. The

department can only apply for infrastructure funding once the feasibility study and option analysis has been conducted which will inform the budget to be requested and the basis under which the infrastructure funding is requested. Upon receipt of feasibility study and option analysis, the department will apply to National Treasury for capital budget based on the budgetary requirements determined during the feasibility study during the 2025-26 financial year. DPWI will also provide a procurement methodology for the department for the procurement of new, alternative and additional office accommodation. The viable procurement option for the department would be construction of its own offices.

**c) 2021-22 – 2023-24 Service delivery improvement plan (SDIP)**

The SDIP is a document that has a detailed situational analysis used to identify problematic services which require improvement, with a problem statement and activities that will be executed to ensure service delivery improvement takes place over a given timeframe, which is 3 years (MTEF aligned) in this instance. This uses the process mapping, unit costing, identification of inefficiencies in the value chain and use of Batho Pele principles in improving problematic services with the ultimate goal to provide a mechanism for continuous and incremental improvement in service delivery. The SDIP of the department flows from the strategic planning process and the department strives to align the SDIP to the department's vision. The SDIP of the department for 2021-22 to 2023-24 cycle consists of seven key services identified for continuous and incremental improvement as outlined below:

- Civic Services
- Birth registration
- Identity document
- Marriage registration
- Personal amendments
- Immigration Services
- Permanent residence permit

- Temporary residence visa
- Appeals

During the period under review, the directorate compiled and provided four SDIP quarterly reports, including Quarter 4 SDIP quarterly progress report for 2021-22 financial year, 2021 22 SDIP Annual report and Q1 to Q3 quarterly reports for 2022-23 financial year. The SDIP quarterly reports provided the progress made on the improvement of services identified for continuous improvement and emphasised setting of targets for problematic services that could not be measured during the financial year. The directorate will compile the 2022-23 SDIP Annual progress based on audited performance information during Q1 of 2023-24 financial year for submission to DPSA once approved by the DG.

**d) The rollout of online birth registration system in health facilities**

The department embarked on a large-scale project to rollout online birth registration system in health facilities following the minister's commitment to early birth registration. The aim of the project is to rollout the online birth registration system in all 1 445 public health facilities with maternity wards to allow for the registration of birth and issuance of birth certificate on the spot to reach all births delivered in public health facilities. During the period under review, the directorate embarked on an intensive drive to secure funding for the delivery of the project and has developed a business case which defined and assessed the feasibility of the initiative for the rollout of online birth registration system in health facilities.

The business case outlined the purpose and goals of the health facility connectivity project, the potential risks and challenges relating to inadequate funding as well as expected outcomes, implications and intended benefits. The business case was to allow management to evaluate the merits of the project so as to decide whether to invest resources into making it a reality. The business case for the rollout of online birth registration system in health facilities further provided a framework for managing and measuring the success of the project, outlined how the project will be executed, the cost drivers of the project and how funding should be allocated per cost driver. The business case



was presented to Exco and MMM for prioritisation of priority 1 – 3 health facilities and was supported with the understanding that funding must be sourced through various funding sources including self-financing.

## e) **Virtual Interactive Self-service machine (KIOSK)**

During the 2022-23 financial year, the directorate embarked on an intensive drive to procure services of the service provider for the design and development of the virtual interactive self-service machine (KIOSK) for the application and processing of smart ID cards and passports and for the reprint of birth, marriage and death certificates. The request to go out on a tender was approved by the BAC and the specifications for the KIOSK were compiled and the tender was eventually advertised. The bids were received and evaluated, and the recommended service provider for the design and development of the KIOSKS was approved by the BAC and the preferred service provider was appointed on 28 November 2022.

The internal consultative workshops were conducted to discuss the user interface and system integration architecture and requirements. Office assessment visits were arranged with the service provider to ensure understanding of the department's service offerings and business processes. The business user requirements were compiled following the fact-finding exercise and based on the information gathered during these engagements and as approved by the affected branches.

The sample prototype design of the enclosure of the prototype was developed and still is under discussion for further changes prior to approval of the prototype. 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. This is because the department has not managed to modernise all of its offices for the provision of smart ID cards and passport due office space constraints, and this has created an unfair and unequal provision and access to these services, thus violating the rights of citizens to DHA's services.

The department has to date modernised only 200 front offices since the 2023-14 financial year and that has created an uneven distribution of resources in which communities in geographical areas without a modernised office are left with no option but to flock to modernised offices in demand of the smart ID cards and passports, resulting in long queues and compromised service delivery. Furthermore, given the minimum capacity requirements of offices for the installation of live capture system, most of the offices do not have the required capacity to accommodate the system. This resulted in overcrowding in all modernised office and front office are unable to deal with the pressure due to lack of capacity to deal with the queues.

Expanding our footprint over the years, including by using the e-channel (the mobile solution) and partnering with other stakeholders to obtain additional office space has yielded minimal results for improving service delivery and addressing the gaps that still exists in providing services. Most of the modernised offices are in urban areas, leaving rural communities vulnerable and having to travel long distances to access smart ID cards. Thus, the smart ID card system co-exists with the green ID book system. This dual identity system poses a security risk to the country in that the existing green ID book is famously easy to forge, thus the department is still carrying this risk and compromising the accuracy and integrity of the NPR. In view of the risk posed by the dual system in the issuance of identity documents, there is a need to reduce the time it will take the country to have the green barcoded ID replaced and phased out completely from the system. These constraints called for a different approach for the department to look at multiple channels in which to roll out live capture with the view to replace the green barcoded identity books and eventually phasing it out at the same time providing equal access to smart ID cards and passports to citizens. There is a need for accelerated roll out so that the department can replace the green barcoded identity book in the shortest space of time and as soon as virtual interactive self-service machines (KIOSK) are rolled out to non-modernised offices, the replacement of green ID books will be much quicker and convenient.



The directorate is on course with this drive for the design and development of the virtual interactive self-service machine (KIOSK) for the application of smart ID cards and passports and for the reprints of birth, marriage and death certificates. The directorate and the service provider delivered a KIOSK with the built in components compatible with DHA systems and in line with DHA service specifications and the machine is on site awaiting system integration and testing. Furthermore, the service provider in collaboration with the directorate designed the user interface application which allows for interaction and communication with the clients during the service request and application.

### Home Affairs contact centre

The directorate: HACC is responsible to solve complaints and develop strategies for service breakdowns in line with the DPSA citizens' complaints management framework. It is also tasked with the development of guidelines for the uniform management of complaints and compliments in the department (both at head office and provincial levels) as informed by Chapter 10 of the Constitution, 1996. The main task of the directorate is to ensure that the core principles of complaints handling mechanisms are followed by all officials.

The directorate is responsible to ensure that government wide forum presence for DHA is assured and compliance to service delivery requirements are met and client's satisfaction is improved on an ongoing basis. To ensure the above happens, the directorate act as nodal point for engagements with Chapter 9 institutions and coordinators for both the DPSA and DPME programmes. The directorate serves as a strategic nerve centre of clients' service monitoring and to ensure that the department has its finger on the pulse of the needs of the clients in a proactive rather than reactive mode. To this end, the directorate has a contact centre with both voice and email channels for receiving, recording, resolving and escalation of complex cases for further investigations and resolution by expert teams. The unit has a second level support team mainly tasked with investigations, resolution of long outstanding and complex cases and finalisation of birth, marriage and death certificates applications.

The HACC advises executive management on service delivery needs, including but not limited to service products, trends and root cause analysis findings for problems and challenges faced by members of the public. It serves to enhance accountability and improvement in service delivery.

### 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 2022-23, the Communication Services chief directorate supported the department's strategic objectives and interventions through media relations, content management, corporate communication services, and public awareness initiatives. The chief directorate was able to meet its key targets during the reporting period.

Minister of Home Affairs Dr Aaron Motsoaledi and Deputy Minister of Home Affairs 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 2022-23, in and among others were as follows: the debate on the termination of the Zimbabwean Exemption permit, presentation of the departmental virtual Budget Vote by the minister and deputy minister on 24 May 2022, the employment of 10 000 youth skilled with IT for the digitisation of over 350 million paper records, the battle against corruption in the department, unveiling of BMA Border Guards and welcoming of 200 Border Guard recruits on 14 July 2022, the strategic stakeholder engagement on the revised Critical Skills List and the debate on the Electoral Amendment Bill were all widely communicated through a variety of platforms. Other key highlights included the #TravelReady campaign which incorporated the new tariffs for passports and travel documents and safety measures for collection.

Media coverage was also provided to the minister's oversight of the implementation of the 2022-23 Border Law Enforcement festive season plans and the extension of blanket concession to 31 December 2023 for long-term visas or waiver applicants who are awaiting outcomes of their applications.

Communication support was also extended to DHA programmes and events – the main highlights are as follows: The deputy minister's visit to KwaZulu-Natal after the floods to facilitate re-issue of documents to people affected and to prioritise death registration in offices due to flood-induced network problems. Communication staff undertook branch appointment booking system (BABS) activations to promote the system aimed at delivering better, faster and more efficient services to citizens during May/June 2022. Public outreach programmes in and among others included deputy minister's engagement with community members during the opening of the Paul Pietersburg office in Mondlo on 6 July 2022 and minister's opening of the Menlyn Mall Home Affairs office on 6 March 2023, which signalled the rollout of offices at malls nationwide. The minister also opened a fit-for-purpose office in Lusikisiki on 31 March 2023.

Innovative internal communication platforms were used to keep officials informed of key developments in the department. Internal Communication continued to enhance the effectiveness and impact of communication platforms through SMS and in-house publications namely Home Affairs Now, Home Affairs Today (by ministry), Notes from the DG's Desk and Ikhaya (Internal Newsletter).

#### 4.1.2. Corporate Services

### Counter Corruption and Security Services

The department reaffirmed its commitment to eradicate corruption by appointing two senior managers in the positions of chief director: Prevention and Analysis and director: Investigations. These seasoned operatives will enhance the department's capacity to detect, prevent and effectively deal with fraud and corruption as perpetrated in the department's systems and operation. The deputy director-general: CC&SS has also been appointed

to both chair and champion the departmental Ethics Committee, which is responsible to, among others, provide oversight on ethics management within the department, and for strategic direction of the department's long-term ethic initiatives.

The branch continued to perform well on all its APP targets. The directorate: Vetting played a significant role in two critical projects of the department, ensuring that all BMA and candidates for foreign missions' deployment completed the vetting applications timeously and submitted to SSA for finalisation. The directorate was also actively involved in the pre-screening of the digitisation project candidates. The capacitation of the branch has yielded good results, with an overachievement in three (3) of its APP targets.

### Human resources support

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

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 and continues to provide the core business units with critical service offerings such as facilities management, budgets, expenditure, financial accounting, payroll and SCM in order to meet their service delivery plans. It operates in a strictly regulated environment where the PFMA and the regulations issued in terms of this Act predominate.

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.

To improve the audit outcome, an audit action plan was developed and subjected to an internal audit validation process to ensure the audit action plan addresses all the AGSA findings. This plan is monitored at the internal Back-to-Basic meetings, the Audit Committee and Exco meetings.

**Targets the branch was responsible for**

No	Target	Achieved
1.	Annual financial statements submitted for auditing	Yes
2.	100% of valid invoices paid within 30 days of date of receipt of invoice	No
3.	100% reduction in current year fruitless & wasteful expenditure	No
4.	75% reduction in current year irregular expenditure	Yes
5.	4 quarterly reports to National Treasury on progress made against the procurement plan	Yes

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 98,95% of invoices within 30 days of receipt of invoice. To put this performance into perspective, the number of invoices not paid within 30 days from date of receipt in 2022-23 was 131 as compared to 161 in 2021-22. The department will continue to strive to pay all valid invoices within 30 days of receipt.

**Property, expenditure and financial accounting**

During the 2022-23 financial year, the department submitted its quarterly interim financial statements on time to the National Treasury and AGSA as per legislated PFMA timelines. In order to improve internal controls, the Financial Accounting directorate implemented the Internal Control Guideline document, which has documented internal controls and a checklist that the end-users that submit financial information for the financial statements can use as an “added value” document to ensure the completeness and accuracy of their inputs. Training workshops were also facilitated by a service provider

**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. 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:

on the application of the Modified Cash Standards, and the training for this current financial year was targeted at junior officials within the Finance and SCM branch from the head office branches to the provinces; in the previous financial year the training was targeted at senior managers.

The department has an active LCC at head office, which has also been replicated in all nine provinces during this financial year. The committee adjudicated a lot of cases in an attempt to clear the backlog of cases. Between quarter 2 and quarter 4, the HQ Committee held four meetings wherein 20 cases were finalised for irregular expenditure; two meetings wherein 65 cases were finalised for fruitless & wasteful expenditure; seven meetings wherein 254 cases were finalised for damaged vehicles; and one meeting wherein 12 cases were finalised for asset losses. The committee also reviewed its management of losses and damages policy and SOP therein during this current financial year, for which the policy was approved by the Departmental Management Committee. The last revision of this policy was in 2017.

Expenditure management directorate 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 were paid. The directorate ensured 100% compliance with regard to the submission of in-year monitoring reports on payment of invoices to the National Treasury on or before the 7th of each month. In addition, the S&T policy was updated.

## Supply chain and asset management

During the year under review, the department merged the Supply Chain Management unit with asset and fleet management to form a new chief directorate: Supply Chain and Asset Management. This was an attempt to deal with the issue of capacity constraint within supply chain management which was brought about the constraints under the compensation of employee's budget throughout the department.

The chief directorate supply chain and asset management continued to provide administrative support and to exercise governance in curbing deviations and incidents of non-compliance to other business units through effective and efficient demand and acquisition management, logistics and disposal management, asset and fleet management.

The Constitutional Court's invalidation of the 2017 Preferential Procurement Regulation (PPR) necessitated a comprehensive review of supply chain management activities, which include, among other things:

- Development of departmental policy in accordance with the revised Preferential Procurement Regulation, 2022
- Review of supply chain management delegations for processing of transactions
- Training of SCM practitioners to ensure uniform understanding and application of the new policy and the Regulations.

The department's bid administration and management structures are in place and are functioning well in a manner that promotes government supply chain management principles.

Twelve bids were successfully concluded during the year under review. However, one contract was subsequently cancelled after it was discovered that the owner who also happened to be the only director was convicted of money laundering in the Pretoria Specialised Commercial Crimes Court. This was a contract of a service provider who had been appointed on 24 May 2022 as a transaction advisor to conduct a feasibility study and PPP procurement for visa and permit application centre services through a PPP. This cancellation is an indication that improvements in control measures for compliance with procurement regulations are beginning to bear fruit.

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 are subjected to signing codes of conduct per financial year and this also includes disclosure of their financial interest.

The Constitutional Court ruling on public procurement and the absence of any other prescripts that promote women empowerment created turbulence in the implementation of procurement targeting women, youth and persons with disabilities. Table below indicates the broad-based black economic empowerment (BBBEE) status levels of the successful bidders:



**BBBEE status levels of successful bidders**

Total number of bids awarded	12
BBBEE Criteria for awarding bids	Number of bidders awarded based on the BBBEE criteria
100% Black owned	5
>51% Black owned	6
<51% Black owned	1
100% Black women owned	0
>51% Black women owned	2
<51% Black women owned	10
100% Black youth owned	0
>51% Black youth owned	0
<51% Black youth owned	2
BBBEE status level 1	10
BBBEE status level 2	2

The New PPPFA Regulation,2022 has subsequently changed the above status and the department has accordingly included in its policy the specific goals that target women and people with disabilities.

In terms of asset management, the department has kept the asset register for both movable and immovable including the intangible assets updated. The register for all leased machinery was also kept updated. In as far as the disposal of assets, the department firstly consulted with the Department of Education to determine if they required computer equipment before disposing of such equipment, as required by Treasury Regulation 16A.7.7 during the disposal of its redundant and obsolete assets.

The KZN disaster that occurred in April 2022, resulted in damage to certain infrastructure and displaced communities. The department had to change some of its operations in order to accommodate the displaced community members. This therefore had financial implications as a result of officials having to work overtime using mobile units and the associated costs relating

to travelling expenses to reach communities. The department accordingly complied with the reporting of such transactions as per the disaster management circular.

**Revenue management**

Although the department’s revenue administration was not spared from the fiscal constraints and tough economic conditions experienced in the country, there has been a slight improvement in the revenue collection by approximately R310 million (43%) to R1 029 million compared to the revenue collected in the previous financial year of R719 million, against the revenue target of R798 million for the year under review, the target was exceeded by R231 million or 29%.

The department has managed to adjust revenue tariffs for travel documents with effect from 1 November 2022 during the year under review.



## Budget management

The department used 93.7% of the budget allocated for the 2022-23 financial year. Excluding the earmarked funds allocated for the digitisation project spending for the department would be 98%. The department will apply for a rollover request to National Treasury as follows: R289 million under CoE for the appointment of youth, R38 million under goods and services/capital assets for the payment of procured items.

During the year under review, the department shifted funds between programmes/economic classification in line with the PFMA and the set threshold of 8% was not exceeded. In addition, no unauthorised expenditure was incurred.

All compliance deadlines in respect of the in-year monitoring as well as documents prepared for the Budget Processes were timeously submitted to National Treasury.

### 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 operational functionalities that are currently on Home Affairs national identity system (HANIS). All DHA data stored on HANIS should be migrated to ABIS in its totality, in a readily usable form, with no duplication of data and no compromise on the integrity of data.

The fingerprint capability was released into production successfully. Facial recognition and latent search was developed and tested.

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

The department continuous to roll out live capture to DHA offices, banks and mobile units. Live capture technology has shown to reduce citizens' response times for service delivery. However, the department still has connectivity issues and continues to work with counterparts to address these issues.

Branch appointment booking system (BABS) was also introduced by the department to all DHA modernised offices. As the office is aware of the number of citizens using services daily, the approach has a significant positive impact on eliminating long queues in offices. The implementation of BABS follows a hybrid paradigm in which both citizens who drop by the office unannounced and those who make an appointment are helped.

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

The BMCS is a system used to capture biometrics and view permit details at the ports of entry. The system has been rolled out to 34 ports including airports, maritime and land ports in the reporting circle. In order to ensure system stability and address connectivity issues, BMCS is being partially rolled out to all ports while EMCS is running in parallel on the ports.

BMCS was rolled out to the following 34 ports of entry: Oshoek, Nerston, Emahlathini, Mahamba, Cape Town, King Shaka, OR Tambo and Lanseria International Airports, Ficksburg, Maseru Bridge, Caledonspoor, Golela, Cape Town Harbour, Beitbridge, Ramatlabama, Skilpadshek, Lebombo, Grobler's Bridge, Jeppes Reef, Van Rooyens Gate, Mananga, Kosi Bay, Telle Bridge, Durban Harbour, Qachas Nek, Nakop, Swartkopfontein, Stockpoort, Monantsa Pass, Giriyyondo, Richard's Bay Harbour, Sani pass, Vioolsdrift and Kopfontein.

## eVisa

The modernisation programme eVisa phase 1, which entails tourist module was developed and completed. The software development was on the automated core processor to leverage the live capture suite of systems, i.e National Population Register (NPR) and HANIS which enabled the delivery of the requirements. The eVisa system was piloted in 2019-20 financial year. Subsequent to the successful pilot, the eVisa system was rolled out to additional countries during the financial year 2021-22. These countries are as follows: Saudi Arabia; Ethiopia; Pakistan; DRC; Mexico; Cameroon; Egypt; Iran; Philippines; Uganda; Nigeria; China; India and Rwanda. System enhancements were done during 2022-23 financial year to address system issues that were reported by Immigration Services. This was done to ensure that eVisa system stabilisation is achieved, bugs are fixed and issues reported by IMS are addressed.

### 4.1.4. Office accommodation

The office accommodation provided by DPWI is generally not in line with the DHA needs, norms and standards and is characterised by the following shortcomings: there is inadequate waiting areas for clients inside and outside offices, inadequate area for frontline and back office officials, lack of pause areas for officials, limited ablution facilities for officials and clients, limited accessibility for people with disabilities, inadequate ventilation, non-compliance with the health and safety protocols and limited parking for government, staff and client vehicles. This contributes to the long queues that characterise most of DHA offices. Furthermore, there is limited maintenance carried out in these offices which adds to their unsuitability. 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 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 has identified various underutilised state-owned

land and buildings where the new offices can be built or existing buildings refurbished. The PICC has provided the department with the report on each site identified. The next step is to do a feasibility on each site after which recommendations will be made 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 PPP and others. The report is expected in the 2nd quarter of the 2023-24 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 during the 2021-22 financial year, however the bidders could not deliver suitable buildings. In 2022-23 DPWI went out to tender again and a suitable bidder was identified to build the office.

The department will be confirming the availability of funding in the 2nd quarter of 2023-24 financial year.

In respect of **Gqeberha**, an underutilised 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 finalise the designs and costings. We are awaiting for Sapo to give a go ahead to undertake these functions.

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. The budget availability was confirmed on 22 September 2023. DPWI has advised that the procurement of this office is included in their 2023-24 procurement plan.

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 successful bidder is currently renovating the building to be in line with the department's norms and standards.

The building will be handed over to the department in the 3rd quarter of the 2023-24 financial year.

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 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 third time. The new bid is included in the 2023-24 financial year DPWI procurement plan.

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. The landlord is currently finalising the tenant installations.

During the 2021-22 financial year, DPWI advertised a bid for alternative accommodation for Rustenburg and were unsuccessful. The department has been approached by Sapo offering an underutilised post office.

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, ablution facilities for clients, parking, etc. The department successfully opened an office in the **Menlyn** Shopping Centre. The approach is to be expanded to five other malls throughout the country in the coming financial years.

The offices in **Benoni** and **Boksburg** offices were, during the year under review relocated to modern buildings.

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 advisor was appointed and the feasibility study was completed. National Treasury provided conditional Treasury Approval (TAI) to move the project to the procurement phase. The National Treasury has requested the department to relook the feasibility study submitted and more specifically the affordability of the unitary payment to the third party once the PPP is in place.

### INSTITUTIONAL OUTCOMES THAT PROGRAMME 1 CONTRIBUTES TO

- a) Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments
- b) Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations
- c) Secure population register to empower citizens, enable inclusivity, economic development and national security
- d) DHA positioned to contribute positively to a capable and developmental State.

The table below reflects performance information relating to the originally tabled 2022-23 APP prior to re-tabling.

**Table 4.1.1.1: Original performance information**

Programme 1: Administration									
Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	*Actual achievement 2022-23 until date of re-tabling	Deviation from planned target to actual achievement 2022-23	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Tabled Citizenship, Immigration and Refugees Bill in Parliament	Tabling of the Citizenship, Immigration and Refugees Bill in Parliament for processing of Bill	<b>Not achieved</b> 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)	<b>Not achieved</b> The Green Paper was approved by the Clusters for submission to Cabinet however the ministers requested that it be taken for further consultation	Draft White Paper on the Management of Citizenship, International Migration and Refugee Protection submitted to Cabinet for approval	<b>Not achieved</b> The Draft White Paper on the Management of Citizenship, International Migration and Refugee Protection was not submitted to Cabinet for approval	The Green Paper not submitted to Cabinet for approval for public consultations	The Green Paper is not yet approved by minister for submission to Cabinet for public comments	The department was unable to gazette the Green Paper on the Management of Citizenship, International Migration and Refugee Protection in the 2021-22 financial year.

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	*Actual achievement 2022-23 until date of re-tabling	Deviation from planned target to actual achievement 2022-23	Reasons for deviations	Reasons for revisions to the outputs / output indicators / annual targets
/ Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Tabled Citizenship, Immigration and Refugees Bill in Parliament	Tabling of the Citizenship, Immigration and Refugees Bill in Parliament for processing of Bill	<b>Not achieved</b> 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)	before final submission to Cabinet for approval for public consultation	Draft White Paper on the Management of Citizenship, International Migration and Refugee Protection submitted to Cabinet for approval	A policy working session was held on 6 May and 6 June 2022 to clean up the Green Paper. The issue on the interface between the rights to citizenship and marriages required further research and embassies are being engaged to ascertain how different countries deal with the matter	The Green Paper not submitted to Cabinet for approval for public consultations	The Green Paper is not yet approved by minister for submission to Cabinet for public comments	During consultation within the department, it was recommended that the Green Paper be taken for research in certain areas and for further consultation to be held.  The additional research and consultation rolled over to 2022-23 financial year.  As a result, the 2022-23 target to have a White Paper submitted to Cabinet for approval could no longer be achieved. This was due to protracted stakeholder engagement and newly identified areas for research



The table below reflects performance information relating to the re-tabled 2022-23 APP.

**Table 4.1.1.2: Re-tabled performance information**

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Biometric functionality implemented at ports of entry equipped with the Enhanced Movement Control System (EMCS)	Number of selected ports of entry with BMCS implemented	<p><b>Not achieved</b> Contract (work order) for procurement of IT equipment signed. (until re-tabling)</p> <p><b>Not achieved</b> BMCS Servers were installed and configured in two airports</p> <p>User theoretical training was provided</p> <p>Service provider for IT equipment contracted</p>	<p><b>Not achieved</b> Procurement of IT equipment completed. The following equipment was received:</p> <ol style="list-style-type: none"> <li>1. Webcams</li> <li>2. Fingerprint scanners,</li> <li>3. Passport scanners</li> <li>4. Servers Still awaiting delivery of PCs and the estimated time of arrival is 26 April 2022</li> </ol>	34	<p><b>Achieved</b></p> <p>34</p>	Not applicable	Not applicable

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Enhanced eVisa system	Enhancement of eVisa system as per approved change request	N/A	New indicator	Enhanced eVisa system released in production	<b>Achieved</b> Enhanced eVisa system released in production on 17 March 2023	Not applicable	Not applicable
Secure population register to empower citizens, enable inclusivity, economic development and national security	Components of the NIS implemented and maintained (asylum seeker and refugee system and ABIS)	Implementation of asylum seeker and refugee system by 2023-24	<b>Not achieved</b> Service provider not appointed The procurement process is on hold to address proper processes	<b>Not achieved</b> User requirements specifications and technical specifications developed	Asylum seeker and refugee system developed onto live capture	<b>Achieved</b> Asylum seeker and refugee system developed onto live capture aligned to functional designed specifications that were approved	Not applicable	Not applicable

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
Secure population register to empower citizens, enable inclusivity, economic development and national security	Components of the NIS implemented and maintained (asylum seeker and refugee system and ABIS)	ABIS in operation by 2022-23 (Functional Iris, infant footprint and palm print backend recognition capability)	N/A	<b>Not achieved</b> ABIS release to operations is dependent on: The successful Interface stage 3 testing and the full synchronisation of the HANIS and ABIS database	ABIS phase 2 operational: Iris, infant footprint and palmprint backend recognition capability functional (identification, verification and latent search)	<b>Not achieved</b> Release of facial recognition and latent search was rolled back due to ABIS database technical issues. ABIS phase 2 delivery was deferred to 2023-24	ABIS Phase 1 -Finger print was released into production successfully, Facial Recognition and SAPS Latent Search were developed and tested in March 2022-23	ABIS phase 1 was delayed which impacted on the timelines for ABIS phase 2
DHA positioned to contribute positively to a capable and developmental State	Tabled DHA Bill in Parliament	Tabling of DHA Bill in Parliament for processing of Bill	<b>Not achieved</b> 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-tabling)	<b>Not achieved</b> Bill was submitted to minister on or before 22 October 2021 to consider and approve the Bill, and Cabinet Memo.	DHA Bill tabled in Parliament	<b>Not achieved</b> The department appointed a service provider to revise the draft Bill. The service provider, on 24 January 2023, submitted the first revised draft Bill for consideration by the department. DHA revised the first draft Bill and sent the inputs to the drafters	DHA Bill was not tabled in Parliament	Delay in the appointment of the legislative drafters.

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
			<p><b>Not achieved</b>                      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>Minister requested that the Bill be presented during MMM meeting of 15 December 2021.</p> <p>The Bill was removed from the Agenda (of MMM's meeting of 15 December 2021) due to time constraints.</p> <p>The Bill was presented to MMM on 17 February 2022.</p>				

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
				<p><b>Not achieved</b></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.</p> <p>The Bill was removed from the Agenda (of MMM's meeting of 15 December 2021) due to time constraints.</p> <p>The Bill was presented to MMM on 17 February 2022.</p>				



Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
				<p>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>				

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
Secure population register to empower citizens, enable inclusivity, economic development and national security	Tabled National Identification and Registration Bill in Parliament	Tabling of the National Identification and Registration Bill in Parliament for processing	N/A	<b>Achieved</b> OIM policy was submitted to Cabinet for approval	National Identification and Registration Bill submitted to Cabinet for approval for public consultation	<b>Achieved</b> The National Identification and Registration Bill was approved by Cabinet for public consultation	Not applicable	Not applicable
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Tabled Marriage Bill in Parliament	Tabling of the Marriage Bill in Parliament for processing	N/A	<b>Achieved</b> The draft Marriage Policy, Cabinet memorandum and presentation were submitted to the Cabinet secretariat	Marriage Bill submitted to Cabinet for approval for public consultation	<b>Achieved</b> The Marriage Bill was submitted to Cabinet to request approval for public consultation	Not applicable	Not applicable
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Tabled OSBP Bill in Parliament	Tabling of the OSBP Bill in Parliament for processing	N/A	<b>Achieved</b> OSBP policy submitted to the Cabinet Secretariat for tabling to Cabinet	OSBP Bill submitted to Cabinet for approval for public consultation	<b>Achieved</b> The OSBP Bill was approved by Cabinet for public consultation	Not applicable	Not applicable

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
DHA positioned to contribute positively to a capable and developmental State	DHA Communication strategy and Action plan implemented for media engagements, outreach engagements and campaigns	Compliance with set number of interventions implemented in support of communication strategy and action plan	<b>Not achieved</b> 12 Media engagements conducted Izimbizo 0 Campaigns 0 (until re-tabling)	<b>Achieved</b> 49 Media engagements conducted 19 Outreach engagements conducted 6 Campaigns conducted	DHA Communication strategy and plan implemented: • 20 Media engagements • 6 Outreach engagements • 3 Campaigns	<b>Achieved</b> <b><u>Media engagements</u></b> 71 Media engagements conducted in 2022-23 reporting: Forty-two (42) media statements, twenty-eight (28) advisories and one speech were distributed to external and internal stakeholders in order to publicise DHA programmes and activities  <b><u>Outreach engagements:</u></b> 18 <b><u>Campaigns:</u></b> 4	51 Media engagements 12 Outreach engagements 1 Campaign	<b><u>Media engagements</u></b>  The over achievement was due to unscheduled announcements and issues in the communication environment  <b>Notes from DG's Desk</b>  The over achievement was due to changes in the policies and from administrative matters of the department  <b>Campaigns</b>  The target was over achieved due additional announcements and changes in services of the department

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
			<p><b>Achieved</b></p> <p>Media engagements 53 Media engagements conducted Izimbizo</p> <p>8 Outreach engagements conducted</p> <p><b>Campaigns</b></p> <p>4 Campaigns conducted</p>					
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	Tabled Citizenship, Immigration and Refugees Bill in Cabinet	Tabling of the Citizenship, Immigration and Refugees Bill in Cabinet for approval	<p><b>Not achieved</b></p> <p>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)</p>	<p><b>Not achieved</b></p> <p>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</p>	Green Paper on Citizenship, International Migration and Refugee Protection submitted to minister for approval be submitted to Cabinet by 30 June 2023	<p><b>Achieved</b></p> <p>Green Paper: Citizenship, International Migration &amp; Refugee Protection was submitted to minister for approval</p> <p>Green Paper will be submitted to Cabinet by 30 June 2023</p>	Not applicable	Not applicable

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
DHA positioned to contribute positively to a capable and developmental State	Revised SDM implemented in line with a repositioned DHA as per set targets	Phased implementation of the revised Service Delivery model (SDM)	<p><b>Not achieved</b></p> <p>The request for the open tender for the appointment of the service provider for the development of the Service Delivery Model approved by BAC on 17 February 2020.</p> <p>The Bid Specification committee meeting for the development of the Bid specifications was scheduled in March 2020, however, due to covid-19 lockdown, specifications could not be developed</p>	<p><b>Achieved</b></p> <p>SDM of the DHA was supported by Exco and approved by the DG and the Minister on 29 March 2022</p>	Footprint Development strategy approved by minister	<p><b>Achieved</b></p> <p>Footprint Development strategy approved by the minister on 28 March 2023</p>	Not applicable	Not applicable



Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
			Presented to BAC (until re-tabling) Achieved the Concept document, including the implementation plan for the development of the SDM approved by the DG					
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	<b>Not achieved</b> Geographic accessibility study report verified and methodological inaccuracies identified and discussed with CSIR on 12 June 2020	<b>Achieved</b> The strategic accommodation requirements (Template 1 of the U-AMP) was submitted to DPWI on 28 February 2022.	Approved strategic accommodation requirements for 2025-26 submitted to DPWI as part of implementing the DHA access model	<b>Achieved</b> Strategic accommodation requirements for 2025-26 FY approved by the DG on 9 March 2023	Not applicable	Not applicable

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
		Access model through the footprint optimisation plan / user asset management plan (U-AMP)	Methodology document on the accessibility modelling developed and approved by both parties on 7 July 2020 (until re-tabling)  <b>Achieved</b> The revised DHA access model presented to Exco on 25 January 2021 and the model was supported	The comprehensive strategic accommodation requirements for 2024-25 FY was supported by Exco and approved by the DG and the minister on 29 March 2022		Strategic accommodation requirements for 2025-26 FY submitted to DPWI on 16 March 2023 in order to conduct a feasibility assessment for the 2025-26 U-AMP		
DHA positioned to contribute positively to a capable and developmental State	DHA GBV and femicide plan implemented	Implementation of DHA GBVF plan as per approved implementation plan	New PI	<b>Achieved</b> 15 Awareness Sessions conducted on GBVF, gender and disability mainstreaming	DHA GBVF plan implemented	<b>Achieved</b> The DHA GBVF implementation plan was approved by the minister on 22 April 2022 and circulated to all staff via Internal Communications under HRMC 13 of 2022	Not applicable	Not applicable

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
						12 monthly progress reports have been submitted to DWYPD (April 2022 to March 2023) Awareness sessions were conducted throughout the year		
DHA positioned to contribute positively to a capable and developmental State	Misconduct cases concluded within 90 working days	Percentage of misconduct cases concluded within 90 working days	N/A	New PI	60%	<b>Achieved</b> 83% of misconduct cases concluded within 90 days during the performance cycle 2022-23	23%	Improvement in the processes of handling cases  Intense monitoring of individual performance  Capacity building for staff in the socialisation of the standard operating procedures and business processes

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
DHA positioned to contribute positively to a capable and developmental State	Business processes evaluated as part of the implementation of the DHA counter corruption and fraud prevention strategy	Number of DHA business processes evaluated to identify possible vulnerabilities to fraud, corruption and security breaches	<b>Achieved</b> 2 DHA business processes evaluated to identify possible vulnerabilities to fraud, corruption and security breaches	<b>Achieved</b> 1 report that has incorporated all the findings and recommendations from Q1 to Q4 to be shared with the relevant stakeholders (PoE and BMA)	<b>Achieved</b> 4	<b>Achieved</b> 4	Not applicable	Not applicable
DHA positioned to contribute positively to a capable and developmental State	Fraud and corruption cases finalised within prescribed timeframe as part of the implementation of the DHA Counter corruption and fraud prevention strategy	Percentage of reported cases on fraud and corruption finalised within 90 working days	<b>Achieved</b> 70,8 % (until re-tabling) <b>Achieved</b> 70,55% of reported cases on fraud and corruption finalised within 90 working days	62%	<b>Achieved</b> 66%	<b>Achieved</b> 76,7 % (158 of 206)	10,7%	Capacitation of the unit, and constant planning and monitoring of cases received daily

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
DHA positioned to contribute positively to a capable and developmental State	TRAs conducted as part of the implementation of the DHA Counter corruption and fraud prevention strategy	Number of TRAs conducted in accordance with the requirements of Minimum Information Security Standards (MISS) and / or Minimum Physical Security Standards (MPSS)	<b>Not achieved</b> 0 (until re-tabling) <b>Achieved</b> 31	<b>Achieved</b> 42	80	<b>Achieved</b> 89	9	Deployment of officials from head office to assist in the provinces
DHA positioned to contribute positively to a capable and developmental State	Vetting files referred to State Security Agency (SSA) for evaluation as part of the implementation of the DHA Counter corruption and fraud prevention strategy	Number of vetting files referred to State Security Agency (SSA) for evaluation	<b>Not achieved</b> 19(until re-tabling) <b>Achieved</b> 533	<b>Achieved</b> 369	400	<b>Achieved</b> 765	365	The BMA project wherein confidential applications were sent to SSA for evaluation and the adherence to the security grading template have ensured that high numbers of applications were processed



## 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 6% from R2,637 billion in 2021-22 to R2,795 billion in 2022-23. With marginal increases in the subprogrammes: Ministry and Management Support Services, the biggest increase in expenditure is for corporate services where expenditure increased by 13,9 % from R711 million in 2021-22 to R810 million in 2022-23 and Ministry where expenditure increased by 12,6% from R26 million in 2021-22 to R29 million in 2022-23.

### Sub-programme expenditure: Programme 1: Administration

Sub-programme name	2022-23			2021-22		
	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	28 869	28 869	0	25 643	25 643	0
Management Support Services	277 407	277 407	0	252 841	252 841	0
Corporate Services	810 021	810 021	0	710 959	710 959	0
Transversal Information Technology management	1 086 574	1 086 559	15	1 033 768	1 033 768	0
Office Accommodation	592 209	592 209	0	613 640	613 640	0
<b>Total</b>	<b>2 795 080</b>	<b>2 795 065</b>	<b>15</b>	<b>2 636 851</b>	<b>2 636 851</b>	<b>0</b>

### Strategies to overcome areas of under performance

Indicator	Strategy to overcome under performance
ABIS in operation by 2022-23 (Functional Iris, infant footprint and palm print backend recognition capability)	The department to on-board the biometric specialist to quality assure the system customisation and business process engineering
Tabling of DHA Bill in Parliament for processing of Bill	The target has not been achieved and will be rolled over to the 2023-24 financial year. The 2023-24 targets are as follows: April – June 2023: Approval by Exco and minister July –September 2023: Bill submitted to Cabinet for approval for public consultation October – December 2023: Bill gazetted for public comments January – March 2024: Bill tabled in Parliament

## 4.2. PROGRAMME 2: CITIZEN AFFAIRS

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

### Subprogrammes

- Citizen affairs management
- Status Services (back office status services)
- Identification Services (back office ID processing)
- Service delivery to provinces

### Purpose of the subprogrammes

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 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 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.

### 4.2.1. Sub-programme status services

#### Birth registration

A key strategy coordinated by Civic Services is to ensure a credible, accurate and secure NPR as a single point of entry. To drive this strategy, the department has enhanced the methods and practices introduced for the national population registration campaign launched during 2010 and continued pursuing some of the following initiatives:

- Conducting outreach programmes in rural areas, schools, farms and informal settlements through mobile unit deployments,
- Development and implementation of birth optimisation plan,
- Intensification of birth registration at health facilities, and
- Daily performance updates on births registered to provincial and office management.

This review period is the initial unrestricted financial year following the corona virus (COVID-19) pandemic. A total of 779 012 births were registered within 30 calendar days during 2022-23. This is a decrease of 2,38% compared to 2021-22. Late registration of birth; category 31 days to 14 years were 190 922 during the 2022-23 review period compared to 204 736 during the 2021-22 review period. This is a reduction of 6,75%. The registration category of 15 years and above decreased by 10,34% during 2022-23 compared to 2021-22. The percentage of reduction in early birth registration confirms reports by StatsSA (Statistics South Africa (2022), "Mid-year population estimates 2022", Statistics South Africa, Pretoria) that the crude birth rate has declined between 2009 and 2022.

Figure 3: Birth registration 0-30 days

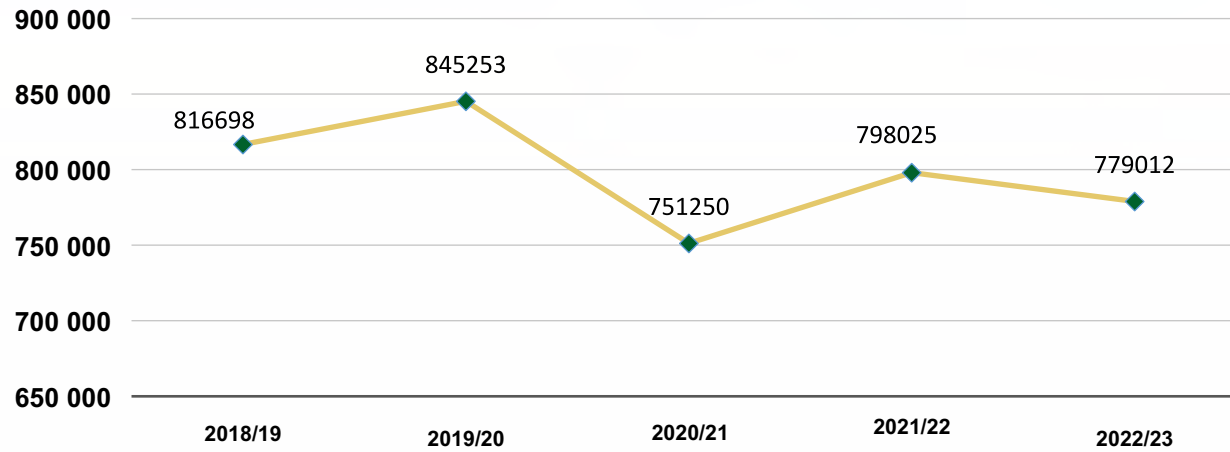
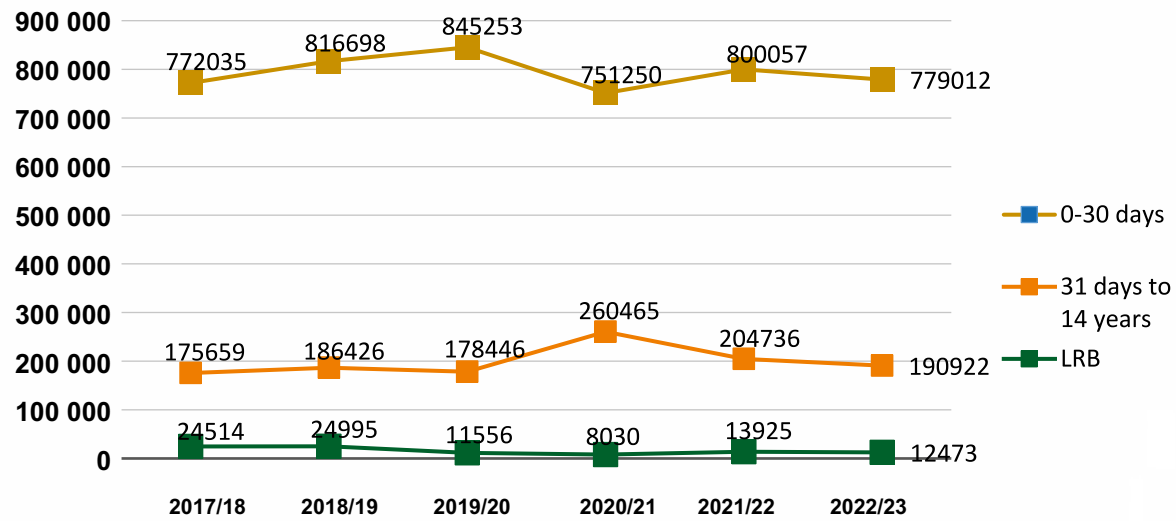


Figure 4: All birth registrations



During the 2022-23 review period, the percentage of births registered within 30 calendar days compared against the total population of births registered was **79,30%**. This percentage is up from **78,54%** during the preceding review period. Late birth registrations for children aged 31 days–14 years constituted 19,42% of all registrations, whereas registrations of birth for persons aged 15 years and older constituted 1,27%. The observed trends are indicative of the continued efforts by the DHA to strengthen early registration through raising awareness and expediting birth registrations in line with legislation. Our intention is to normalise the registration within the 0-30 calendar days above 80%.

A number of factors contributed to our increased percentage of early birth registration. The department also continued with initiatives, among others, as outlined below:

**Outreach programmes:** minister and DHA senior managers visited provinces and health facilities to encourage birth registration. DHA had regular meetings with Department of Health to acquire birth occurrence reports 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 messages, including those from the ministry were broadcasted on community radio stations to encourage early 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 and also work rotationally where there is no fully functional connectivity for birth registration. There was an increase of capacity of 52 officials at health facilities through an approved business case.

**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.

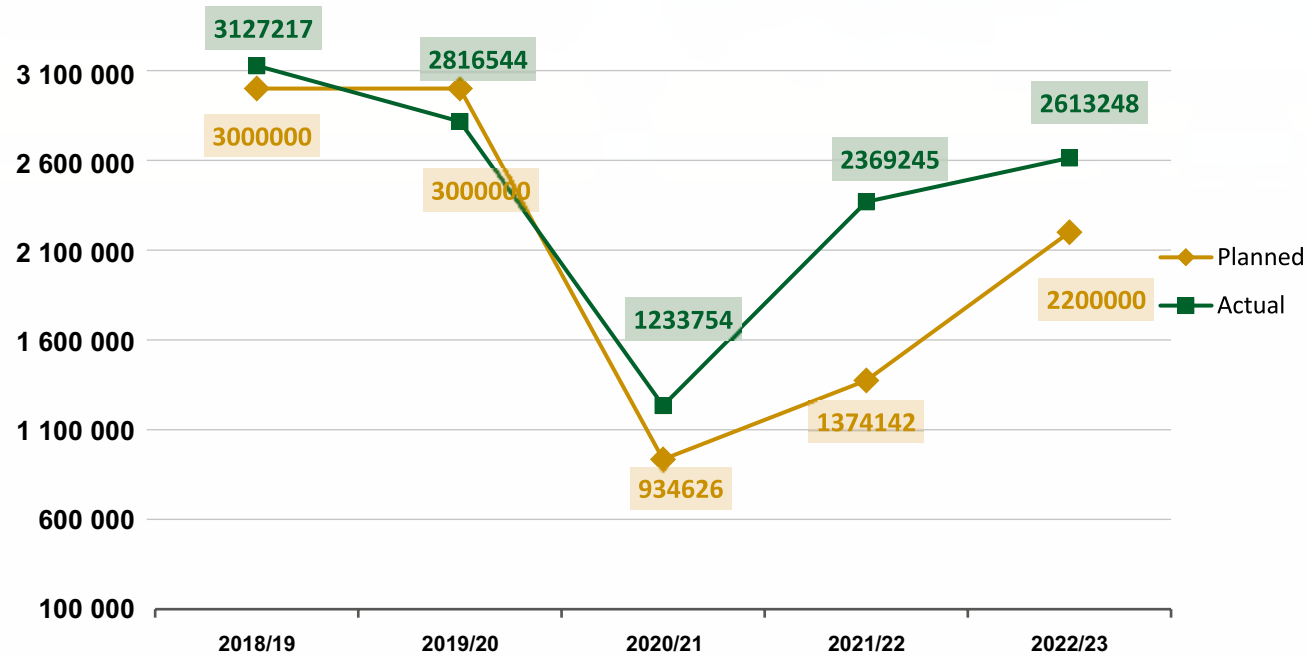
#### **4.2.2. Sub-programme identification services**

##### **Issuance of smart ID cards to citizens**

The department issued 2 613 248 smart ID cards to citizens against a target of 2,2 million during the review period. Notwithstanding this achievement, the live capture system displayed technical challenges that limited operations in some offices.

As part of our multi-channelled strategy to take services to the people, 107 functional mobile units contributed to the annual achievement by collecting 96 456 smart ID card re-issues and 107 861 smart ID first issues applications during the review period totalling to 204 317 applications as compared to 126 202 smart ID card applications during the 2021-22 review period. The number of smart ID cards issued during the review period is depicted in the graph below:

Figure 5: Number of smart ID cards issued



By the end of March 2023, a total of 21 806 771 South African citizens had been issued with smart ID cards since inception in 2013.

### INSTITUTIONAL OUTCOMES THAT PROGRAMME 2 CONTRIBUTES TO

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



**Table 4.2.1.1: Citizen affairs**

Programme 2: Citizen Affairs								
Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Births registered within prescribed period of 30 calendar days	Number of births registered within 30 calendar days per year	<b>Not achieved</b> 144 681 (until re-tabling)	<b>Achieved</b> 560 972	750 000	<b>Achieved</b> 779 012 births were registered within 30 calendar days	29 012	Daily monitoring of birth registrations at local offices during the review period assisted the front line offices with strategic deployment of personnel to areas of high demand.
			<b>Achieved</b> 606 569 births registered within 30 calendar days	<b>Achieved</b> 42 407				
				<b>Achieved</b> 194 646				
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Smart ID cards issued to eligible citizens	Number of smart ID cards issued to citizens 16 years of age and above per year	<b>Not achieved</b> 22 903 (until re-tabling)	<b>Achieved</b> 1 880 542	2 200 000	<b>Achieved</b> 2 613 248 ID Smart cards were issued to citizens 16 years and older	413 248	Daily monitoring of smart ID card applications collected and cards issued also contributed to localised planning of resources The department ensured scanning of enabling documents at front offices for documents received and that SMS
			<b>Achieved</b> 1 210 851 Smart ID cards were issued to citizens 16 years and above	<b>Achieved</b> 79 901				
				<b>Achieved</b> 408 802				

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
								<p>notifications are sent to customers.</p> <p>Mobile office deployment to underserved areas enabled the department to collect additional smart ID card and passport applications</p>
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Adult passports issued as per set standards	Percentage (%) of machine readable adult passports (new live capture system) issued within 13 working days per year for applications collected and processed within the RSA (from date of receipt of application) until passport is scanned at office of application)	<p><b>Not achieved</b></p> <p>10,97 % (until re-tabling)</p> <p><b>Achieved</b></p> <p>Level 3: 93,09%</p> <p>Machine readable passports were issued within the recommended turnaround times, as</p>	<p><b>Achieved</b></p> <p>99,22% of machine readable passports were issued within 42 working days.</p> <p>49 140 were issued within and 384 above. A total of 49 524 adult passports were issued in this level</p>	90%	<p><b>Achieved</b></p> <p>96,08% of machine readable passports were issued within 13 working days. 664 016 were issued within and 27 067 above.</p> <p>A total of 691 083 passports were issued during the review period.</p>	6,08%	<p>Daily monitoring of passport applications collected and passports issued also contributed to localised planning of resources</p> <p>Stakeholder engagements between Home Affairs, GPW, courier services and local offices assists in alleviating challenges</p>

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
			<p>prescribed by the DMA regulations and the DHA APP Addendum, as follows: 22 851 machine readable passports were issued within 42 working days and 1 695 above. The total issued was 24 546</p> <p><b>Achieved</b></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>	<p><b>Achieved</b></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>				

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
			<b>Achieved</b> 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	<b>Not achieved</b> 88,22% of machine readable passports were issued within 13 working days. 277 739 were issued within and 37 102 above. A total of 314 841 were issued during this level				
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Children passports issued as per set standards	Percentage (%) of machine readable passports for children (new live capture system) issued within 18 working days per year for applications	N/A	New PI	90%	<b>Achieved</b> 99,25% of machine readable passports were issued within 18 working days. 162 569 were issued within and 1 223 above. A total of 163 792 passports were issued during the review period	9,25%	Daily monitoring of passport applications collected and passports issued also contributed to localised planning of resources  Stakeholder engagements between Home Affairs, GPW, courier services and local offices assists in alleviating challenges that surface

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
		collected and processed within the RSA (from date of receipt of application until passport is scanned at office of application)						



## Linking performance with budgets

The budget as per the final appropriation versus actual expenditure reflects 91,6% spent for Programme 2: Citizen Affairs. The actual expenditure for Programme 2: Citizen Affairs increased by 19,7% from R2,975 billion in 2021-22 to R3,562 billion in 2022-23. With marginal increases in the subprogramme: Service delivery to provinces, the biggest increase in expenditure was for citizen affairs management by 226,6%, from R93 million in 2021-22 to R302 million in 2022-23, and status services by 57,7%, from R532 million in 2021-22 to R840 million in 2022-23. Expenditure for identification services decreased by 39 % from R262 million in 2021-22 to R160 million in 2022-23.

### Sub-programme expenditure: Programme 2: Citizen Affairs

Sub-programme name	2022-23			2021-22		
	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	629 631	302 159	327 472	92 523	92 523	-
Status Services	839 746	839 746	-	532 494	532 494	-
Identification Services	160 001	160 001	-	262 108	262 108	-
Service delivery to provinces	2 260 258	2 260 258	-	2 087 711	2 087 711	-
<b>Total</b>	<b>3 889 636</b>	<b>3 562 164</b>	<b>327 472</b>	<b>2 974 836</b>	<b>2 974 836</b>	<b>-</b>

### Strategies to overcome areas of under performance

All Programme 2 planned annual targets contained in the 2022-23 APP were achieved.

Indicator	Strategy to overcome under performance
Not applicable	Not applicable

### 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.
- Admission Services
- Immigration Services
- Asylum Seekers

#### Purpose of the 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 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 departs 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.

#### 4.3.1. Permits

**Target (1):** 85% of permanent residence applications adjudicated within eight 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). The target was only achieved for the 4th quarter, the annual target was not met. Capacity remains a challenge.

**Target (2):** 85% of critical skills visas adjudicated within four weeks for applications processed within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application). The non-achievement of the target for the adjudication of critical skills visa applications within a period of four weeks was due to the change in delegations and the findings in the Ministerial report on visa and permits, which identified irregularities and corruption in the permit and visa process. Hence stringent measures were implemented to curb these practices. These measures however affected the turnaround times to finalise applications.

**Target (3):** 90% of business and general work visas adjudicated within eight weeks for applications processed within the RSA (from date of receipt of application until outcome is in scan at VFS Centre). This target was not achieved in the first three quarters, however it was achieved in quarter 4. All temporary residence visas targets could not be achieved for the full four quarters due to the impact the new immigration delegations, which came into operation on 12 January 2022) had on 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 and the Ministerial report on visas and permits' findings which identified irregularities and corruption in the permit and visa process. Hence stringent measures were implemented to curb these practices. These measures however affected the turnaround times to finalise applications.

### **eVisa 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. A eVisa hub has been established with 18 newly appointed legally qualified adjudicators. The system has been enhanced to make it more efficient. The department plans for roll out eVisa to 20 more countries in the new financial year.

### **Critical skills list**

The critical skills list was published in February 2022 for implementation. This list was amended to include health professionals, as they were not included previously. This list will be updated as and when new critical skills are identified.

### **IMS delegations 2022**

The chief directorate: Permitting received the new IMS delegations on 12 of January 2022. In terms of the delegations, Adjudicators are only authorised to process three of the 15 visa categories available in the Immigration Act. Other categories may only be processed by the DG or CD: Permits. The VAS has been updated in line with the delegations. The delegations are currently being reviewed to address the findings in the Ministerial report on visas and permits.

#### **4.3.2. Inspectorate**

The branch has an inspectorate function that is responsible for enforcing the Immigration Act 13 of 2002 and Regulations. Immigration Affairs is also responsible for processing and determining the status of asylum seekers and refugees, and operates refugee reception centres 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 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.

#### **4.3.3. Asylum seeker management**

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, while its head office is responsible for providing strategic leadership.

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, and assist minors who require specific documents for schooling.

#### **4.3.4. Management of admission services**

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

Port Control focuses on facilitating the movement of bona fide visitors and tourists with the highest possible degree of certainty, security and efficiency in support of national security, priorities and interests while preventing illegal migration through the ports of entry. The Republic of South Africa shares borders with six countries namely Lesotho, eSwatini, Mozambique, Zimbabwe, Botswana and Namibia.

There are 72 designated ports of entry (11 airports, 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 BMA)
- 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.

**Increase in traveller movement**

Traveller type	2020-21	2021-22	2022-23	Difference	%
Citizens	1 448 075	3 543 821	7 482 953	3 939 132	52%
Foreigners	3 017 100	7 768 676	18 217 946	10 449 270	57%
Grand Total	4 465 175	11 312 497	25 700 899	14 388 402	55%

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. The function of port control has moved to BMA with effective from 1 April 2023.

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

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

**INSTITUTIONAL OUTCOMES THAT PROGRAMME 3 CONTRIBUTES TO**

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

**Table 4.3.1.1: Immigration affairs**

Programme 3: Immigration Affairs								
Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Law enforcement operations/ inspections conducted to ensure compliance with immigration legislation	Number of law enforcement operations/ inspections conducted for targeted areas to ensure compliance with immigration legislation per year	<b>Not achieved</b> 2 (until re- tabling) <b>Achieved</b> 288	<b>Achieved</b> 294 law enforcement operations/ inspections conducted to ensure compliance with immigration legislation	540	<b>Achieved</b> A total of 1 112 business inspections/ operations conducted during the financial year 2022-23 Contribution breakdown: Head office: 499 Mpumalanga: 124 Northern Cape: 106 North West: 97 Western Cape: 83 Limpopo: 70 Gauteng: 69 Eastern Cape: 26 KwaZulu-Natal: 26 Free State: 12	572	Proper planning, monitoring of activities and good coordination



Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
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 per year 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)	<b>Not achieved</b> 27,1 % (until re-tabling)  <b>Not achieved</b> 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)	<b>Achieved</b> 85,6% (351 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).	85%	<b>Not achieved</b> 38,8% (1 047 of 2 700) of permanent residence applications per year were 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)	(46,2%)	The verification of documents as required by legislation remains one of the time-consuming exercises in the finalisation of applications.  The ministerial report on visas and permits identified irregularities and corruption in the permit and visa process.  Hence, stringent measures were implemented to curb these practices. These measures, however, affected the turnaround times to finalise applications

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
								<p>The influx of court cases and multiple lists from immigration practitioners that results in the teams having to shift focus from APP targets momentarily and attend to urgent court cases</p> <p>The unlimited amount of applications being taken in by the department including incomplete applications as instructed by a court</p>

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Temporary residence visas (critical skills visas) adjudicated according to set standards	Percentage (%) of critical skills visas per year 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)	<p><b>Achieved</b></p> <p>86,5% (until re-tabling)</p> <p>Achieved</p> <p>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)</p>	<p><b>Not achieved</b></p> <p>57,2% (2 790 of 4 876) of critical skills visas adjudicated within 4 weeks for applications processed within the RSA</p>	95%	<p><b>Not achieved</b></p> <p>7,6% (330 of 4 333) of critical skills visas per year 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)</p>	(87,4%)	<p>The current workflow that has added two more layers of quality assurance without expanding the 4 weeks required to complete adjudication</p> <p>The Ministerial report on visas and permits identified irregularities and corruption in the permit and visa process.</p> <p>Hence, stringent measures were implemented to curb these practices.</p> <p>These measures, however, affected the turnaround times to finalise applications</p>

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
								Where in the past there was only a single decision maker, the IMS delegations have added two more quality stages to the process flow without adding a longer period to process applications
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Temporary residence visas (business and general work) adjudicated according to set standards	Percentage (%) of business and general work visas per year 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)	<p><b>Achieved</b></p> <p>92 % (until re-tabling)</p> <p><b>Not achieved</b></p> <p>83,3% (570 of 684) of business and general work visas adjudicated within 8 weeks for applications processed within the RSA)</p>	<p><b>Not achieved</b></p> <p>89,2% (812 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)</p>	90%	<p><b>Not achieved</b></p> <p>62,8% (437 of 696) of business and general work visas per year 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)</p>	(27,2%)	The current workflow that has added two more layers of Quality Assurance without expanding the 4 weeks required to complete adjudication

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
								<p>The Ministerial report on visas and permits identified irregularities and corruption in the permit and visa process.</p> <p>Hence, stringent measures were implemented to curb these practices.</p> <p>These measures, however, affected the turnaround times to finalise applications</p> <p>Where in the past there was only a single decision maker, the IMS delegations have added two more quality stages to the process flow without adding a longer period to process applications</p>

**Linking performance with budgets**



The budget as per the final appropriation versus actual expenditure reflects 95% spent for Programme 3: Immigration Affairs. The actual expenditure for Programme 3: Immigration Affairs decreased by 4,5% from R1,393 billion in 2021-22 to R1,330 billion in 2022-23. With an increase in expenditure for the subprogramme: Admission Services by 8,3% from R824 million to R892 million in 2022-23, Immigration Affairs management decreases by 44,1% from R124 million in 2021-22 to R69 million in 2022-23; Asylum Seekers decreases by 27,7% from R213 million in 2021-22 to R154 million in 2022-23 and Immigration Services decreases by 7,7% from R232 million in 2021-22 to R214 million in 2022-23. This decrease is attributed to savings in Immigration Services as a result of the new Lindela contract being awarded at much better rates. In addition, the saving on passenger name recognition was used to cover other expenditure.

### **Sub-programme expenditure: Programme 3: Immigration Affairs**

Sub-programme name	2022-23			2021-22		
	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	85 725	69 110	16 615	123 588	123 588	-
Admission Services	908 987	892 403	16 584	823 693	823 693	-
Immigration Services	249 035	214 357	34 678	232 250	232 250	-
Asylum Seekers	156 896	154 059	2 837	213 120	213 120	-
<b>Total</b>	<b>1 400 643</b>	<b>1 329 929</b>	<b>70 714</b>	<b>1 392 651</b>	<b>1 392 651</b>	<b>-</b>

### **Strategies to overcome areas of under performance**

Indicator	Strategy to overcome under performance
Percentage (%) of permanent residence applications per year 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))	<ul style="list-style-type: none"> <li>• Implementation of operations management and daily monitoring of performance.</li> <li>• Increase in capacity of staff with legal background to improve adjudication</li> <li>• Business case to fill unfunded vacant post submitted to HR</li> <li>• Amendment of delegations and Regulations to address concerns raised by the Vulindlela and Ministerial report on visas and permits</li> </ul>
Percentage (%) of critical skills visas per year 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)	<ul style="list-style-type: none"> <li>• Implementation of operations management and daily monitoring of performance</li> <li>• Business case to fill unfunded vacant post submitted to HR</li> <li>• Amendment of delegations to streamline the approval process</li> </ul>

Indicator	Strategy to overcome under performance
Percentage (%) of business and general work visas per year 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)	<ul style="list-style-type: none"> <li>• Implementation of operations management and daily monitoring of performance</li> <li>• Business case to fill unfunded vacant post submitted to HR</li> <li>• Amendment of delegations to streamline the approval process</li> </ul>

#### 4.4. PROGRAMME 4: INSTITUTIONAL SUPPORT AND TRANSFERS

This programme provides for institutional support and transfers to entities not under the control of the department such as the BMA, IEC and Represented Political Parties Fund.

##### 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 BMA 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

##### Purpose of the sub-programmes

- **BMA:** To assume and execute all powers, duties and functions relevant to the Commissioner as outlined in the Border Management Authority Act No 2 of 2020.
- **Electoral Commission:** Electoral Commission focuses on strategic outcome of managing and delivering free and fair elections by striving for excellence at voting station level; ensuring accessibility

and suitability of voting facilities and processes; managing results; maximising electoral justice for all stakeholders in the electoral process; enhancing the credibility of the voters' roll; ensuring compliance with legal prescripts; and continuously improving the legislative framework.

- **Represented Political Parties' Fund (RPPF)** manage and disburse funds from the RPPF to represented political parties; To monitor spending in accordance with the Act; and to report in the spending as required by the Act.

In July 2020, the president assented to the Border Management Authority 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 is responsible for frontline border law enforcement functions within the South African border environment.

For the 2022-23 financial year, the BMA had committed to five APP targets of which three were achieved. The following performance was recorded:

##### Incremental establishment and rollout of Border Management Authority

The BMA was earmarked for establishment through (a) the submission of BMA pre-listing documents to National Treasury; (b) the rollout of the BMA to 46 ports of entry by incorporating frontline immigration, port health, agriculture and environmental functions into the BMA; (c) rollout of the BMA to three (3) segments of the land border law enforcement areas; and (d) the assumption of facility management responsibilities at 31 identified land ports of entry.

Of the above annual targets, only one target was achieved; the submission of BMA pre-listing documents to National Treasury. Key progress against the establishment and rollout of the BMA includes:

- a) The appointment, training and deployment of 221 border guards
- b) The listing of the BMA as a Schedule 3A public entity
- c) The transfer of border law enforcement functions to the BMA by the departments of Agriculture, Land Reform and Rural Development; Forestry, Fisheries and the Environment; Health; and Home Affairs through a section 97 proclamation
- d) The tabling of the BMA's 2023-25 strategic plan and 2023-24 APP with Parliament
- e) Receiving a budget allocation for the MTEF period from National Treasury
- f) Concluding an agreement with Labour on transfer and integration of staff into the BMA
- g) Undertaking joint consultations with the PSCBC to various regions to apprise affected staff on the BMA and staff integration process
- h) The establishment of the BMA Governance Committees
- i) Convening four quarterly Border Technical Committee and three Interministerial Consultative Committee meetings during the course of the financial year.

## Redevelopment of six land ports of entry

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

- a) Beitbridge 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)
- f) Oshoek port of entry (bordering with eSwatini).

The PPP process entails four stages:

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

The project is currently in the procurement phase with the procurement document, i.e. RfP, having been submitted twice to National Treasury for regulatory approval. Engagements were still ongoing with National Treasury on the RfP by the end of 2022-23 financial year.

The 2022-23 annual target could not be achieved as private parties to redevelop the six land ports of entry cannot be appointed until the RfP, which is a key enabler for the advancement of the project, is issued to the market for bid responses. The financial and contractual closure processes can only be effected with appointed parties.

The BMA was established as an autonomous Schedule 3A public entity on 1 April 2023 and as such, the authority will be reporting against its own APP from the 2023-24 financial year.

## INSTITUTIONAL OUTCOMES THAT PROGRAMME 4 CONTRIBUTES TO

- a) Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments
- b) Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations
- c) Efficient asylum seeker and refugee system in compliance with domestic and international obligations
- d) Secure population register to empower citizens, enable inclusivity, economic development and national security.

**Table 4.4.1.1: Institutional support and transfers**

Programme 4: Institutional Support and Transfers								
Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	BMA established as a Schedule 3A national public entity	BMA fully established by 2023-24	<p><b>Not achieved</b></p> <p>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.</p> <p>Feedback in this regard awaited. The BMA cannot be launched of established until the BMA Act is in place (until re-tabling)</p> <ul style="list-style-type: none"> <li>The target was not achieved however, the following milestones were achieved: The assent of the BMA ACT by the president</li> </ul>	<p><b>Not achieved</b></p> <p>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</p> <p>The BMA-Sars Implementation Protocol has been wholly signed and the 10 Port Coordinators have been appointed</p>	BMA incrementally established through the submission of pre-listing documents to National Treasury	<b>Achieved</b>	Not applicable	Not applicable
						<p>The BMA was listed as a Schedule 3A public entity by National Treasury on 28 March 2023 following the submission of the authority's budget structure and function shifts; attendance of MTEC sessions and extensive staff engagements</p>		

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
			<ul style="list-style-type: none"> <li>The signing of a BMA Commencement proclamation by the president which allows for the appointment of a commissioner and deputy commissioner for the BMA</li> </ul>					
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	BMA rolled out at selected ports of entry, designated segments of the land border law enforcement area and community crossing points	Number of ports of entry with BMA rollout per year	<b>Not achieved</b> 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.	<b>Not achieved</b> 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.	BMA rolled out at 46 ports of entry by incorporating frontline immigration, Port health, Agriculture and Environmental functions into the BMA	<b>Not achieved</b> The port health, agriculture and environment functions are performed in one port of entry of 46	Frontline immigration, port health, agriculture and environmental functions were incorporated into the BMA through a section 97 proclamation.	The policy departments which transferred functions to the BMA were not offering services across all 72 ports of entry due to capacity challenges and the BMA



Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
			<p>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><b>Not achieved</b></p> <p>The target was not achieved however, the following milestones were achieved:</p> <p>The assent of the BMA Act by the president; and The signing of a BMA Commencement proclamation by the president which allows for the appointment of a commissioner and deputy commissioners for the BMA</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. The Minister of Home Affairs has approved the delegation of frontline immigration functions to the BMA</p>			<p>However, the functions are not rolled out at all ports of entry due to transferring departments not having had capacity covering all ports e.g. port health operates in only 37 of the ports while agricultural services are offered at only 16 ports. It is only immigration functions that are at 68 ports</p>	<p>became aware of the constraints late into staff integration process. As such, the BMA inherited this challenge</p>

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	BMA rolled out at selected ports of entry, designated segments of the land border law enforcement area and community crossing points	Number of land border law enforcement area segments with Border Guard per year	BMA Act, 2020 assented to by the president	<b>Achieved</b> The BMA was rolled out along five segments of the land border law enforcement area	BMA rolled out in phases along three segments of the land border law enforcement area (Border Guard)	<b>Not achieved</b> The BMA has been rolled out along one (1 Free State /Lesotho) segments of the land border law enforcement area	The BMA has been rolled out along three segments in terms of having a presence at the segments. However, the 2 of the 3 segments, KZN/ Lesotho and Eastern Cape/ Lesotho have less than 30 border guards deployed	Budget constraints for the recruitment of 60 Border Guards
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	BMA rolled out at selected ports of entry, designated segments of the land border law enforcement area and community crossing points	Responsibility for facilities management at land ports of entry transferred to BMA	BMA Act, 2020 assented to by the president		BMA assumes responsibility for facilities management at 31 identified land ports of entry	<b>Not achieved</b> The BMA has not assumed responsibility for facilities management at all the 31 identified land ports of entry	Processes are underway to transfer facilities and budgets to the BMA during the 2023-24 mid-term budget review period. A draft MoU to govern the process has been developed	The transfer of budgets for facilities management could not be concluded simultaneously with the other resources that were transferred through the section 97 proclamation process in time for the establishment of the BMA on 1 April 2023

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
							<p>Notwithstanding the non-achievement of the target, the BMA achieved the following in relation to the target during the course of the financial year</p> <p>Reaching an agreement with the DPWI on the process to be followed in order for the BMA to assume responsibility for facilities management;</p> <p>Conducting an audit of available facilities at 31 identified land ports of entry; and</p> <p>Confirming the status of RAMP contracts at the 31 identified land ports of entry</p>	

Outcome	Output	Output indicator	Audited actual performance 2020-21	Audited actual performance 2021-22	Planned annual target 2022-23	**Actual achievement 2022-23	Deviation from planned target to actual achievement 2022-23	Reasons for deviations
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Six priority land ports of entry redeveloped as part of a PPP	Status of construction for the redevelopment of the 6 land ports of entry	<b>Not achieved</b> This target was not achieved however, an initial draft of the RfP documentation was prepared by the transaction advisor. Outstanding issues on the RfP are currently being addressed by the department	<b>Not achieved</b> Financial and contractual closure could not be reached as the private parties have not been appointed. The 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 reached with bidders in respect of land development of six priority land ports of entry	<b>Not achieved</b> Financial and contractual closure was not reached with bidders in respect of the redevelopment of six priority land ports of entry	The procurement document for the project, i.e. RfP, was resubmitted to Treasury in November 2023 after the document was updated with additional requirements  By the end of the financial year, National Treasury had requested clarity on some elements of the RfP, which were responded to by the BMA	Private parties to redevelop the six land ports of entry cannot be appointed until the procurement document for the project, i.e. RfP, is issued to the market for bid responses  Approval for the issuance of the RfP to the market is awaited from National Treasury  The financial and contractual closure processes can only be applied with appointed parties

### Linking performance with budgets

The budget as per the final appropriation versus actual expenditure reflects 90% spent for Programme 4: Institutional Support and Transfers. The actual expenditure for this programme increased by 11,7% from R2.427 billion in 2021-22 to R2.711 billion in 2022-23. The expenditure for the sub-programme: Electoral Commission decreased with 1,2% from R2.250 billion in 2021-22 to R2.224 billion in 2022-23; the sub-programme: RPPF increased significantly by 105,1% from R167 million in 2021-22 to R342 million in 2022-23. RPPF received an additional R300 million from the Department of Social Development to defray expected excess expenditure for preparatory costs for the upcoming elections. Expenditure for the BMA increased by 1 345,6% from R10 million in 2021-22 to R145 million in 2022-23. This was mainly due to the department’s baseline being reduced by R100 million to cater for BMA’s operational and capacitation costs.

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

Sub-programme name	2022-23			2021-22		
	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	145 006	145 006	-	10 031	10 031	-
Electoral Commission	2 223 790	2 223 790	-	2 250 255	2 250 255	-
Represented Political Parties Fund	642 077	342 077	-	166 812	166 812	-
<b>Total</b>	<b>3 010 873</b>	<b>2 710 873</b>	<b>-</b>	<b>2 427 098</b>	<b>2 427 098</b>	<b>-</b>



## Strategies to overcome areas of under performance

Indicator	Strategy to overcome under performance
Responsibility for facilities management at land ports of entry transferred to BMA	<p>The BMA, with support from DPWI, to continue with processes to transfer facilities and related budgets to the BMA during the mid-term budget period</p> <p>The BMA-DPWI MoU in respect of this process to be concluded between the commissioner of the BMA and acting director-general of DPWI</p>
Number of ports of entry with BMA rollout per year	The BMA to conduct an assessment on the capacitation of all ports of entry to carry out all four functions of the BMA. The BMA port of entry categorisation report to be considered in conducting the assessment
Number of land border law enforcement area segments with border guard per year	The BMA intends to recruit junior border guards in the 2023-24 financial year who will be deployed to the land border law enforcement areas and ports of entry to augment the current border guards
Status of construction for the redevelopment of the 6 land ports of entry	Engagements to continue with National Treasury until approval is granted for the issuance of the RfP to the market.

## 5. TRANSFER PAYMENTS

### 5.1. Transfer payments to public entities

The department did not make transfer payments to any public entities during 2022-23.

### 5.2. Transfer payments to all organisations other than public entities

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

**Table 5.2.1: Transfer payments made for the period 1 April 2022 to 31 March 2023**

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	-	Transfer to households	Not applicable	21 895
Various municipalities	Municipality	Motor vehicle licenses	Not applicable	2 048
SABC	PFMA Schedule 2 entity	Tv licences	Not applicable	761

All transfer payments budgeted for in the period 1 April 2022 to 31 March 2023 were made.

## 6. CONDITIONAL GRANTS

### 6.1. Conditional grants and earmarked funds paid

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

### 6.2. Conditional grants and earmarked funds received

The department did not receive any conditional grant.



## 7. DONOR FUNDS

### 7.1. Donor funds received

The department concluded a multiyear project partnership agreement with the 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) and in 2022 an additional budget of R17 162 000 was committed. Of the R17,8 million 2021 allocation, R7,962 million was paid into the Reconstruction and Development Programme (RDP) fund and then subsequently to the department, and the expenditure incurred was more than the funds received. A receivable had to be raised in 2021-22 financial year for R6,485 million. During the 2022-23 financial year, the total project budget is R17 162 000 for which R17,162 million was paid into the RDP fund and then subsequently to the department. The money received was first allocated to the previous financial year to clear the receivable before it could be allocated to the salary costs of 2022-23 financial year, therefore there is still a receivable balance raised for this financial year for R7,099 million.

## 8. CAPITAL INVESTMENT

### 8.1. Capital investment, maintenance and asset management plan

The government Immovable Asset Management Act 19 of 2007 (GIAMA) appoints the DPWI, represented by its minister, as custodian of all the immovable property of national government. In its capacity as custodian, the DPWI acts as caretaker of the immovable property responsible for its acquisition, management and disposal. The DHA is thus dependent on the DPWI for its office accommodation provision.

The DPWI has, in the year under review, relocated the Benoni and Boksburg offices to newly functional and modern offices. In Cape Town, Epping, the

DPWI was able to find suitable accommodation for the refugee reception office in which extensive renovations were undertaken by the department and the landlord to ensure that the building was in line with DHA norms and standards. The office also hosts a small Civic Services office. As part of footprint expansion into malls, the department opened an office in Menlyn Mall.

The following infrastructure projects are under construction and are managed by DPWI. The projects have faced numerous delays with completion dates being revised.

**Table 8.1.1: Infrastructure projects are under construction**

Project	Current stage	Expected completion dates
Mokopane (LP)	Under Construction	See Footnote
Thohoyandou (LP)	Under Construction	See Footnote
Taung (NW)	Under Construction	See Footnote
Stanger (KZN)	Under Construction	See Footnote

*Footnote: Completion dates are subject to project plans from DPWI*

The department has, in the year under review, incurred the following expenditure relating to infra-structure

- The department spent R25,842 million on office refurbishments and modernisation infrastructure projects, of which R13,658 million was on refurbishments, R1,900 million on signage and R10,283 million on new generators, ups and air conditioners.
- R41,484 million was spent on general maintenance of offices throughout the country.

- DPWI spent R41,284 million on the construction of new offices and the general improvements to state-owned properties, the department refunded the DPWI on a monthly basis.



**Table 8.1.2: Expenditure on Infrastructure projects**

Infrastructure projects	2022-23			2021-22		
	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
New and replacement assets	-	-	-	-	-	-
Existing infrastructure assets	-	-	-	-	-	-
Upgrades and additions	-	-	-	-	-	-
Rehabilitation, renovations and refurbishments	25 842	25 842	-	8 607	8 607	-
Maintenance and repairs	41 484	41 484	-	12 985	12 985	-
Infrastructure transfer	-	-	-	-	-	-
Current	-	-	-	-	-	-
Capital	41 284	41 284	-	83 163	83 163	-
<b>Total</b>	<b>108 610</b>	<b>108 610</b>	<b>-</b>	<b>104 755</b>	<b>104 755</b>	<b>-</b>

# GOVERNANCE

## PART

*We Care!*

# 1. INTRODUCTION

The department commits to maintain the highest standard of governance as a fundamental principle for the management of public finance and resources. The department has established governance structures to effectively, efficiently and economically utilise State resources. The department upholds good corporate governance as espoused in King Report and the PFMA. We strive to promote good management practices in the area of risk management, fraud and corruption prevention, ethics, procurement and good corporate governance as well as to safeguard the department against any kind of misconduct or fraud.

# 2. RISK MANAGEMENT

## Risk management policy and strategy

The department has adopted an Enterprise Risk Management Policy and Charter which were 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 9 December 2021. The revision of the Enterprise Risk Management Policy and Charter is done once every two years. The risk management strategy that governs risk management activities within the department was revised and presented to the Risk Management Committee (RMC) meeting in February 2022. The RMC recommended the document for approval by the DG, who then duly signed it off as per recommendation.

## 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.

The process of risk assessments is centred around the department's APP. As such, the risks were identified for each departmental mandate 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 2021-22 financial for a three-year contract period. The department's Risk Management Committee consists of senior management and these external independent risk management experts who are not employed by the public sector. The committee operated through written terms of reference reviewed and approved by the DG as per the requirement that it be reviewed on an annual basis. The committee is chaired by an external independent chairperson and met 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 2022-23 financial year and the progress on the project for development and implementation of the business continuity management process.

The Chairperson of the RMC also attended all 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 tabled a report of the RMC. The Audit Committee reviewed the RMC Report and provided feedback on the issues reported therein. The feedback thereof would then be reported back to the Risk Management Committee at its next meeting.

During the year under review, the committee meetings that were scheduled for May 2022, August 2022 and November 2022 and February 2023 were successfully held.

### Risk Management unit

#### The implementation of the risk management software 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 2018-19 to 73% and 75% in 2019-20 and 68% in 2020-21 due to challenges of insufficient human capacity and further the impact of covid-19 pandemic experienced during those performance years. In 2021-22 the department performance increased to 69% achievement rate which further increased to 77% in 2022-23 financial year.

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 77% of its APP targets, indicating some level of success in managing the risks associated with the annual targets.

The unit continued to facilitate the assessment and monitoring of risks relating to the covid-19 pandemic in all the offices of the department.

The Risk Management unit has achieved 87% of level 3 of the department-specific approved risk maturity model. The staff in the Risk Management unit continued with the business continuity management project to develop for implement the business continuity management process within the selected areas in the department. The project aimed at, among others, the transferring of skills to the currently existing staff in the Risk Management unit.

## 3. FRAUD AND CORRUPTION

Purpose: The mandate of the Branch: Counter Corruption and Security Services is to prevent and combat corruption in order to protect client information and to promote the integrity of the department, to ensure that DHA operations, processes and products are applied in a safe and corruption-free environment, as well as to safeguard all DHA employees, client information and departmental assets. The branch: Counter Corruption and Security Services is responsible for enforcing the following three areas in combatting fraud and corruption: prevention, detection and investigation, which are aligned to the four pillars of the DHA counter corruption and fraud prevention strategy. The fourth pillar (resolution) falls outside of the mandate of the branch.

**Figure 6: Pillars of the DHA counter corruption and fraud prevention strategy**



- Pillar 1: Prevention (awareness, security and vetting)
- Pillar 2: Detection
- Pillar 3: Investigations
- Resolution/Prosecution falls within the ambit of employee engagement or law enforcement agencies.

The department has developed a fraud prevention plan, premised on the following core principles:

- Developing and maintaining a culture which is intolerant to fraud and corruption.
- Preventing fraud and corruption.
- Detection of fraud and corruption.
- Investigating detected fraud and corruption.
- Taking appropriate action against fraudsters, e.g. disciplinary action, prosecution, applying sanctions, which include redress in respect of financial losses to be recuperated.
- Pledge respect for the civil rights of all citizens, including the employees of the department.

The branch: Counter Corruption and Security Services undertakes the following activities in the execution of its mandate:

- Conducting awareness exercises aimed at all DHA officials and the general public, such as presentations, distributing posters, email alerts, media releases etc.
- Performing business process reviews/evaluations in order to identify corruption vulnerabilities, address identified modus operandi of syndicates and individuals as they seek to exploit DHA business processes, and the recommending of mitigating strategies to eliminate opportunities for officials to commit fraud and corruption.
- Conducting physical security TRAs in order to, among others, identify and determine risks as it relates to critical assets of offices and determining the potential threats and risks that may compromise

the safety of the DHA's resources (people, assets, processes and documents) and potentially lead to loss of resources and subsequent disruption of services.

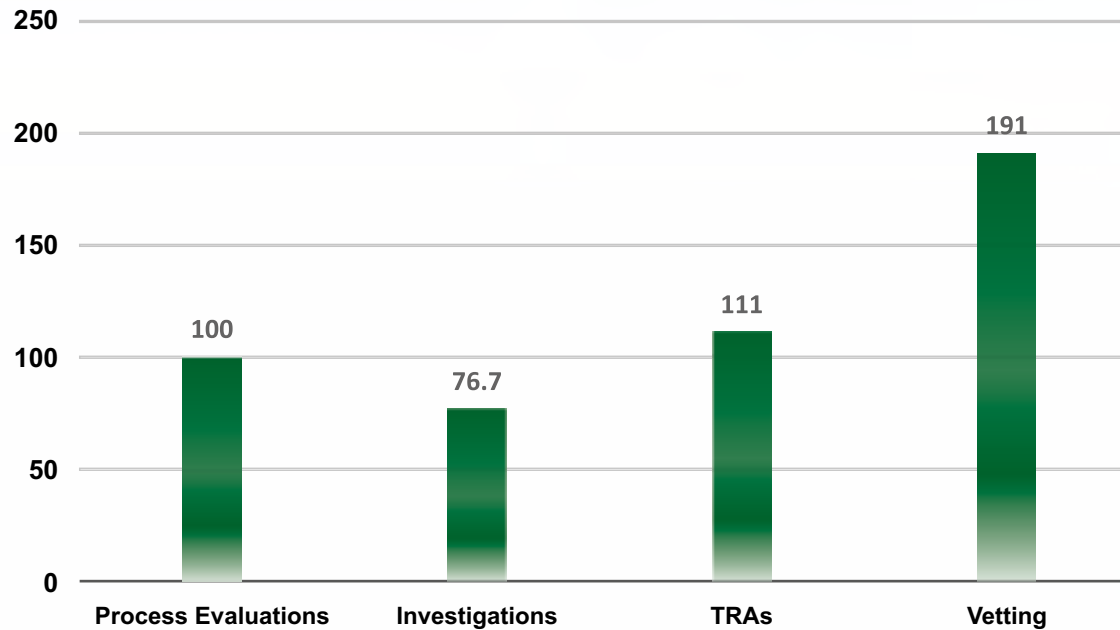
- Vetting officials whose duties or tasks necessitate access to sensitive information and areas designated as national key points. All DHA officials are subject to vetting, as well our service providers. The completed files are referred to the SSA for evaluation once the DHA has completed the vetting fieldwork investigations.
- Whenever fraud and/or corruption is detected or reported, an investigation is undertaken, and once finalised, the matter is referred to Employee Engagement or external law enforcement for further handling.

The department also has a policy in place that affords whistle-blowers mechanisms to report cases of fraud and corruption anonymously or via email. The majority of cases are reported on [report.corruption@dha.gov.za](mailto:report.corruption@dha.gov.za), or directly to Investigators, supervisors or referred from the National Anticorruption Hotline. Once reported, they are then allocated to Investigations Officers to initiate the investigations processes.

With regards to performance, the branch had four targets in the departmental APP for 2022-23, all of which were achieved with the graphic illustration below:



**Figure 7: Branch annual performance**



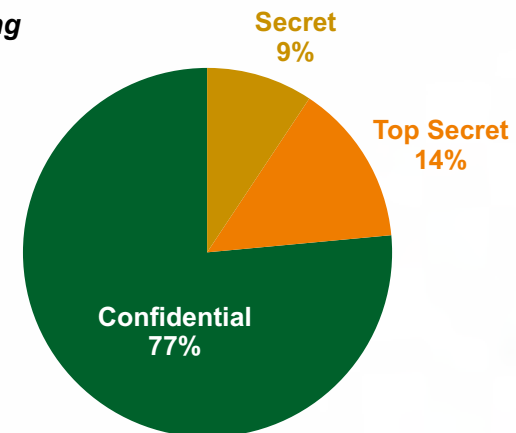
The directorate: Prevention and Analysis' performance for the 2022-23 financial year is as follows:

- 4 detection reviews/ security evaluations were conducted, as per the targeted number
- 68 awareness interventions were undertaken for the 2022-23 financial year, against a target of 32
- 4 trend analysis reports were produced, identifying corruption trends within the department, as per the targeted number.

The directorate: Vetting has the responsibility of conducting security vetting investigations of DHA employees (both current and prospective), pre-employment screening and coordinating company screenings.

- 765 vetting fieldwork investigations were finalised and submitted to the SSA during the period under review, against a targeted 400. The breakdown of performance is as below:

**Figure 8: Vetting**



This huge overachievement can be attributed to the following factors:

- The BMA recruitment project, wherein Confidential applications were sent to the SSA for evaluation
- The foreign missions coordination project, wherein a higher proportion of top secret files than the preceding years were sent to the SSA for evaluation for selected candidates in preparation for deployment at missions abroad.

The chief directorate: Security Services is tasked with ensuring adequate security measures and compliance within the department. In carrying out this mandate, TRAs are conducted in accordance with the requirements of minimum information (MISS) and/or physical security standards (MPSS). Against a target of 80, 89 TRAs were conducted in the past financial year.

The chief directorate: Investigations comes into effect when contraventions relating to fraud and corruption involving departmental officials have occurred, and action is taken to identify and effectively deal with these incidents and perpetrators. The performance target for the 2022-23 financial year was to finalise 66% of reported cases within 90 working days, and the achievement in this regard stands at 76,7%. The chief directorate: Investigations has finalised 76,7% of reported cases within 90 working days against the target of 66%.

## 4. MINIMISING CONFLICT OF INTEREST

All SMS members (131) submitted their financial disclosures for the period under review, through e-disclosure, managed by the Department of Public Service and Administration (DPSA). Four SMS members submitted their financial interests after the due date. All were given written warnings valid for six months and none of them lodged a dispute with the Bargaining Council (GPSSBC).

MMS members and officials within SCM and finance section did not disclose their interests as per the directive coming from the DPSA. This was to allow all assistant directors (ASDs) to submit their financial interests. Of the ASDs, 238 submitted their financial interests and 278 did not submit their interests.

The auditor-general (AG) provided the department with information pertaining to two employees allegedly doing business with organs of State. The department conducted a thorough investigation and information received from the municipality that was alleged to have conducted business with the employee was consulted. It was revealed that the company's name linked with the employee shares the same enterprise name as another company, which did conduct business with the municipality. As a result, it was not the employee's company that conducted the business with the municipality. The department is still investigating another case implicating another official whose company is allegedly to have conducted business with the municipality.

The department reported to DPSA on the lifestyle audit of SMS and ASD members and it was established that their lifestyles were congruent or commensurate with their remuneration earned. The vetting section within the Counter Corruption and Security Services branch has been tasked with dealing with all departmental officials' lifestyle audits. In conducting lifestyle audits, the unit relied on the report received through the e-disclosure system. However, going forward, communicate will be issued to encourage whistleblowing in dealing with corruption through conducting lifestyle audits.

## 5. CODE OF CONDUCT

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

In view of the department's zero tolerance stance to fraud and corruption, a target has been included on the department's APP to the effect that cases reported (including misconduct cases), be investigated / heard in the disciplinary inquiry and concluded in 90 working days from the date on which the case was reported/ misconduct charges were preferred.

To this end, disciplinary procedures were applied in the financial year 2022-23 resulting in formal disciplinary action in respect of 135 valid cases. On these cases, 77 reached maturity in relation to the 90 working days turnaround time. Of the 77 cases, 64 (83%) were completed of which –

- 50 (65%) were completed within the target timeline of 90 working days
- 14 (18%) were completed outside of their respective target dates
- 13 (17%) are yet to be completed, of which six cases are at the stage of awaiting a verdict.

The outcomes of the 64 completed cases are as follows:

- Guilty 48, producing the following results –
  - 28 dismissals
  - 7 suspensions (1 – 3 months)
  - 1 demotion
  - 2 final written warnings
  - 10 awaiting sanctions
- Not guilty, 1 case
- Resignation, 12 cases
- Charges withdrawn due to insufficient evidence, 3 cases.

In addition, the department commenced training on its approved discipline management business process and standard operating procedure towards supporting a culture of ethical conduct. Over 1 000 officials were socialised in this regard.

## 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. The department's SHERQ management policy was implemented as follows:

- Safety, Health and Environment (SHE) Committee meetings were held in all nine Provinces and within the head office
- OHS audits were conducted to monitor compliance with OHS legislation, hazard assessment and risk identification measures. OHS audits were conducted in the following provinces: EC, NC, WC, KZN, MP, LIMP, FS & NW.
- In an attempt to reduce infection of contagious and airborne diseases, 707 vaccinations were rolled out and administered to officials from the BMA and immigration officials.

## 7. PORTFOLIO COMMITTEES

The table below provides information on the engagements the department had with the Portfolio Committee on Home Affairs during the year under review.

**Table 7.1: Portfolio committee engagements**

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
1.	Tuesday – 26 April 2022	Briefing by the DHA on the APP and budget for 2022-23 Briefing by the Department of Home Affairs on their intervention in the KwaZulu-Natal and Eastern Cape State of disaster		
2.	Friday – 29 April 2022	Responses by the DHA on the draft public participation report on the Electoral Amendment Bill [B 1 – 2022]		
3.	Tuesday – 3 May 2022	Briefing by the Electoral Commission (IEC) on the APP and budget for 2022-23 financial year Briefing by the GPW) on the APP and budget for 2022-23 financial year		
4.	Friday – 13 May 2022	Further responses by the DHA on the public participation report and Constitutional aspects of the Electoral Amendment Bill [B 1 – 2022] Responses by the Electoral Commission on the public participation report and Constitutional aspects of the Electoral Amendment Bill [B 1 – 2022]	The PC chairperson requested minister to provide a report on news reported that a foreign national PHD student killed himself after failing to register for the academic year	Minister submitted a report dated 6 June 2022
5.	Friday – 20 May 2022	Briefing by the Electoral Commission on the 2021 local government elections report		
6.	Tuesday – 21 June 2022	Electoral Amendment Bill extension; IEC, DHA, Law Advisor submissions; with minister		
7.	Tuesday – 28 June 2022	Parliament Legal Services and Electoral Commission (IEC) on issues raised on the Electoral Amendment Bill during deliberations		
8.	Tuesday – 5 July 2022	Briefing by the Minister of Home Affairs on the report of the investigation within the GPW on the loss of financial data and loss of curriculum vitae as well as investigations by Hawks on the allegations of corruption levelled against the Chief Executive Officer of GPW		
9.	Tuesday – 12 July 2022	Briefing by the Minister of Home Affairs on the report on the review of permits that was conducted within the DHA		

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
10.	Tuesday – 19 July 2022	Briefing by the Electoral Commission (IEC) on the draft proposal to amend Schedule 1A of the Electoral Amendment Bill		
11.	Thursday – 4 August 2022	Briefing by the Electoral Commission on the Schedule 1A with independent candidates contesting elections in the region where they are registered as voters		
12.	Wednesday – 10 August 2022	Briefing by the Electoral Commission on outstanding matter on the Electoral Amendment Bill		
13.	Tuesday – 23 August 2022	Briefing by the Minister of Home Affairs and Commissioner of the BMA on the implementation of the BMA		
14.	Tuesday – 30 August 2022	Briefing by the Electoral Commission (IEC) on the Electoral integrity report		
15.	Tuesday – 13 September 2022	<ol style="list-style-type: none"> <li>1. Briefing by the Minister of Home Affairs and the DHA on the progress made in the Zimbabwe Exemption permit</li> <li>2. Briefing by the Minister of Home Affairs on the progress made on the implementation plan of the report of the Ministerial Reviewing Committee on permits and visas</li> <li>3. Update by the Minister of Home Affairs on suspensions of senior officials in the DHA and update on Shepard Bushiri's escape from South Africa into Malawi</li> </ol>		
16.	Tuesday – 27 September 2022	Joint briefing by the Department of Home Affairs and the State Information Technology Agency (Sita) on the fight against war on queues and chronic issue of network downtimes at the DHA offices		
17.	10 September 2022 to 18 October 2022	Portfolio committees: Mineral Resources and Energy, Home Affairs and Police on the Joint Oversight Visit on Illegal Mining to Five South African provinces		
18.	Tuesday – 4 October 2022	Electoral Amendment Bill: further deliberations		
19.	Friday – 7 October 2022	Electoral Amendment Bill: Seat Calculation briefing & adoption of A-list		
20.	Tuesday – 11 October 2022	AG Report on DHA, IEC and DHA Annual Reports 2021-22; GPW		
21.	Wednesday – 12 October 2022	Electoral Amendment Bill: adoption		



No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
22.	Tuesday – 18 October 2022	Briefing by DHA & GPW on annual reports 2021 22		
23.	Tuesday – 25 October 2022	Consideration and adoption of the budgetary review and recommendation report on the DHA for 2022		
24.	Tuesday – 1 November 2022	Briefing by the DHA on the performance of the department in the first and second quarters of the 2022-23 financial year		
25.	Tuesday – 8 November 2022	Joint briefing by the Department of Home Affairs and the State Information Technology Agency (Sita) on the fight against war on queues and chronic issue of network downtimes at the DHA offices  Briefing by the Department of Home Affairs on the rollout of DHA services to banks and mobile units		
26.	Tuesday – 15 November 2022	DHA & Sita on war on queues and chronic network downtimes at DHA offices; Rollout of DHA services to banks and mobile units		
27.	Wednesday – 30 November 2022	Committee's consideration and deliberations of the proposed amendments of the Electoral Amendment Bill from the National Council of Provinces  Briefing by DHA on parliamentary queries		
28.	Friday – 2 December 2022	Electoral Amendment Bill: ConCourt extension & additional public participation on the National Council of Provinces amendments, with minister		
29.	Wednesday – 1 February 2023	Electoral Amendment Bill: content advisor briefing on submissions received, with deputy minister present		
30.	Thursday – 2 February 2023	Electoral Amendment Bill: DHA, IEC & legal advisors input on submissions received; with minister		
31.	Tuesday – 7 February 2023	Electoral Amendment Bill: deliberations; DHA & Parliament Legal Services on legislative processes to introduce an Executive & Committee Bill; with the deputy minister		
32.	Wednesday – 8 February 2023	Electoral Amendment Bill: consideration		
33.	Friday – 10 February 2023	Electoral Amendment Bill: clause by clause deliberations		
34.	Tuesday – 21 February 2023	State of the Nation Address implications for Home Affairs; with deputy minister		

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
35.	Tuesday – 28 February 2023	DHA, IEC, GPW and 2022-23 budget allocations		
36.	Tuesday – 7 March 2023	Readiness to establish BMA by 1 April 2023: minister & BMA briefing	The PC requested written responses to questions posed by members that were not answered during the meeting	Written responses by the BMA dated 17 March 2023 submitted
37.	Tuesday – 14 March 2023	Plans to address backlogs in immigration (permitting section), refugee and civic services; with deputy minister		
38.	Wednesday – 29 March 2023	DHA, BMA, IEC and GPW Strat plans and APPs		
39.	Thursday – 30 March 2023	PC Oversight visit to Permitting section (DHA head office) and Menlyn Mall office		

## 8. SCOPA RESOLUTIONS

During the 2022-23 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 2021-22 financial year, the 6th such audit outcome in a row.

The following matters of emphasis were raised by the AGSA:

- Impairment of receivables
- Impairment of accrued departmental revenue.

No material findings were found on the usefulness and reliability of the reported performance against the APP targets set for Programme 2: Citizen Affairs.

As a result of material misstatements found in the annual financial statements submitted for auditing and subsequently corrected by management, the department missed the 'clean' audit outcome. The material misstatements related to the restatement of the irregular expenditure figure after the IP Granite / Firewall tender was held to be irregular; material changes to the disclosures for accruals and payables; and the contingent liability figures for labour relation cases. In addition, some of the reported performance information was corrected, resulting in the department receiving an unqualified opinion.

Shortly after receiving the audit report for 2021-22, the department arranged a workshop with the AGSA and the Audit Committee to reflect on and plan to improve the audit outcome. A detail audit action plan was then prepared. This plan was submitted to internal audit for validation to ensure the actions agreed upon will address the root causes.

The plan was monitored at Back-to-Basics meetings and progress was reported to Exco and the Audit Committee. Where officials failed to respond or meet their commitments as per the audit action plan, consequence management was applied. Internal Audit also conducted an audit to ensure the claimed completion of audit actions by management was supported by the necessary evidence.

The outcome of the performance against the 2022-23 audit action plan as on 19 May 2023 is reflected in the table below. The information provided was submitted to internal audit for verification.

**Table 9.1: Performance against the action plan**

Action plans per unit	Status of interventions (actions) as at 19 May 2023						
	Total actions per unit	Completed	In progress	Future date	Not started & Overdue	No response	Percentage of resolved actions
IT	49	32	0	17	0	0	65%
Revenue	53	52	1	0	0	0	98%
Movable assets / baud	3	2	1	0	0	0	67%
Financial accounting	22	22	0	0	0	0	100%
scm	6	6	0	0	0	0	100%
Immovable assets	4	4	0	0	0	0	100%
Facilities	2	2	0	0	0	0	100%
Intangible assets	1	1	0	0	0	0	100%
Human resources	12	11	1	0	0	0	92%
Legal services	1	0	1	0	0	0	0%
CFO (BBBEE)	1	1	0	0	0	0	100%
Policies	7	7	0	0	0	0	100%
Aopo m&e unit	2	2	0	0	0	0	100%
Immigration services	8	7	0	0	0	1	88%
Aopo civic services	30	18	4	0	8	0	60%
Eastern Cape	5	2	2	0	1	0	40%
Free State	5	5	0	0	0	0	100%
Gauteng	2	2	0	0	0	0	100%
KwaZulu-Natal	9	9	0	0	0	0	100%
Mpumalanga	9	9	0	0	0	0	100%
North West	7	7	0	0	0	0	100%
Northern Cape	3	3	0	0	0	0	100%
Western Cape	3	3	0	0	0	0	100%
Limpopo	2	0	2	0	0	0	0%
<b>Total interventions</b>	<b>246</b>	<b>207</b>	<b>12</b>	<b>17</b>	<b>9</b>	<b>1</b>	<b>84%</b>

A detailed plan for the completion of the 2022-23 annual financial statements was prepared. This plan was tracked to assess the status and progress made. An independent audit firm was appointed to provide third party 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
- 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 LCCs 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 LCCs 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 DHA obtains its mandate from the PFMA 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, among 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
- Significant legislative and/or regulatory issues impacting the department are recognised and addressed appropriately.

## Summary of audit work done

The 2022-23 internal audit annual coverage plan was approved by the Audit Committee on 13 March 2022. Internal Audit has completed 32 audit projects including seven 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 such as review of financial statement, procurement of goods and services and property and facilities management
- Audits of performance information conducted at all branches
- Operational audits such as review of birth registration, late registration of birth, death registration, amendments and rectification of records, port of entry compliance, management of mobile units, inspectorate's inspections and investigations and V-listing /data review (upliftment of undesirable and prohibited persons)
- Business applications such as BABS and HACCC system
- ICT audits, which include software asset management and licensing review, firewall security review, SQL server security review and antivirus management audit

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 the 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 AG), 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.

**Table 11.1: Audit Committee members**

Name	Qualifications	Internal or external	If internal, position in the department	Date appointed	Date resigned	No. of Meetings attended
Mr Tshepo Mofokeng	Bachelor of Commerce Bachelor of Accounting Certified Internal Auditor (CIA) CA (SA), Saica	External (chair-person)	N/A	20 October 2017 Extended for three years until 30 September 2023	N/A	6 Meetings
Ms Given Sibiyi	Bachelor of Commerce Bachelor of Accounting CA (SA), Saica	External	N/A	26 April 2018 Extended for three years until 30 April 2024	N/A	6 Meetings
Ms Doris Dondur	Bachelor of Accounting Honours B Compt CA (SA), SAICA Honours in Business Administration MBA CD (SA)	External	N/A	25 May 2021	N/A	6 Meetings
Mr Patrick Ganesan	Bid Specification Committee 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	6 Meetings
Ms Lerato Mothae	CA(SA) CTA (BCompt Honours) BCompt (Bachelor of Accounting)	External	N/A	1 August 2022	N/A	3 meetings  Member appointed on 1 August 2022

## 12. AUDIT COMMITTEE REPORT

The Audit Committee (the Committee) is established as an independent statutory committee in terms of the 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 2023, 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.

### 12.1. AUDIT COMMITTEE MEMBERSHIP

The Committee consisted of four independent members and was 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. Six meetings were held for the financial year ended 31 March 2023.

### 12.2. 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.

### 12.3. 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, while it is the Committee's role to review the effectiveness of internal controls and oversee risk management processes. Reviews on the effectiveness of the internal controls were

conducted and they covered financial, operational, compliance and risk assessment.

In accordance with the PFMA, internal audit provides the Committee and management with reasonable assurance that the internal controls were appropriate and effective during the period under review. This is achieved by evaluating internal controls to determine their adequacy, effectiveness and efficiency, and by developing recommendations for enhancement or improvements. 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's senior management, the Committee reports that the system of internal controls for the period under review were not entirely adequate and effective in improving the control environment and to reduce the risk to an acceptable level. However, the department has continued great strides in enhancing the control environment, despite limited resource and reliance on other State entities. The department is in the process of modernising its systems and operations. The changes envisaged in improving service delivery through the modernisation process, inevitably increases the risk profile as the department positions itself from being paper based to being a digitised organisation. The Committee raised the risk of technological obsolescence with the lengthy processes of developing and implementing some of the modern technologically based automated and digitised systems.

Modernisation 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 to improve the change and systems transformational management processes 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.

#### **12.4. 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 DHA.

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 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.

#### **12.5. 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 the 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.

#### **12.6. QUALITY OF MANAGEMENT AND MONTHLY / QUARTERLY REPORTS SUBMITTED IN TERMS OF THE PFMA 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.

## 12.7. 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 were 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
- 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 2022-23 financial year was done at the Committee's meeting held on 29 May 2023.

## 12.8. EVALUATION OF THE FINANCE FUNCTION

Based on the significant changes in the financial statements, the Committee is concerned with some of the deficiencies in financial reporting process and is of the view that the function requires some 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.

## 12.9. EXTERNAL AUDIT: AUDITOR-GENERAL OF SOUTH AFRICA

The Committee, in consultation with the accounting officer, noted the terms of the AGSA engagement letter, audit strategy and audit fees in respect of the 2022-23 financial year.

The Committee also monitored the implementation of the action plans to address matters arising from the management report issued by the AGSA for the 2022-23 financial year.

The Committee has also had in committee meetings with the auditor-general.

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.

## 12.10. MATERIAL IRREGULARITY

The Committee notes with concern the AGSA material irregularity finding and will during the execution of its oversight responsibilities and in the current financial year continue to monitor the resolution of such finding, in terms of the AGSA legislative requirements, as contained in the amendments to the Public Audit 25 of 2004, as amended.

## 12.11. 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 wave of increases in its operations and activities.

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.





### 12.12. CONCLUSION

The Committee has reviewed the AGSA's management and audit reports for the financial year ended 31 March 2023 and concurs with their conclusions. The Committee therefore accepts the audit opinion and conclusion expressed by the auditor-general 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 fulfilled 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".

Signed on behalf of the Audit Committee by:

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

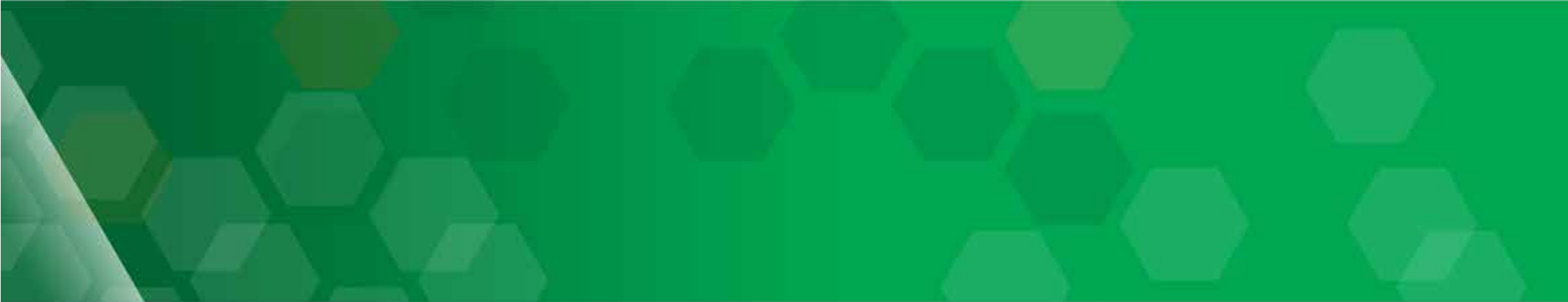
**Mr TM Mofokeng**  
*Chairperson of the Audit Committee*

## 13. BBBEE 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 (BBBEE certificate levels 1 – 8) with regards to the following:		
Criteria	Response Yes / No	Discussion <i>(include a discussion on your response and indicate what measures have been taken to comply)</i>
Determining qualification criteria for the issuing of licences, concessions or other authorisations in respect of economic activity in terms of any law?	No	This is not in the mandate of the department
Developing and implementing a preferential procurement policy?	Yes	The departmental SCM policy incorporates the requirement of the Broad-based Black Economic Empowerment Act, 2013, the PPPFA of 2000, and PPR, 2017 & 2022
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 BBBEE 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 BBBEE?	No	This is not in the mandate of the department

The department annually submits a Compliance Reporting Matrix form to the BBBEE Commission. Parts of this matrix form is not relevant to State departments. The department does not have a BEE certificate.



# HUMAN RESOURCE MANAGEMENT

**PART**

*We Care!*

**D**



## 1. INTRODUCTION

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

- 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 branch Human Resources Management and Development is driven by the following outcomes, towards the achievement of departmental objectives:

- Competent, engaged and enabled workforce – this implies high performing and professional employees
- Modernised human resources systems – in relation to e-recruitment, performance management, case management, employee wellness, e-learning, and fully functional organisational structure aligned to the DHA strategy
- Reliable HR information management
- Harmonious and effective employer-employee relations
- Excellent customer experience created through improved access to quality service
- Improved HR compliance and audit outcomes.

The following human resources focus areas are being implemented at various degrees towards the implementation of the departmental objectives.

## 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 department 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 (2021-26). They are reviewed year on year to ensure continuous alignment with the department 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.
- Resources business process and systems: Develop and review core and support business processes to ensure alignment with organisational functions, to attain the modernised DHA business processes. Facilitate the implementation of SOPs to ensure consistent application of legislation, policies, and procedures.
- Employee health and wellness: Facilitate the implementation of Employee Health and Wellness strategies to support employee performance.
- Transformation and change: Drive the change agenda and mainstream gender and disability.



- Employee and labour relations: Drive a zero tolerance approach towards corruption and ill-discipline. Create awareness on ethical conduct to ensure good conduct and attitude, thereby improving the image of the DHA.
- Performance management: Drive compliance and a high-performance culture to enhance work and performance ethic through the contracting, review and recognition of excellent performance (rewards and recognition), aligned to the department's Moetapele initiative.
- Human resources development: Build skills levels and leadership capacity and capability suitable for a service oriented and security environment. Ensure compliance to the DPSA legislative framework on the recognition of improved qualifications.

## 2.2. Gender-based violence and femicide (GBVF)

In April 2022, the minister approved the DHA GBV&F Implementation Plan, which aimed at streamlining the efforts of the department to ensure the eradication of GBV&F within the department. The key areas covered by the implementation plan included:

- NSP indicators incorporated into the DHA Strategic and APP
- NSP indicators budgeted for
- Prompt adjudication and finalisation of allegations of sexual harassment, assault (physical infliction of pain, or threats to inflict physical pain), and / or rape levelled by clients or employees of the DHA, against (fellow) employees
- Sustained media campaigns providing information and awareness
- Issuing of marketing material such as; Pull-out banners / Posters and marketing of the National GBVF contact centre
- Facilitation of awareness sessions on GBVF
- Strategic outreach interventions to raise awareness and generate acceptance of different expressions and forms of sexual orientation and gender identity (SOGI)

- Provision of psycho-social support to employees who are reported to be victims of GBVF and /or sexual harassment
- Facilitation of a Survey on perception of equality within the department
- Monitoring of the number of child marriages reported.

Awareness sessions were conducted focusing on the following:

- National Strategic Plan on GBVF (NSP on GBVF)
- Rights of LGBTIQIA+ persons in the delivery of DHA services
- Code of Good Practice on the Prevention and Elimination of Harassment in the Workplace.

## 2.3. Organisational development

DHA over the years has experienced insufficient human resource capacity which in turn adversely affected service delivery. In the 2021-22 financial year, DHA prepared a business case to National Treasury to ameliorate capacity constraints. A total of 742 to 778 posts were identified and approved for filling from National Treasury. More than 80% of the funding was prioritised for front offices at the core service delivery. The funding resulted in the department growing its capacity from 39% to 42, 5% of the total establishment.

To further augment the capacitation to deliver services, the department undertook a process to convert the secretary positions to core and support in line with the departmental operational needs. Subsequent to the conversation of secretaries the department further took a decision to translate switchboard operators' positions to civic services hospital clerk within the province to capacitate the hospitals in order to adhere to the registration of birth within 30 days.

## 2.4. Human resources planning

Human resources plan 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 MTEF HR plan 2022-24 was developed and submitted to DPSA. The plan plays a critical role in the success and sustainability of DHA from a human resource perspective. In analysing current and future workforce needs, the HR plan identified the following priorities.

- a) Review of the departmental organisational and functional structure for salary 13 and below
- b) Development of a culture framework for DHA
- c) Increase DHA human resource capacity to 60% of the approved departmental organisational and functional structure
- d) Constant monitoring of misconduct and grievances to reduce non-compliance with timeframes
- e) These priorities are monitored on a quarterly basis and annually submitted to the DPSA.

## 2.5. Change management programme

The change management programme is responsible for supporting the department in managing significant changes. The programme manages the people side of change and drive the acceptance, readiness, and adoption of the new technology, processes and structural implementations. During the 2022-23 financial year, the directorate: Change Management played a huge role of managing the BMA change management process of migrating impacted employees from public service (DHA, DALRRD, DFFE, NDOH) to the BMA as a Schedule 3(a) entity. The change management strategy document was approved, the strategy aimed at managing change during the pre-establishment and post establishment of the BMA.

A critical activity of the change management strategy was to ensure that all impacted employees are consulted during the pre-establishment phase. A consultative roadshow took place in 2022, it was led by the Commissioner

of BMA in collaboration with the PSCBC members and the NMOG streams. A total of 1 633 employees attended the consultations. Additional to that the change management team embarked on a change readiness assessment to gain a comprehensive understanding of the entity's ability to support future changes, to understand the BMA's readiness for change, mitigate associated risks and recommend actions to enable the required change.

Assessment questionnaires were distributed and completed at the 72 ports of entry and border law enforcement area being transitioned into the BMA. The change champions network was established in the 72 PoEs. The network plays a critical role in delivering key messages at a PoE level and ensuring the bottom-up feedback mechanisms are effective. They coordinate related change and communication activities e.g. ensuring that employees are kept updated and informed by means of updating posters, change related activities, presenting updated presentations on progress, upcoming events and supporting change leadership.

The directorate: Change Management continues to support the technological changes that the department is introducing to improve service delivery. The implementation of the change management strategy has led to employee buy-in for the branch appointment booking system (BABS), ABIS, and digitisation of records.

## 2.6. Employee wellness programmes

Employee wellness programmes are focused on implementing government's agenda in respect of health and wellness issues. These are implemented in terms of the National strategic plan 2017-22. In lieu of the latter, the department has embarked on rolling out HIV and Aids / STI / TB and other chronic disease management programmes as prescribed. Consequently, the following was achieved in the reporting year:

- **340** employees were tested for HCT (0 tested positive)
- **340** employees were subjected to health screenings in collaboration with GEMS (blood pressure, cholesterol, blood sugar, and body mass index)

- **180** employees conducted voluntary blood screening and blood donation campaign/drive
- **8 300** male condoms and **3 500** female condoms were distributed in all provinces and head office
- A total of **9** peer educators' meetings / information sharing sessions were held in all provinces per quarter
- A functional 24-hour toll-free line and eCare (online wellness service) continued to be accessible for all employees and contributed vastly to the provision of care and support to employees and their immediate families
- **172** employees received face to face counselling whereas **245** employees received telephonic counselling services from ICAS
- **95** employees received face to face counselling and therapeutic services from the directorate: Employee Wellness.

## 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, performance assessment and recognition of excellent performance (rewards and recognition). The department has inculcated a culture of compliance in respect of submission of performance agreements. The compliance rate for submission of performance agreement in the department was 98,21% and for annual assessment was 99,40%. 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. The performance culture in respect of the quality of performance agreement requires improvement. The quality assurance process of performance agreements needs to be strengthened.

Managers are continually encouraged to reward and recognise good performance which culminates in nominations of employees with exemplary behaviour and performance for excellence awards. 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. The department's Reward & Recognition model and Excellence Awards Guidelines has accordingly been updated and approved during the performance cycle in question.

In terms of the Incentive Policy Framework, performance incentives must be paid by 31 December each year. To this end, the department has implemented that payment of pay progression to all qualifying officials during November 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 2022-23, the Learning Academy planned to conduct three development interventions implemented to support high impact leaders (junior, middle and senior). This target was achieved as a total of 10 development interventions were implemented to support high impact leaders (junior, middle, senior) managers were trained and developed on the following training interventions: Ethics in the public service (14), Investigative corrupt activities (31), Introduction to applied risk assessment and identification (9), Advanced management development programme (20), Advanced project management (18), Labour relations for managers in the public service (75), Coaching leadership development (25), Mentoring (24), Nyukela (pre-entry certificate to senior management) (6), and leading change by championing (6)

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

- 959 officials trained in transversal programmes
- 615 nominated officials trained in modernisation programme

- 401 officials trained in migration management programmes
- 581 officials trained in citizenship management programmes
- 300 officials trained in the ITC programmes
- 18 officials trained in national certificate: Home Affairs services

The DHA Leaders Forum is targeted at junior, middle and senior managers in the department. The main objective of the Leaders Forum is to ensure a shared vision and mind-set among the DHA leadership. It is a platform where leaders engage to promote leadership integration and development, towards cultural transformation and professionalisation. For the period under review the forums were held in June 2022 and April 2024 (The March forum was postponed to April due the minister's unavailability) and the themes were on ethical leadership linked to professionalism and ethical and servant leadership.

## 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 Sassetta, SACGRA, Sedibeng TVET College, Port Elizabeth TVET College, Eastern Cape Midlands College, Titan Centre of Excellence, Amajuba TVET College, Esayidi TVET College, Westcol TVET College, Lovedale TVET College, Tshwane University of Technology, Ikhala TVET College, Productivity SA, State Security, University of KwaZulu-Natal, National School of Government 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 was the notably shorter queues, resulting from quicker processing times at those identified ports of entry during the festive period. Pseta granted DHA discretionary grant for 2023-24. The work-integrated learning programme is aimed at providing work-exposure to learners; the department, in collaboration with the State Attorney (Department of Justice) for law articles and the Department of Defence placed officials for periods ranging from 12 months.

## 2.10. Employment of 10 000 in the digitisation of records project

The digitisation of records project to recruit the 10 000 unemployed graduates is to be undertaken in three phases, with the first cohort recruited during August 2022 and 1 259 graduates were appointed in February 2023. The second phase to recruit 4 000 started in March 2023, interviews are currently being conducted envisaged appointment of this cohort is in July 2023.

## 2.11. Knowledge and information management

### a) Communities of practice (CoPs)

A community of practice (CoP) is group of people 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 CoPs in the department. The CoPs are established in the areas of land ports, provincial coordinators, airports managers and the 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 internalised and implemented back in their different areas of work. In 2022-23 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 2022-23, 20 knowledge harvesting sessions were conducted with retiring officials and subject matter experts that resigned.

## 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 are 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 eight seminars were held across the department to various audience and the topics were the following;

- Step-by-step guide on how to prepare a successful paper
- Code of conduct for public servants
- Measuring leadership effectiveness
- Collective leadership
- How to prepare a successful paper for publishing
- Code of conduct for public servants
- Juta information session
- Diligent leadership in the context of transformation.

## d) Information resource centre (IRC)

The department's 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 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 2022-23 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, among others.

## 2.12. Employment equity

The table below depict the Economically Active Population (EAP) as produced by the Commission on Employment Equity (CEE) in its 2020-21 Employment Equity Report



**Table 2.12.1: 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%
<b>Total</b>	<b>54,8%</b>	<b>45,2%</b>	<b>100%</b>

The figures below indicate the difference in the expected representation and the current status of all the race groups:

**Table 2.12.2: 2022-23 total workforce**

Race	Female	Male	Total workforce by race	EAP against workforce
African	3 909 (60,33%)	2 570 (39,67%)	6 479 (88,21%)	-13,31% over
Coloureds	280 (61,94%)	172 (38,05%)	452 (6,15%)	4,65% below
Indians	52 (61,90%)	32 (38,10%)	84 (1,14%)	1,86% below
Whites	257 (77,88%)	73 (22,12%)	330 (4,49%)	6,81 below
<b>Total</b>	<b>4 498 (61,24%)</b>	<b>2 847 (38,76%)</b>	<b>7 345 (100%)</b>	

Source: PERSAL

The department's total workforce of 7 345 includes positions filled on the fixed establishment as well as additional to the establishment. The department's status on race and gender has not changed much from the last financial year, with African being the majority at 88,21% of the total workforce. With regards to the 2012 Cabinet resolution on representation of women at SMS and disability, the department performed as follows in the year in review:

**Table 2.12.3: 2022-23 gender representation at SMS level and people with disabilities status**

Gender representation at SMS level			
Female	Male	Total SMS members	Target
64 (49,23%)	66 (50,77%)	130	50/50

People with disabilities		
DHA total workforce	Total employed people with disabilities	Target
7 345	129 (1,76%)	2%

A 3% increase in the representativity of Females at an SMS Level (from 45,9% to 49,23%), and a 0,2% increase in the employment of people with disability (from 1,7% to 1,76%), has been recorded. The department continues to drive a targeted approach in the filling of its posts.

**a) Leave and absenteeism management**

The termination of the state of disaster on covid-19 came into effect and resulted in the 100% physical resumption of duty of all employees in the department. General leave management procedures and practices as prescribed by the National Determination and Directive on Leave of Absence in the Public Service continue to be implemented.

**b) Recruitment**

Within the financial year, the department facilitated the filling of 1 704 posts (attrition and priority), of which 85% were filled within a six-month turnaround time. Within the prioritisation of posts, emphasis was placed on the capacitation of the BMA as well as frontline services within the civic and immigration environments. Of all posts, 87% were at production and entry level supervisory level, with an additional 10% of posts at junior and middle management level. Over 300 unemployed youth were appointed into permanent positions during the financial year.

### 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 2022 and 31 March 2023**

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	2 795 096	600 703	3 469	28 376	21,50	604
Programme 2: Citizen Affairs	3 562 133	2 341 749	1 319	2 795	65,74	337
Programme 3: Immigration Affairs	1 329 929	890 563	0	76 824	67	1 339
Programme 4: Institutional Support & Transformation	3 010 873	70 602	0	33 605	2,34	24
<b>Total as on financial systems</b>	<b>10 698 031</b>	<b>3 903 617</b>	<b>4 788</b>	<b>141 600</b>	<b>36,50</b>	<b>453</b>

**Table 3.1.2: Personnel costs by salary band for the period 1 April 2022 and 31 March 2023**

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)	268	0,01	1	268
Skilled (Levels 3-5)	149 028	3,82	503	296
Highly skilled production (Levels 6-8)	2 932 961	75,13	5 985	490
Highly skilled supervision (Levels 9-12)	588 420	15,07	677	869
Senior and Top management (Levels 13-16)	151 903	3,89	121	1 255
Contract (Levels 1-2)	15 796	0,40	1 148	14
Contract (Levels 3-5)	11 593	0,30	108	107
Contract (Levels 6-8)	706	0,02	17	42
Contract (Levels 9-12)	33 113	0,85	41	808
Contract (Levels 13-16)	19 829	0,51	9	2 203
<b>Total</b>	<b>3 903 617</b>	<b>100</b>	<b>8 610</b>	<b>453</b>

**Table 3.1.3: Salaries, overtime, home owners allowance and medical aid by programme for the period 1 April 2022 and 31 March 2023**

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	521 979	86,89	23 226	3,87	15 910	2,65	28 404	4,73
Programme 2: Citizen Affairs	1 955 698	83,51	64 668	2,76	95 670	4,09	183 819	7,85
Programme 3: Immigration Affairs	752 725	84,52	51 259	5,76	31 910	3,58	65 448	7,35
Programme 4: Institutional Support & Transformation	60 364	85,50	184	0,26	2 575	3,65	4 285	6,07
<b>Total</b>	<b>3 290 791</b>	<b>84,30</b>	<b>139 337</b>	<b>3,57</b>	<b>146 065</b>	<b>3,74</b>	<b>281 956</b>	<b>7,22</b>

The total Personnel cost per programme does not include all items reported under CoE costs, e.g. employer contribution on pension

**Table 3.1.4: Salaries, overtime, home owners allowance and medical aid by salary band for the period 1 April 2022 and 31 March 2023**

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)	106	39,55	0	0	0	0	16	5,97
Skilled (Levels 3-5)	149 028	100	3 319	2,23	9 263	6,22	15 470	10,38
Highly skilled production (Levels 6-8)	2 452 362	83,61	121 348	4,12	124 848	5,09	246 591	8,38
Highly skilled supervision (Levels 9-12)	487 087	82,78	14 591	3	10 485	1,78	19 879	3,38
Senior management (Levels 13-16)	117 379	77,27	0	0	1 469	1,25	0	0
Contract (Levels 1-2)	24 547	155,40	0	0	0	0	0	0
Contract (Levels 3-5)	4 565	39,37	0	0	0	0	0	0
Contract (Levels 6-8)	2 775	393,06	0	0	0	0	0	0
Contract (Levels 9-12)	33 113	100	79	0	0	0	0	0
Contract (Levels 13-16)	19 829	100	0	0	0	0	0	0
<b>Total</b>	<b>3 290 791</b>	<b>84,30</b>	<b>139 337</b>	<b>3,6</b>	<b>146 065</b>	<b>3,74</b>	<b>281 956</b>	<b>7,22</b>

### 3.2. Employment and vacancies

The tables in this section summarise the position with regard to employment and vacancies.

The following tables summarise the number of posts on the establishment, the number of employees, the vacancy rate, and whether there are any staff that are additional to the establishment.

This information is presented in terms of three key variables:

- programme
- salary band
- critical occupations (see definition in notes below).

Departments have identified critical occupations that need to be monitored. In terms of current regulations, it is possible to create a post on the establishment that can be occupied by more than one employee. Therefore, the vacancy rate reflects the percentage of posts that are not filled.



**Table 3.2.1: Employment and vacancies by programme as on 31 March 2023**

Programme	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Programme 1: Administration	1 048	963	8,11	32
Programme 2: Citizen Affairs	6 057	5 682	6,19	0
Programme 3: Immigration Affairs	717	668	6,83	0
<b>Total</b>	<b>7 822</b>	<b>7 313</b>	<b>6,51</b>	<b>32</b>

**Table 3.2.2: Employment and vacancies by salary band as on 31 March 2023**

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)	4	1	75	0
Skilled (Levels 3-5)	539	490	9,09	0
Highly skilled production (Levels 6-8)	6 357	5 992	5,74	0
Highly skilled supervision (Levels 9-2)	763	682	10,62	0
Senior management (Levels 13-16)	159	123	22,64	0
Contract (Levels 1-2)	0	1	0	0
Contract (Levels 3-5)	0	5	0	0
Contract (Levels 6-8)	0	3	0	0
Contract (Levels 9-12)	0	9	0	32
Contract (Levels 13-16)	0	7	0	0
<b>Total</b>	<b>7 822</b>	<b>7 313</b>	<b>6,51</b>	<b>32</b>

**Table 3.2.3: Employment and vacancies by critical occupations as on 31 March 2023**

Critical occupation	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Identification experts	225	220	2,22	0
Information technology related	67	60	10,45	0

Critical occupation	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Legal related	27	17	37,04	0
Other information technology personnel	102	96	5,88	0
Regulatory inspectors	928	845	8,94	0
<b>Total</b>	<b>1 349</b>	<b>1 238</b>	<b>8,23</b>	<b>0</b>

### Notes

- The CORE classification, as prescribed by the DPSA, should be used for completion of this table.
- Critical occupations are defined as occupations or subcategories within an occupation –
  - in which there is a scarcity of qualified and experienced persons currently or anticipated in the future, either because such skilled persons are not available, or they are available but do not meet the applicable employment criteria
  - for which persons require advanced knowledge in a specified subject area or science or learning field and such knowledge is acquired by a prolonged course or study and/or specialised instruction
  - where the inherent nature of the occupation requires consistent exercise of discretion and is predominantly intellectual in nature
  - in respect of which a department experiences a high degree of difficulty to recruit or retain the services of employees.

### 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 2023**

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	8	5	62,5	3	37,50

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
Salary Level 14	33	25	75,75	8	24,24
Salary Level 13	115	97	83,34	18	15,65
<b>Total</b>	<b>159</b>	<b>130</b>	<b>81,76</b>	<b>29</b>	<b>18,24</b>

**Table 3.3.2: SMS post information as on 30 September 2023**

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	10	90,91	1	9,09
Salary Level 14	37	28	75,68	9	24,32
Salary Level 13	115	94	81,74	21	18,26
<b>Total</b>	<b>167</b>	<b>136</b>	<b>81,44</b>	<b>31</b>	<b>18,56</b>

**Table 3.3.3: Advertising and filling of SMS posts for the period 1 April 2022 and 31 March 2023**

SMS level	Advertising	Filling of posts	Number of vacancies per level not filled in 6 months but filled in 12 months
	Number of vacancies per level advertised in 6 months of becoming vacant	Number of vacancies per level filled in 6 months of becoming vacant	
Director-general/ head of department	0	0	0
Salary Level 16	0	0	0
Salary Level 15	2	0	0
Salary Level 14	10	0	8
Salary Level 13	32	10	5
<b>Total</b>	<b>44</b>	<b>10</b>	<b>13</b>

**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 2022 and 31 March 2023**

Reasons for vacancies not advertised within six months
Not applicable.

Reasons for vacancies not filled in 12 months
Unavailability of selection panel members for shortlist and or Interview processes, due to competing priorities.
Inability to attract suitable candidates, resulting in the need to re-advertise posts.
Changes to the structure / job profiles amended resulting in the need to re-advertise posts.

**Notes**

In terms of the Public Service Regulations, 2016, Chapter 4, Part 4, section 65(7), departments shall advertise a funded vacant post within six months after becoming vacant and shall be filled within 12 months after becoming vacant, or indicate good cause or reason for not having complied with the filling of SMS posts within the prescribed timeframes.

**Table 3.3.5: Disciplinary steps taken for not complying with the prescribed timeframes for filling SMS posts within 12 months for the period 1 April 2022 and 31 March 2023**

Reasons for vacancies not advertised within six months
Not applicable.

Reasons for vacancies not filled in 12 months
Not applicable.

**Notes**

- In terms of the Public Service Regulations, 2016, Chapter 4, Part 4, section 65(7), departments shall indicate good cause or reason for not having complied with the filling of SMS posts within the prescribed timeframes. In the event of non-compliance with this regulation, the relevant executive authority or head of department must take appropriate disciplinary steps in terms of section 16A(1) or (2) of the Public Service Act.

## 3.4. Job evaluation

Within a nationally determined framework, executing authorities may evaluate or re-evaluate any job in his or her organisation. In terms of the Regulations all vacancies on salary levels 9 and higher must be evaluated before they are filled. 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 2022 and 31 March 2023**

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
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



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
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
<b>Total</b>	<b>20 430</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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 2022 and 31 March 2023**

Gender	African	Asian	Coloured	White	Total
Female	0	0	0	0	0
Male	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>Employees with a disability</b>	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 2022 and 31 March 2023**

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation
Administrative related	1	9	10	PSCBC resolution
Administrative related	5	11	12	PSCBC resolution
Bus and heavy vehicle drivers	1	7	8	Grade progression
Cashier tellers and related clerks	23	5	6	Grade progression

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation
Cleaners in offices workshops hospitals etc.	1	2	3	Grade progression
Cleaners in offices workshops hospitals etc.	1	4	5	Grade progression
Client information clerks (switchboard reception information clerks)	1	5	6	Grade progression
Communication and information related	1	11	12	PSCBC resolution
Finance and economic related	2	9	10	PSCBC resolution
Finance and related professionals	6	11	12	PSCBC resolution
Financial and related professionals	5	9	10	PSCBC resolution
Financial and related professionals	17	7	8	Grade progression
Financial clerks and credit controllers	12	6	7	Grade progression
Human resources and organisational development and related professionals	16	9	10	PSCBC resolution
Human resources and organisational development and related professionals	2	11	12	PSCBC resolution
Human resources and organisational development and related professionals	1	7	8	Grade progression
Human resources clerks	3	6	7	Grade progression
Human resources clerks	4	7	8	Grade progression
Human resources related	4	9	10	PSCBC resolution
Human resources related	6	11	12	PSCBC resolution
Identification experts	29	6	7	Grade progression
Information technology related	16	11	12	PSCBC resolution
Language practitioners interpreters and other communication	2	9	10	PSCBC resolution
Language practitioners interpreters and other communication	4	11	12	PSCBC resolution
Library mail and related clerks	1	6	7	Grade progression
Library mail and related clerks	1	7	8	Grade progression
Logistical support personnel	1	9	10	PSCBC resolution
Other administrative and related clerks and organisers	1	11	12	PSCBC resolution

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation
Other administrative and related clerks and organisers	1	9	10	PSCBC resolution
Other administrative and related clerks and organisers	96	7	8	Grade progression
Other administrative and related clerks and organisers	254	6	7	Grade progression
Other administrative and related clerks and organisers	3	5	6	Grade progression
Other administrative policy and related officers	3	6	7	Grade progression
Other administrative policy and related officers	20	7	8	Grade progression
Other administrative policy and related officers	38	9	10	PSCBC resolution
Other administrative policy and related officers	27	11	12	PSCBC resolution
Other information technology personnel	38	9	10	PSCBC resolution
Regulatory inspectors	52	6	7	Grade progression
Secretaries and other keyboard operating clerks	1	9	10	PSCBC resolution
Secretaries and other keyboard operating clerks	2	6	7	Grade progression
Secretaries and other keyboard operating clerks	1	7	8	Grade progression
Secretaries and other keyboard operating clerks	1	9	10	PSCBC resolution
Security officers	1	6	7	Grade progression
Security officers	1	7	8	Grade progression
Security officers	24	9	10	PSCBC resolution
Security officers	12	11	12	PSCBC resolution
Senior manager	1	13	14	Salary offer
<b>Total number of employees whose salaries exceeded the level determined by job evaluation</b>				<b>744</b>
<b>Percentage of total employed</b>				<b>10,17</b>

The following table summarises the beneficiaries above by 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 2022 and 31 March 2023**

Gender	African	Asian	Coloured	White	Total
Female	353	4	29	111	497
Male	209	3	14	21	247
<b>Total</b>	<b>562</b>	<b>7</b>	<b>43</b>	<b>132</b>	<b>744</b>
<b>Employees with a disability</b>	0	0	0	0	0

## Notes

- If there were no cases where the salary levels were higher than those determined by job evaluation, keep the heading and replace the table with the following:

<b>Total number of employees whose salaries exceed the grades determine by job evaluation</b>	None
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## 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 2022 and 31 March 2023**

Salary band	Number of employees at beginning of period-1 April 2022	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Lower skilled (Levels 1-2)	0	1	1	0
Skilled (Levels 3-5)	506	85	82	15,98
Highly skilled production (Levels 6-8)	6 898	775	1 576	22,83
Highly skilled supervision (Levels 9-12)	650	44	73	10,10
Senior management service band A	92	5	11	11,96
Senior management service band B	29	2	6	20,69
Senior management service band C	11	0	4	36,36

Salary band	Number of employees at beginning of period-1 April 2022	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Senior management service band D	4	0	1	25
Contract (Levels 1-2)	1	0	0	0
Contract (Levels 3-5)	7	0	1	0
Contract (Levels 6-8)	5	0	0	0
Contract (Levels 9-12)	73	3	1	0
Contract Band A	0	0	0	0
Contract Band B	1	0	0	0
Contract Band C	0	0	0	0
Contract Band D	0	0	0	0
Abnormal appointments	0	1 426	163	0
<b>Total</b>	<b>8 277</b>	<b>2 341</b>	<b>1 919</b>	<b>23,18</b>

**Table 3.5.2: Annual turnover rates by critical occupation for the period 1 April 2022 and 31 March 2023**

Critical occupation	Number of employees at beginning of period-April 2022	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Administrative related	29	3	3	10,34
Building and other property caretakers	25	0	13	52
Bus and heavy vehicle drivers	96	7	4	4,17
Cashier tellers and related clerks	111	2	6	5,41
Cleaners in offices workshops hospitals, etc.	286	3	32	11,19
Client inform clerks (switchboards reception information clerks)	15	0	2	13,33
Communication and information related	2	0	0	0
Finance and economics related	7	0	0	0
Finance and related professionals	71	2	3	4,23
Financial clerks and credit controllers	31	1	1	3,23
Food service aid and waiter	2	0	0	0
Head of department/chief executive officer	1	0	0	0



Critical occupation	Number of employees at beginning of period-April 2022	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Human resources & organisational development & related professionals	78	0	7	8,97
Human resources clerks	58	1	3	5,17
Human resources related	19	3	2	10,53
Identification experts	228	0	6	2,63
Information technology related	55	9	3	5,45
Language practitioners' interpreters & other communication	11	0	2	18,18
Legal related	18	1	0	0
Library mail and related clerks	58	2	6	10,34
Light vehicle drivers	34	5	9	26,47
Logistical support personnel	19	0	1	5,26
Material – recording and transport clerks	0	0	0	0
Messenger porters and deliveries	3	0	0	0
Other administration & related clerks and organisers	3 835	348	234	6,10
Other administrative policy and related officers	902	48	71	7,87
Other information technology personnel	101	1 419	161	159,41
Other occupations	2	0	0	0
Regulatory inspectors	1 764	246	1 088	61,68
Secretaries & other keyboard operating clerks	102	1	8	7,84
Security guards	41	219	223	543,90
Security officers	139	13	8	5,76
Senior managers	133	8	23	17,29
Trade labourers	1	0	0	0
<b>Total</b>	<b>8 277</b>	<b>2 341</b>	<b>1 919</b>	<b>23,18</b>

## Notes

- The CORE classification, as prescribed by the DPSA, should be used for completion of this table.
- Critical occupations are defined as occupations or subcategories within an occupation –
  - in which there is a scarcity of qualified and experienced persons currently or anticipated in the future, either because such skilled persons are not available or they are available but do not meet the applicable employment criteria;
  - for which persons require advanced knowledge in a specified subject area or science or learning field and such knowledge is acquired by a prolonged course or study and/or specialised instruction
  - where the inherent nature of the occupation requires consistent exercise of discretion and is predominantly intellectual in nature
  - in respect of which a department experiences a high degree of difficulty to recruit or retain the services of employees.

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 2022 and 31 March 2023**

Termination type	Number	% of total resignations
Death	36	1,88
Resignation	353	18,39
Expiry of contract	8	0,42
Dismissal – misconduct	60	3,13
Transfers to other public service departments	1 334	69,52
Retirement	119	6,20
Discharged due to ill-health	9	0,47
<b>Total</b>	<b>1 919</b>	
<b>Total number of employees who left as a % of total employment</b>		<b>26,24</b>

**Table 3.5.4: Promotions by critical occupation for the period 1 April 2022 and 31 March 2023**

Critical occupation	Employees at 1 April 2022	Promotions to another 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	29	0	0	0	0
Building and other property caretakers	25	0	0	0	0
Bus and heavy vehicle drivers	96	16	16,67	0	0
Cashier tellers and related clerks	111	1	0,90	2	1,80
Cleaners in offices workshops hospitals, etc.	286	0	0	0	0
Communication and information related	2	0	0	0	0
Client inform clerks (switchboards reception information clerks)	15	0	0	0	0
Finance and economics related	7	0	0	0	0
Finance and related professionals	71	1	1,41	4	5,63
Financial clerks and credit controllers	31	0	0	0	0
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	78	1	1,28	0	0
Human resources clerks	58	0	0	0	0
Human resources related	19	0	0	0	0
Identification experts	228	2	0,88	6	2,63
Information technology related	55	1	1,82	0	0
Language practitioners' interpreters & other communication	11	0	0	0	0
Legal related	18	0	0	0	0
Library mail and related clerks	58	0	0	2	3,45
Light vehicle drivers	34	0	0	0	0

Critical occupation	Employees at 1 April 2022	Promotions to another salary level	Promotions as a % of employees by occupation	Progressions to another notch within a salary level	Notch progression as a % of employees by occupation
Logistical support personnel	19	0	0	0	0
Material – recording and transport clerks	0	0	0	0	0
Messenger porters and deliveries	3	0	0	0	0
Other administration & related clerks and organisers	3 835	120	3,13	62	1,62
Other administrative policy and related officers	902	117	12,97	3	0,33
Other information technology personnel	101	4	3,96	1	1
Other occupations	2	0	0	0	0
Regulatory inspectors	1 764	110	6,24	25	1,42
Secretaries & other keyboard operating clerks	102	0	0	7	6,86
Security guards	41	21	51,22	0	0
Security officers	139	4	2,88	0	0
Senior managers	133	8	6,02	0	0
Trade labourers	1	0	0	0	0
<b>Total</b>	<b>8 277</b>	<b>406</b>	<b>4,91</b>	<b>112</b>	<b>1,35</b>

**Table 3.5.5: Promotions by salary band for the period 1 April 2022 and 31 March 2023**

Salary band	Employees at 1 April 2022	Promotions to another salary level	Salary band promotions as a % of employees by salary level	Progressions to another notch within a salary level	Notch progression as a % of employees by salary bands
Lower skilled (Levels 1-2)	1	0	0	0	0
Skilled (Levels 3-5)	513	1	0,20	0	0
Highly skilled production (Levels 6-8)	6 903	318	4,61	112	1,62
Highly skilled supervision (Levels 9-12)	723	76	10,51	0	0
Senior management (Levels 13-16)	136	9	6,62	0	0

Salary band	Employees at 1 April 2022	Promotions to another salary level	Salary band promotions as a % of employees by salary level	Progressions to another notch within a salary level	Notch progression as a % of employees by salary bands
Contract (Level 1-2)	0	0	0	0	0
Contract (Levels 3-5)	0	0	0	0	0
Contract (Levels 6-8)	0	0	0	0	0
Contract (Levels 9-12)	0	1	0	0	0
Contract (Levels 13-16)	1	1	100	0	0
<b>Total</b>	<b>8 277</b>	<b>406</b>	<b>4,91</b>	<b>112</b>	<b>1,35</b>

### 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 2023**

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Clerks	1 282	87	17	28	2 597	216	30	184	4 441
Labourers and related workers	69	3	0	0	191	7	1	0	271
Plant and machine operators and assemblers	115	5	0	1	8	0	0	0	129
Professionals	143	12	1	5	172	8	2	16	359
Senior officials and managers	55	3	3	5	51	2	3	7	129
Service shop and market sales workers	499	36	6	16	425	20	2	6	1 010
Technicians and associate professionals	407	26	5	18	465	27	14	44	1 006
Other occupations	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2 570</b>	<b>172</b>	<b>32</b>	<b>73</b>	<b>3 909</b>	<b>280</b>	<b>52</b>	<b>257</b>	<b>7 345</b>



**Table 3.6.2: Total number of employees (including employees with disabilities) in each of the following occupational bands as on 31 March 2023**

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top management	6	0	0	1	1	0	0	0	8
Senior management	49	3	3	4	48	2	3	8	120
Professionally qualified and experienced specialists and mid-management	287	20	8	18	229	10	7	25	604
Skilled technical and academically qualified workers, junior management, supervisors, foremen and superintendents	2 052	135	21	45	3 305	249	41	220	6 068
Semi-skilled and discretionary decision making	157	12	0	3	312	19	1	4	508
Unskilled and defined decision making	1	0	0	0	0	0	0	0	1
Technicians and associate professionals	1	0	0	0	1	0	0	0	2
Contract (top management)	0	0	0	0	0	0	0	0	0
Contract (Senior management)	0	0	0	0	0	0	0	0	0
Contract (Professionally qualified)	1	0	0	1	1	0	0	0	3
Contract (Skilled qualifications, junior management)	16	2	0	1	12	0	0	0	31
Contract (Semi-skilled and discretionary decision making)	0	0	0	0	0	0	0	0	0
Contract (Unskilled and defined decision making)	0	0	0	0	0	0	0	0	0
Contract (Technicians and associate professionals)	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2 570</b>	<b>172</b>	<b>32</b>	<b>73</b>	<b>3 909</b>	<b>280</b>	<b>52</b>	<b>257</b>	<b>7 345</b>

**Table 3.6.3: Recruitment for the period 1 April 2022 to 31 March 2023**

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top management	0	0	0	0	0	0	0	0	0
Senior management	3	0	0	0	3	0	0	0	6
Professionally qualified and experienced specialists and mid-management	12	0	0	0	14	0	0	0	26
Skilled technical and academically qualified workers, junior management, supervisors, foremen a superintendent	435	13	2	1	321	16	3	1	792
Semi-skilled and discretionary decision making	22	2	0	0	55	3	0	0	82
Technicians and associate professions	3	0	0	0	2	0	0	0	5
Contract (Unskilled and defined decision making)	0	0	0	0	0	0	0	0	0
Contract (top management)	0	0	0	0	0	0	0	0	0
Contract (Senior management)	0	0	0	0	0	0	0	0	0
Contract (Professionally qualified)	2	1	0	1	3	0	0	1	8
Contract (Semi-skilled & discretionary)	602	2	0	1	816	1	0	0	1 422
Contract (skilled & qualified)	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1 079</b>	<b>18</b>	<b>2</b>	<b>3</b>	<b>1 214</b>	<b>20</b>	<b>3</b>	<b>2</b>	<b>2 341</b>
Employees with disabilities	0	0	0	0	0	0	0	0	0

**Table 3.6.4: Promotions for the period 1 April 2022 to 31 March 2023**

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top management	0	0	0	0	0	0	0	0	0
Senior management	5	0	0	0	3	1	0	0	9
Professionally qualified and experienced specialists and mid-management	34	2	0	0	32	0	0	1	69
Skilled technical and academically qualified workers, junior management, supervisors, foremen and superintendents	162	2	0	4	150	5	1	2	326
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)	0	0	0	0	1	0	0	0	1
Contract (Professionally qualified)	1	0	0	0	0	0	0	0	1
Contract (skilled technical)	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>202</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>186</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>406</b>
Employees with disabilities	0	0	0	0	0	0	0	0	0

**Table 3.6.5: Terminations for the period 1 April 2022 to 31 March 2023**

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top management	0	1	0	0	0	0	0	0	1
Senior management	8	1	0	1	5	1	0	1	17
Professionally qualified and experienced specialists and mid-management	32	0	2	4	20	7	2	1	68
Skilled technical and academically qualified workers, junior management, supervisors, foremen and superintendents	755	49	6	22	667	47	9	24	1 579
Semi-skilled and discretionary decision making	44	2	0	0	30	4	0	1	81
Unskilled and defined decision making	0	0	0	0	1	0	0	0	1
Contract (top management)	3	0	0	0	1	0	0	0	4
Contract (Senior management)	1	0	0	0	0	0	0	0	1
Contract (Skilled qualified)	0	0	0	0	3	0	0	0	3
Contract (semi-skilled)	0	0	0	0	2	0	0	0	2
Contract (Professionally qualified and experienced specialists and mid-management)	3	0	1	0	2	1	0	0	7
Abnormal appointments (Digitisation)	78	0	0	0	77	0	0	0	155
<b>Total</b>	<b>924</b>	<b>53</b>	<b>9</b>	<b>27</b>	<b>808</b>	<b>60</b>	<b>11</b>	<b>27</b>	<b>1 919</b>
Employees with disabilities	0	0	0	0	0	0	0	0	0

**Table 3.6.6: Disciplinary action for the period 1 April 2022 to 31 March 2023**

Disciplinary action	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Awaiting sanction	6	1	0	1	9	1	0	1	19
Demotion	1	0	0	0	1	0	0	0	2
Dismissal	25	2	0	0	18	2	0	1	48
Final written warning	3	2	0	0	2	0	0	0	7
Insufficient evidence	10	0	0	0	6	0	0	0	16
Not guilty	2	1	0	0	7	0	1	0	11
Disciplinary action	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Referred back to counter corruption	1	0	0	0	1	0	0	0	2
Resignation	13	0	1	0	8	0	0	0	22
Suspension	5	1	1	0	5	0	0	0	12
Verbal warning	0	0	0	0	1	0	0	0	1
Written warning	0	0	0	0	3	2	0	0	5
<b>Total</b>	<b>66</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>61</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>145</b>

**Table 3.6.7: Skills development for the period 1 April 2022 to 31 March 2023**

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Legislators, senior officials and managers	139	12	1	2	108	9	1	3	275
Professionals	52	6	1	2	47	5	0	2	115
Technicians and associate professionals	198	8	1	5	194	7	2	7	422
Clerks	570	15	3	2	888	48	8	19	1 553
Service and sales workers	341	26	3	9	319	21	4	2	725
Plant and machine operators and assemblers	30	1	0	0	4	0	0	0	35



Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Labourers and related workers	0	0	0	0	7	0	0	0	7
<b>Total</b>	<b>1 330</b>	<b>68</b>	<b>9</b>	<b>20</b>	<b>1 567</b>	<b>90</b>	<b>15</b>	<b>33</b>	<b>3 132</b>
Employees with disabilities	1	0	0	1	3	0	0	1	6

### 3.7. Signing of performance agreements by SMS members

All members of the SMS must conclude and sign performance agreements within specific timeframes. 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 May 2023**

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	3	3	3	100
Salary Level 15	11	10	8	80
Salary Level 14	34	30	27	90
Salary Level 13	115	94	89	94,68
<b>Total</b>	<b>164</b>	<b>138</b>	<b>128</b>	<b>92,75</b>

### Notes

- In the event of a national or provincial election occurring within the first three months of a financial year all members of the SMS must conclude and sign their performance agreements for that financial year within three months following the month in which the elections took place. For example, if elections took place in April, the reporting date in the heading of the table above should change to 31 July 2023.

**Table 3.7.2: Reasons for not having concluded Performance Agreements for all SMS members as on 31 May 2023**

Reasons
SL15: 1 official suspended & 1 official contract expired
SL14: 1 official on contract; 1 official noncompliant & 1 official suspended
SL 13: 1 official suspended & 4 officials noncompliant

**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 May 2023**

Reasons
No disciplinary action taken.

**Notes**

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

**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 2022 to 31 March 2023**

Race and gender	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within group	Cost (R'000)	Average cost per employee
African	0	6 479	0	0	0
Male	0	2 570	0	0	0
Female	0	3 909	0	0	0
Asian	0	84	0	0	0
Male	0	32	0	0	0

Race and gender	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within group	Cost (R'000)	Average cost per employee
Female	0	52	0	0	0
Coloured	0	452	0	0	0
Male	0	172	0	0	0
Female	0	280	0	0	0
White	0	330	0	0	0
Male	0	73	0	0	0
Female	0	257	0	0	0
<b>Total</b>	<b>0</b>	<b>7 345</b>	<b>0</b>	<b>0</b>	<b>0</b>
Employees with disabilities	0	129	0	0	0

**Table 3.8.2: Performance rewards by salary band for personnel below Senior management Service for the period 1 April 2022 to 31 March 2023**

Salary band	Beneficiary profile			Cost		Total cost as a % of the total personnel expenditure
	Number of beneficiaries	Number of employees	% of total within salary bands	Total cost (R'000)	Average cost per employee	
Lower skilled (Levels 1-2)	0	2	0	0	0	0
Skilled (Levels 3-5)	0	495	0	0	0	0
Highly skilled production (Levels 6-8)	0	5 995	0	0	0	0
Highly skilled supervision (Levels 9-12)	0	690	0	0	0	0
Senior management (Levels 13-16)	0	129	0	0	0	0
Contract (Levels 1-2)	0	0	0	0	0	0
Contract (Levels 3-5)	0	0	0	0	0	0
Contract (levels 6-8)	0	0	0	0	0	0
Contract (Levels 13-16)	0	1	0	0	0	0
<b>Total</b>	<b>0</b>	<b>7 345</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Table 3.8.3: Performance rewards by critical occupation for the period 1 April 2022 to 31 March 2023**

Critical occupation	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within occupation	Total cost (R'000)	Average cost per employee
Administrative related	0	28	0	0	0
Building and other property caretakers	0	12	0	0	0
Bus and heavy vehicle drivers	0	104	0	0	0
Cashier tellers and related clerks	0	96	0	0	0
Cleaners in offices workshops hospitals, etc.	0	253	0	0	0
Client inform clerks (switchboards reception information clerks)	0	13	0	0	0
Communication and information related	0	2	0	0	0
Computer programmes	0	0	0	0	0
Finance and economics related	0	7	0	0	0
Financial related professionals	0	73	0	0	0
Financial clerks and credit controllers	0	32	0	0	0
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	0	73	0	0	0
Human resources clerks	0	59	0	0	0
Human resources related	0	20	0	0	0
Identification experts	0	220	0	0	0
Information technology related	0	61	0	0	0
Language practitioners interpreters & other communication	0	9	0	0	0
Legal related	0	17	0	0	0
Library mail and related clerks	0	55	0	0	0
Light vehicle drivers	0	25	0	0	0
Logistical support personnel	0	20	0	0	0
Material – recording and transport clerks	0	0	0	0	0

Critical occupation	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within occupation	Total cost (R'000)	Average cost per employee
Messenger porters and deliveries	0	3	0	0	0
Other administration & related clerks and organisers	0	3 932	0	0	0
Other administrative policy and related officers	0	958	0	0	0
Other information technology personnel	0	97	0	0	0
Other occupations	0	2	0	0	0
Regulatory inspectors	0	847	0	0	0
Secretaries & other keyboard operating clerks	0	34	0	0	0
Security guards	0	20	0	0	0
Security officers	0	143	0	0	0
Senior managers	0	126	0	0	0
Trade labourers	0	1	0	0	0
<b>Total</b>	<b>0</b>	<b>7 345</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Notes

- The CORE classification, as prescribed by the DPSA, should be used for completion of this table.
- Critical occupations are defined as occupations or subcategories within an occupation –
  - in which there is a scarcity of qualified and experienced persons currently or anticipated in the future, either because such skilled persons are not available or they are available but do not meet the applicable employment criteria;
  - for which persons require advanced knowledge in a specified subject area or science or learning field and such knowledge is acquired by a prolonged course or study and/or specialised instruction
  - where the inherent nature of the occupation requires consistent exercise of discretion and is predominantly intellectual in nature
  - in respect of which a department experiences a high degree of difficulty to recruit or retain the services of employees



**Table 3.8.4: Performance related rewards (cash bonus), by salary band for Senior management Service for the period 1 April 2022 to 31 March 2023**

Salary band	Beneficiary profile			Cost		Total cost as a % of the total personnel expenditure
	Number of beneficiaries	Number of employees	% of total within salary bands	Total cost (R'000)	Average cost per employee	
Band A	0	95	0	0	0	0
Band B	0	27	0	0	0	0
Band C	0	5	0	0	0	0
Band D	0	3	0	0	0	0
<b>Total</b>	<b>0</b>	<b>130</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 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 2022 and 31 March 2023**

Salary band	1 April 2022		31 March 2023		Change	
	Number	% of total	Number	% of total	Number	% change
Lower skilled	0	0	0	0	0	0
Highly skilled production (Levels 6-8)	0	0	0	0	0	0
Highly skilled supervision (Levels 9-12)	1	100	1	100	0	0
Contract (Levels 9-12)	0	0	0	0	0	0
Contract (Levels 13-16)	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>	<b>0</b>	<b>0</b>

**Table 3.9.2: Foreign workers by major occupation for the period 1 April 2022 and 31 March 2023**

Major occupation	1 April 2022		31 March 2023		Change	
	Number	% of total	Number	% of total	Number	% change
Administrative office worker	1	100	1	100	0	0
Professionals and managers	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>	<b>0</b>	<b>0</b>

## 3.10. Leave utilisation

The Public Service Commission identified the need for careful monitoring of sick leave within the public service. 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 2022 to 31 December 2022**

Salary band	Total days	% Days with medical certification	Number of employees using sick leave	% of total employees using sick leave	Average days per employee	Estimated cost (R'000)
Lower skilled (Levels 1-2)	0	0	0	0	0	0
Skilled (Levels 3-5)	6 244	86,60	512	6,47	12,20	5 399
Highly skilled production (Levels 6-8)	75 062	83,50	6 652	84	11,28	103 226
Highly skilled supervision (Levels 9-12)	5 503	81,50	609	7,69	9,04	16 300
Top and senior management (Levels 13-16)	868	85,90	104	1,31	8,35	4 067
Contract (Levels 1-2)	0	0	0	0	0	0
Contract (Levels 3-5)	13	38,50	2	0,03	6,5	9
Contract (Levels 6-8)	16	75	3	0,04	5,33	24
Contract (Levels 9-12)	284	16,20	28	0,35	10,14	163
Contract (Levels 13-16)	52	28,80	5	0,06	10,40	122
<b>Total</b>	<b>88 042</b>	<b>83,60</b>	<b>7 915</b>	<b>100</b>	<b>11,12</b>	<b>129 310</b>

**Table 3.10.2: Disability leave (temporary and permanent) for the period 1 January 2022 to 31 December 2022**

Salary band	Total days	% Days with medical certification	Number of employees using disability leave	% of total employees using disability leave	Average days per employee	Estimated cost (R'000)
Lower skilled (Levels 1-2)	0	0	0	0	0	0
Skilled (Levels 3-5)	695	100	17	9,44	40,88	673
Highly skilled production (Levels 6-8)	6 573	99,60	150	83,33	43,82	9 300
Highly skilled supervision (Levels 9-12)	297	100	9	5	33	907
Senior management (Levels 13-16)	97	100	3	1,67	32,33	457

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)
Contract (Levels 1-2)	0	0	0	0	0	0
Contract (Levels 3-5)	0	0	0	0	0	0
Contract (Levels 6-8)	0	0	0	0	0	0
Contract (Levels 9-12)	214	100	1	0,56	214	742
Contract (Levels 13-16)	0	0	0	0	0	0
<b>Total</b>	<b>7 876</b>	<b>99,70</b>	<b>180</b>	<b>100</b>	<b>44,76</b>	<b>12 079</b>

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 2022 to 31 December 2022**

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)	14 628,67	563	25,98
Highly skilled production (Levels 6-8)	199 769,86	7 223	27,66
Highly skilled supervision (Levels 9-12)	18 747	713	26,29
Senior management (Levels 13-16)	3 180	133	23,91
Contract (Levels 1-2)	21	1	21
Contract (Levels 3-5)	100	5	20
Contract (Levels 6-8)	58	3	19,33
Contract (Levels 9-12)	598	33	18,12
Contract (Levels 13-16)	146	8	18,25
<b>Total</b>	<b>237 254,53</b>	<b>8 683</b>	<b>27,32</b>

**Table 3.10.4: Capped leave for the period 1 January 2022 to 31 December 2022**

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 2023
Lower skilled (Levels 1-2)	0	0	0	0
Skilled (Levels 3-5)	4	3	1,33	44
Highly skilled production (Levels 6-8)	174	24	7,25	38
Highly skilled supervision (Levels 9-12)	13	5	2,60	45
Senior management (Levels 13-16)	3,34	3	1,11	37
<b>Total</b>	<b>194,34</b>	<b>35</b>	<b>5,55</b>	<b>39</b>

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 2022 and 31 March 2023**

Reason	Total amount (R'000)	Number of employees	Average per employee (R'000)
Leave payout for 2021-22 due to nonutilisation of leave for the previous cycle	516	3	172
Capped leave payouts on termination of service for 2021-22	10 145	87	117
Current leave payout on termination of service for 2021-22	7 590	233	33
<b>Total</b>	<b>18 251</b>	<b>323</b>	<b>57</b>

### 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**

Question	Yes	No	Details, if yes
1. Has the department designated a member of the SMS to implement the provisions contained in Chapter 4, Part 3, section 55 of the Public Service Regulations, 2016? If so, provide her/his name and position.	X		The incumbent retired on 31 December 2014. The post remains vacant and unfunded. Ms L.V. Moshoeite has been appointed to act
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 Deputy Director: Occupational Health and Safety and one Assistant Director. The annual budget for the programme is all encompassing and amounts to approximately R1 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: workplace-based interventions: quality of work-life management subdirectorate:  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 competitions held in October. September: Heart, mental health awareness and sports day conducted. October: Women's Health Day: breast and cervical cancer education conducted.



Question	Yes	No	Details, if yes
			<p>November: Red Ribbon awareness campaigns conducted.</p> <p>December: World Aids Day &amp; 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 &amp; Healthy Lifestyle brochures distributed, male &amp; female condoms distributed.</p> <p>d) Wellness management policy implemented: quarterly health screening such as: blood pressure, blood sugar, cholesterol, BMI, stress and obesity screening conducted. 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, Harbour's, Holding Facilities, office Inspections and Audits done regularly. Reports with recommendations submitted to the 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>	<p>X</p>		<p>National office: S Mtimkhulu, S Maja, L Khoza, K Siko, P Nxumalo, D Magano, T Sekhu, S Phasha, S Sibanyoni, L Khoza, N Masanabo, J. amalekana.</p> <p>North West: A Amadien, K Tsatsinyane, P Masilela, SM Mogapi, KI Mathobela, S Gaii.</p> <p>Free State: D Moholo, T Sebueng, M Lepitsi, T Khobotlo, D Louw, P Mohlabane, M Qhaba, M Moshou, S Sebobane, E Mangelane.</p> <p>Gauteng: M Netshifhefhe, E Motsiri, S Sambo, N Nkanyani, L Molantoa, M Mbebe, J Segone, F Bam, J Hlalele, M Kgosinaga, T Gabayi, S Mvelo Mkhwanazi, K Mosoeu.</p> <p>Limpopo: M Nkanyane, PM Mashita, KM Komape, MR Komape, DW Ragolane, PC Madzivhandila, TJ Mudau, PI Moleba, MK Mabokelwa</p> <p>Western Cape: N Madolo, S Mathiso, Z Ndukwana, S Mayekiso, N Mtimkhulu, S Fiyani, S Renee, K Bikwana</p> <p>Eastern Cape: L Jama, T Sajini, P Maeselana-Ndungane, S Timakwe, N Ndashe, M Ngqezana, A Matandabuzo, N Koyana, O Nomnqa</p> <p>Mpumalanga: Z Mahlangu, G Mashiane, T Lusibane, M Maluleke, M Sibiya-Nhlambo, P Mashishi, N Masilela, T Gazide, BJ Mnguni</p> <p>Northern Cape: L Hlophe, E Pretorius, M Malinga, BM Maroane, NE Nel, TJ Selometsi, E January, D Pietersen</p>

Question	Yes	No	Details, if yes
			<p>KwaZulu-Natal: S Mofokeng, N Ndlovu, N Mhlongo, B Gabela, P Nduli. S Mbanjwa, S Cebekhulu, M Masondo, S Zondo</p> <p>Ports of entry: R Msinga, R Mtungwa, TR Mosenogi, LT Montasi, A Phelehu, PS Mabuza, TY Makhoba, LP Sibiyi, NG Mkhondo, M Tyhotyho, N Vundla, V Sunputh</p> <p>All the above-mentioned committee members will serve their three-year term of office from 2019 to 2023</p>
<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.</p>	<p>X</p>		<p>a) DHA HIV / STI / TB policy operational plan 2021-22 (DHA annual plan signed by DG and submitted to DPSA &amp; 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>
<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.</p>	<p>X</p>		<p>a) HIV / STI / TB operational policy annual plan signed by DG and submitted to DPSA: emphasises the 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 activity set targets and compliance issues</p> <p>c) HIV / Aids peer education programme implemented: 36 meetings held per quarter and information sharing sessions conducted on monthly basis by peer educators, monthly reports submitted to head office</p> <p>d) 0 new disclosures on status to EWP, ongoing care and support provided to existing employees who had previously disclosed</p>
<p>7. Does the department encourage its employees to undergo voluntary counselling and testing? If so, list the results that you have you achieved.</p>	<p>X</p>		<p>a) Quarterly voluntary HIV counselling and testing conducted by GEMS: 340 employees tested, all employees tested negative, zero employees tested positive, all enrolled to ARV clinics, one disclosed the status to the public and is also an HIV peer educator</p> <p>b) Quarterly health screenings conducted by GEMS: 340 employees tested for blood pressure, blood sugar, BMI, cholesterol. 8 000 employees in all provinces were screened for covid-19. 2060 employees tested positive for covid-19, 2010 recovered, and 50 passed on</p> <p>c) 8 300 male condoms and 3 500 female condoms distributed, 12 HIV / STI / TB, chronic illnesses and healthy living lifestyles brochures and desk drops distributed through internal communication</p>

Question	Yes	No	Details, if yes
			d) 10 x blood screening & blood donation clinics conducted after every 8 weeks: 180 regular blood donors screened, 140 donated blood and 40 employees were declined due to various reasons, such low iron level, being on antibiotics, operations, etc. 0 employees attended blood education
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 developed and submitted with evidence of attendance registers, reports from GEMS and ICAS wellness service provider (employees attended calendar events awareness sessions, 340 employees tested for HIV, all tested negative and zero tested positive, 340 employees undertook 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 of events incorporated into DHA year planner</p> <p>e) Minutes and reports with recommendations from peer educators and SHER 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 2022 and 31 March 2023**

Subject matter	Date
None	Not applicable
<b>Total number of collective agreements</b>	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 2022 and 31 March 2023**

Outcomes of disciplinary hearings	Number	% of total
Correctional counselling	0	0
Verbal warning	1	0,69
Written warning	5	3,45
Final written warning	7	4,83

Outcomes of disciplinary hearings	Number	% of total
Suspended without pay	12	8,28
Fine	0	0
Demotion	1	0,69
Dismissal	48	33,10
Not guilty	11	7,59
Case withdrawn	18	12,41
Resignation (disciplinary hearing with Persal block)	22	15,17
Resignation (discharge due to misconduct)	1	0,69
Guilty (awaiting sanction)	19	13,10
<b>Total</b>	<b>145</b>	<b>100</b>

**Table 3.12.3: Types of misconduct addressed at disciplinary hearings for the period 1 April 2022 and 31 March 2023**

Type of misconduct	Number	% of total
Absenteeism	5	3,49
Aiding and abetting	9	6,21
Assault	2	1,38
Misconduct related to Civic Service functions	55	37,93
Misconduct related to Immigration functions	34	23,45
Dereliction of duty	6	4,14
Failure to safeguard keys of the safe	1	0,69
Fraud and corruption	2	1,38
Improper behaviour	2	1,38
Insubordination and unbecoming behaviour	4	2,76
Irregular appointment	1	0,69
Loss of State revenue	5	3,49
Misrepresentation	3	2,07
Misuse / unauthorised use of State vehicle	2	1,38
Fraudulent medical certificate	1	0,69
Tender irregularity and irregular appointment	2	1,38

Type of misconduct	Number	% of total
Unauthorised expenditure and payments	3	2,07
Unlawful arrest	1	0,69
Unlawful receipt of money	7	4,83
<b>Total</b>	<b>145</b>	<b>100</b>

**Table 3.12.4: Grievances logged for the period 1 April 2022 and 31 March 2023**

Grievances	Number	% of Total
Number of grievances resolved	266	84,71
Number of grievances not resolved	48	15,29
<b>Total number of grievances lodged</b>	<b>314</b>	<b>100</b>

**Table 3.12.5: Disputes logged with councils for the period 1 April 2022 and 31 March 2023**

Disputes	Number	% of Total
Number of disputes upheld	22	75,86
Number of disputes dismissed	7	24,13
<b>Total number of disputes lodged</b>	<b>29</b>	<b>100</b>

**Table 3.12.6: Strike actions for the period 1 April 2022 and 31 March 2023**

Total number of persons working days lost	545
Total costs working days lost	735 335
<b>Amount recovered as a result of no work no pay (R'000)</b>	<b>735 335</b>

**Table 3.12.7: Precautionary suspensions for the period 1 April 2022 and 31 March 2023**

Number of people suspended	33
Number of people whose suspension exceeded 30 days	31
Average number of days suspended	356
<b>Cost of suspension(R'000)</b>	<b>12 178</b>



### 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 2022 and 31 March 2023**

Occupational category	Gender	Number of employees as at 1 April 2022	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	0	0	188	0	188
	Male	0	0	161	0	161
Professionals	Female	197	0	124	0	124
	Male	165	0	89	0	89
Technicians and associate professionals	Female	514	0	144	0	144
	Male	436	0	156	0	156
Clerks	Female	3 054	0	683	0	683
	Male	1 384	0	416	0	416
Service shop and market sales workers	Female	886	0	123	0	123
	Male	1 058	0	195	0	195
Skilled Agriculture and fishery workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Labourers and related workers	Female	225	0	17	0	17
	Male	92	0	6	0	6
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	3	0	3
	Male	122	0	31	0	31
Senior officials and managers	Female	62	0	0	0	0
	Male	74	0	0	0	0
Gender subtotal	Female	4 946	0	1 282	0	1 282
Gender subtotal	Male	3 331	0	1 054	0	1 054
<b>Total</b>		<b>8 277</b>	<b>0</b>	<b>2 336</b>	<b>0</b>	<b>2 336</b>

**Table 3.13.2: Training provided for the period 1 April 2022 and 31 March 2023**

Occupational category	Gender	Number of employees as at 1 April 2022	Training provided within the reporting period			
			Learnerships	Skills programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	0	0	120	1	121
	Male	0	0	150	4	154
Professionals	Female	197	1	51	2	54
	Male	165	1	59	1	61
Technicians and associate professionals	Female	514	6	202	2	210
	Male	436	1	209	2	212
Clerks	Female	3 054	19	935	9	963
	Male	1 384	4	581	5	590
Service and sales workers	Female	886	0	344	2	346
	Male	1 058	1	376	2	379
Skilled Agriculture and fishery workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Labourers and related workers	Female	225	0	0	0	0
	Male	92	0	7	0	7
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	4	0	4
	Male	122	0	31	0	31
Senior officials and managers	Female	62	0	0	0	0
	Male	74	0	0	0	0
Gender subtotal	Female	4 946	26	1 656	16	1 698
Gender subtotal	Male	3 331	7	1 413	14	1 434
<b>Total</b>		<b>8 277</b>	<b>33</b>	<b>3 069</b>	<b>30</b>	<b>3 132</b>

### 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 2022 and 31 March 2023**

Nature of injury on duty	Number	% of total
Required basic medical attention only	13	87
Temporary total disablement	0	0
Permanent disablement	0	0
Fatal	2	13
<b>Total</b>	<b>15</b>	<b>100</b>

### 3.15. Utilisation of consultants

The following tables relates information on the utilisation of consultants in the department. In terms of the Public Service Regulations ‘consultant’ means a natural or juristic person or a partnership who or which provides in terms of a specific contract on an ad hoc basis any of the following professional services to a department against remuneration received from any source:

- The rendering of expert advice
- The drafting of proposals for the execution of specific tasks; and
- The execution of a specific task which is of a technical or intellectual nature, but excludes an employee of a department.

**Table 3.15.1: Report on consultant appointments using appropriated funds for the period 1 April 2022 and 31 March 2023**

Project title	Total number of consultants that worked on project	Duration (work days)	Contract value in Rand
None			

Total number of projects	Total individual consultants	Total duration work days	Contract value in Rand
None			

**Table 3.15.2: Analysis of consultant appointments using appropriated funds, in terms of Historically Disadvantaged Individuals (HDIs) for the period 1 April 2022 and 31 March 2023**

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 2022 and 31 March 2023**

Project title	Total Number of consultants that worked on project	Duration (work days)	Donor and contract value in Rand
RAASA backlogs	32	252	UNHCR RDP Funding R24 530 688

Total number of projects	Total individual consultants	Total duration (work days)	Total contract value in Rand
1	32	8 064	R24 530 688

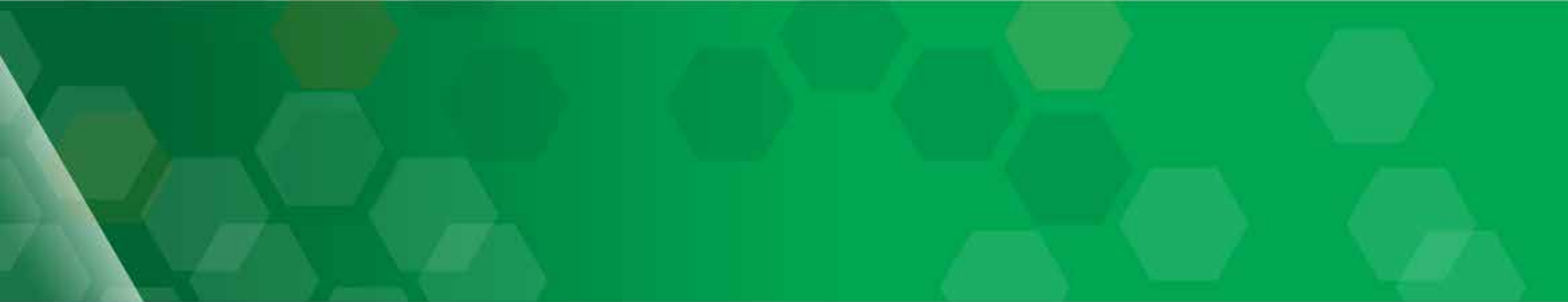
**Table 3.15.4: Analysis of consultant appointments using Donor funds, in terms of HDIs for the period 1 April 2022 and 31 March 2023**

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 2022 and 31 March 2023**

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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>





# PFMA COMPLIANCE REPORT

**PART**

*We Care!*



# 1. IRREGULAR, FRUITLESS AND WASTEFUL, UNAUTHORISED EXPENDITURE AND MATERIAL LOSSES

## 1.1. Irregular expenditure

### a) Reconciliation of irregular expenditure

Description	2022-23	2021-22
	R'000	R'000
Opening balance	554 934	507 970
Prior period error	-	(451)
As restated	554 934	507 519
Add: Irregular expenditure relating to prior year	-	1 404
Add: Irregular expenditure relating to current	32 707	46 099
Add: Irregular expenditure confirmed (total per year)	<b>32 707</b>	<b>47 503</b>
Less: Irregular expenditure condoned	(1 831)	-
Less: Irregular expenditure not condoned and removed	(6 919)	(88)
Less: Irregular expenditure recoverable	-	-
Less: Irregular expenditure not recovered and written off	-	-
<b>Closing balance</b>	<b>578 891</b>	<b>554 934</b>

The closing balance of R578 891 million has the following breakdown:

- ABIS project with EOH then subsequently Idemia is at an accumulative value of R307.934 million
- Old security tender (2014-15 to 2017-18) is at a value of R199.969 million
- Old Cleaning contract (2017-18 to 2020-21) is at a value of R12.934 million
- Firewall contract (2021-22 to current) is at a value of R51.746 million.

The balance remaining is on two matters that have been recommended by the LCC to be condoned for R5.850 million

## Reconciling notes

Description	2022-23	2021-22
	R'000	R'000
Irregular expenditure that was under assessment in 2022-23	-	-
Irregular expenditure that relates to prior year and identified in current year	-	1 404
Irregular expenditure for the current year	32 707	46 099
<b>Total</b>	<b>32 707</b>	<b>47 503</b>

The amounts on the annual report differ with the amounts as disclosed in the annual financial statements note 24 because of the changes in the reporting requirements as necessitated by PFMA Compliance Reporting Framework. The new requirements differentiates the amounts with the balance of R166 thousand, which was irregular expenditure transactions that were incurred during the 2021-22 financial year and were only confirmed during the 2022-23 financial year through LCC processes.

### ***b) Details of current and previous year irregular expenditure (under assessment, determination, and investigation)***

Description	2022-23	2021-22
	R'000	R'000
Irregular expenditure under assessment-does not form part of the balance	12 853	8 672
Irregular expenditure under determination	-	-
Irregular expenditure under investigation – this forms part of the confirmed balance	18 525	33 222
<b>Total</b>	<b>31 378</b>	<b>41 894</b>

## Irregular expenditure under assessment

The amount listed as irregular expenditure under assessment for 2022-23 of R12,853 million is not included in the balance of irregular expenditure as yet, as the LCC still has to verify the amount that is confirmed as irregular expenditure. The committee has started the processes, but could not finish before year end. This case is being carried forward from the 2021-22 financial year where the amount was recorded as R1,580 million. It relates to the use of private attorneys without following a competitive bidding process.

The amount listed as irregular expenditure under assessment for the 2021-22 of R8,672 million was the unconfirmed irregular expenditure and was not included in the balance. The LCC dealt with the cases during the 2022-23 financial year and confirmed cases to the amount of R165 thousand as irregular expenditure which now forms part of the balances recommended for condonement.

The committee did not confirm the amount of R6,926 million for IMS uniforms and recommended to the accounting officer that it be removed from the register.

### Irregular expenditure under investigation

The amounts listed under irregular expenditure under investigation relate to IP Firewall / Foursight matter and reflect the expenditure incurred during the 2021-22 and 2022-23 financial years. The forensic investigation was finalised in the 2022-23 financial year, but the criminal investigation is still continuing. The IP Granite / Foursight expenditure forms part of the balance of irregular expenditure.

#### c) Details of current and previous year irregular expenditure condoned

Description	2022-23	2021-22
	R'000	R'000
Irregular expenditure condoned	1 831	-
<b>Total</b>	<b>1 831</b>	<b>-</b>

The irregular expenditure cases below were adjudicated by the LCC. The committee recommended that these cases be condoned. Some of these condonation requests were submitted to National Treasury some time ago, but no feedback was provided except to refer the department to the Irregular Expenditure Framework.

The Committee accordingly applied paragraphs 5.5 and 5.6 of the Framework and recommended that the accounting officer condone the following cases:

- 2022-23 Contravention of petty cash threshold: R3 thousand
- 2021-22 Acting allowance paid where there was no prior approval: R157 thousand
- 2021-22 Contravention of SCM processes: R1,167 million, was sent to National Treasury in June 2022, but no response was received
- 2021-22 Contravention of Preferential Procurement Regulations: R71 thousand, was sent to National Treasury in June 2022, but no response was received
- 2021-22 Contravention of SCM delegations: R57 thousand
- 2020-21 Utilisation of courier services: R9 thousand
- 2020-21 Contravention of Sita Act by Western Cape in procuring computer equipment: R11 thousand
- 2020-21 Contravention of Preferential Procurement Regulations: R33 thousand
- 2020-21 Contravention of SCM processes: R150 thousand
- Previous financial years (2013-14, 2014-15, 2015-16, 2017-17 & 2018-19) backlog cases on contravention of SCM processes: R174 thousand.

**d) Details of current and previous year irregular expenditure removed – (not condoned)**

Description	2022-23	2021-22
	R'000	R'000
Irregular expenditure NOT condoned and removed	6 919	-
<b>Total</b>	<b>6 919</b>	<b>-</b>

During the 2022-23 financial year, the LCC dealt with the backlog of irregular expenditure cases, amounting to R5,090 million that date back to the 2010-11 financial year. An old BAC dated 4 May 2011 explained how this irregular expenditure was incurred. In short, the Information Systems branch incurred expenditure before the approved deviation was signed by the then DG. During the 2022-23 LCC processes the committee concluded that it will be futile to take this case further as all those involved have long left the department and the efflux of time.

In prior years, the LCC requested National Treasury to condone some of the cases listed below, but never received any satisfactory responses. These cases formed part of the irregular expenditure balance. Hence the recommendation by the committee that the accounting officer can remove these cases as all due processes compliant with the PFMA Compliance & Reporting Framework have been adhered to.

**Details of the cases removed by the accounting officer are as follows:**

- 2010-11 old legacy case where IT services were procured using sole supplier without approved deviation: R5,090 million
- 2018-19 Non-compliance with Sita requirements: R486 thousand (was erroneously added into the IE balance)
- 2017-18 Transgression of PPFA: R95 thousand (sent to National Treasury during the 2019-20 financial year, but was not condoned despite all evidence having been attached)
- 2017-18 Less than three quotations: R59 thousand (sent to National Treasury during the 2019-20 financial year, was not condoned despite all evidence having been attached)
- 2018-19 Transgression of PPFA: R587 thousand (send to National Treasury during the 2019-20 financial year and no response was ever received)
- 2015-16 Services rendered without order: R1 thousand (send to National Treasury during the 2019-20 financial year and no response was received)
- 2017-18 Less than three quotations: R37 thousand (send to National Treasury during the 2019-20 financial year and no response was received)
- 2018-19 Contravention of delegations powers: R169 thousand (send to National Treasury during the 2019-20 financial year and no response was received)
- 2018-19 Transgression of PPFA : R395 thousand (send to National Treasury during the 2019-20 financial year and no response was received)

**e) Details of current and previous year irregular expenditure written off (irrecoverable)**

Description	2022-23	2021-22
	R'000	R'000
Irregular expenditure written off	-	-
<b>Total</b>	-	-

Additional disclosure relating to inter-institutional arrangements

**f) Details of non-compliance cases where an institution is involved in an inter-institutional arrangement (where such institution is not responsible for the non-compliance)**

Description	2022-23	2021-22
	R'000	R'000
Irregular expenditure written off	-	-
<b>Total</b>	-	-

Additional disclosure relating to inter-Institutional arrangements

**g) Details of non-compliance cases where an institution is involved in an inter-institutional arrangement (where such institution is not responsible for the non-compliance)**

Not applicable

**h) Details of non-compliance cases where an institution is involved in an inter-institutional arrangement (where such institution is responsible for the non-compliance)**

Not applicable

**i) Details of current and previous year disciplinary or criminal steps taken as a result of irregular expenditure**

Disciplinary steps taken



## **Irregular expenditure incurred from prior years:**

The LCC recommended to the accounting officer that two cases be condoned, after verifying that the disciplinary processes had taken place for those that incurred the irregular expenditure.

1. Irregular expenditure incurred when offices used an expired courier services contract of Courier IT. All provinces that incurred this expenditure were tasked to deal with the cases. They ensured that the officials that incurred the expenditure were issued with cautionary disciplinary letters. Hence the LCCs in KZN, MP, NC and NW could finalise and sent the cases to the HQ LCC.

## **Irregular expenditure incurred in current year:**

2. Irregular expenditure incurred at Gauteng offices with the transgression of petty cash processes. The office manager that incurred the expenditure was issued with a caution letter. The said office manager never attended petty cash training workshops that were conducted during the 2021-22 financial year which were meant to capacitate officials on the correct usage of petty cash. It was recommended that this manager also needs to attend training on the petty cash processes.

## **Irregular expenditure incurred from 2021-22 to 2022-23 financial years:**

3. The LCC adjudicated the IP Granite / Foursight case recorded from the 2021-22 financial year, but could not conclude, as there are still some outstanding processes. However, the department disclosed the irregular expenditure from 2021-22 financial year for procuring of firewall outside of the Sita Act. The contract was still running and further irregular expenditure was incurred in the 2022-23 financial year.
  - The forensic investigation focused on the contractual and fraudulent elements of the case and not necessarily the irregular expenditure
  - The department cancelled the contract effective 9 March 2023, but Foursight is now contesting this cancellation in the courts.
  - One official was dismissed and a senior manager resigned prior to his disciplinary matter being concluded.
4. The department instituted disciplinary action against officials involved in the procurement of the ABIS solution. The procurement was done by SITA. These cases should be finalised in the 2023-24 financial year.

## **Irregular expenditure incurred from prior years:**

The LCC recommended the write-off of a number of prior year irregular expenditure cases, some of which were part of backlog that National Treasury was unable to condone on time. Some of these cases are very old that renders disciplinary processes impossible because of the efflux of years.

## 1.2. Fruitless and wasteful expenditure

### a) Reconciliation of fruitless and wasteful expenditure

Description	2022-23	2021-22
	R'000	R'000
Opening balance	120	640
Prior period error	-	(81)
As restated	120	559
Fruitless and wasteful expenditure relating to prior year	-	133
Fruitless and wasteful expenditure relating to current year	30	6
Add: Fruitless and wasteful expenditure confirmed(total)	30	139
Less: Fruitless and wasteful expenditure written off	(70)	(573)
Less: Fruitless and wasteful expenditure recoverable	(23)	(5)
<b>Closing balance</b>	<b>57</b>	<b>120</b>

The balance of R57 thousand as at year end consists of the following:

- 2018-19 to 2019-20: WC No Shows cases that the WC LCC must still finalise: R6 thousand
- Cases finalised by the HQ LCC during 2021-22 but because the recoveries have not yet been implemented they still form part of the balance: R31 thousand
- 2022-23 Gauteng province cases finalised by the LCC, recovery still to be implemented hence the balance still remains: R19 thousand.

LCCs are functional at all provinces. These committees must adjudicate on all their cases and send their conclusions to the HQ LCC which must finalise and make recommendations to the accounting officer. This area had a lot of backlog cases that all the LCC's had to deal with during the 2022-23 financial year.

### Reconciling notes

Description	2022-23	2021-22
	R'000	R'000
Fruitless and wasteful expenditure that was under assessment in 2022-23 – not forming part of the balance	509	1 347
Fruitless and wasteful expenditure that relates to prior years and identified in the current year	-	133
Fruitless and wasteful expenditure for the current year	30	6
<b>Total</b>	<b>539</b>	<b>1 486</b>

The amounts on the annual report differ with the amounts as disclosed in the annual financial statements note 24 because of the changes in the reporting requirements as necessitated by PFMA Compliance Reporting Framework. The new requirements differentiates the amounts with the balance of R48 thousand, which was fruitless and wasteful expenditure transactions that were incurred during the 2021-22 financial year and were only confirmed during the 2022-23 financial year through LCC processes.

**b) Details of current and previous year fruitless and wasteful expenditure (under assessment, determination, and investigation)**

Description	2022-23	2021-22
	R'000	R'000
Fruitless and wasteful expenditure under assessment	37	1 347
Fruitless and wasteful expenditure under determination	7	-
Fruitless and wasteful expenditure under investigation	465	-
<b>Total</b>	<b>509</b>	<b>1 347</b>

The LCC processes have not been finalised for these cases, hence they do not form part of the fruitless and wasteful balance.

- 2019-20 to 2021-22: Interest paid on overdue court orders and arbitration awards: R465 thousand. The LCC has confirmed that these are fruitless and wasteful expenditure, but are awaiting the finalisation of formal investigations into these matters as instituted by the department, and is still determining the amounts to be regarded as fruitless & wasteful expenditure
- 2021-22 WC No shows still to be confirmed R7 thousand (WC LCC still to finalise)
- 2022-23 NW Penalties for late registration of vehicles: R1 thousand (NW LCC still to assess)
- 2022-23 KZN No show accommodation (KZN LCC still to assess)
- 2022-23 KZN Missed / cancelled flights (KZN LCC still to assess)

**c) Details of current and previous year fruitless and wasteful expenditure recovered**

Description	2022-23	2021-22
	R'000	R'000
Fruitless and wasteful expenditure recovered	23	5
<b>Total</b>	<b>23</b>	<b>5</b>

The LCC recommended to the accounting officer recovery of a total of R42 thousand during 2022-23, but as at year end, only R23 thousand was recovered through the debt management processes. R19 thousand will be recovered in the 2023-24 financial year and does not form part of this balance.

The breakdown of the recovered amount in 2022-23 financial year is as follows:

- 2022-23: No show losses for missed flight: R4 thousand;
- 2022-23: No show accommodation: R1 thousand;
- Previous financial years: Nonsubmission of portfolio of evidence for courses attended: R18 thousand.

As a preventative measure the HQ LCC has issued financial circular 07 of 2022-23 to create awareness on fruitless and wasteful expenditure and to sensitise officials on where fruitless and wasteful expenditure emanates from and what they ought to do in order to prevent incurring it.

The committee issued out circular 18 of 2015 that traffic fines are recoverable immediately from the responsible official's salary through the debt management processes, so is the no shows losses unless the official can proof without reasonable doubt that the no show could not be avoidable and they were not responsible for it.

**d) Details of current and previous year fruitless and wasteful expenditure not recovered and written off**

Description	2022-23	2021-22
	R'000	R'000
Fruitless and wasteful expenditure written off	70	573
<b>Total</b>	<b>70</b>	<b>573</b>

*The LCC had to deal with a lot of backlog cases to finalise and majority of cases had to be written off as follows:*

*Previous financial years: No show accommodation, Interest paid on overdue accounts: R43 thousand;*

*Previous financial year: LCC recommended recovery for nonsubmission for portfolio of evidence, but these cases were irrecoverable: R27 thousand*

**e) Details of current and previous year disciplinary or criminal steps taken as a result of fruitless and wasteful expenditure**

Disciplinary steps taken
Interest paid on overdue court orders/ arbitration awards R465 000

*The department commissioned a forensic investigation into labour relations cases. The report recommended that some amounts be classified as fruitless and wasteful expenditure, these balances are still under determination tests of the LCC as R465 thousand as recorded above.*

*Disciplinary steps were taken against three senior managers. The outcome of these cases were as follows:*

*DDG: HRMD demoted to director level*

*CD: Employee Engagement – outcome matter still pending at financial year end*

*Director: Labour Relations dismissed*

The LCC has set a precedence that traffic fines are recovered immediately and no shows are recovered unless the official advances substantial reasons why it should not be recovered from him or her. Other cases are dealt with on their own merits.

### 1.3. Unauthorised expenditure

The department did not incur any unauthorised expenditure in 2022-23.

### 1.4. Additional disclosure relating to material losses in terms of PFMA Section 40(3)(b)(i) &(iii)

The department did not incur material losses in terms of section 40(3)(b)(i) & (iii) in 2022-23.

## 2. LATE AND/OR NONPAYMENT OF SUPPLIERS

Description	Number of invoices	Consolidated Value
		R'000
Valid invoices received	20 608	2 382 521
Invoices paid within 30 days or agreed period	20 495	2 375 851
Invoices paid after 30 days or agreed period	113	6 670
Invoices older than 30 days or agreed period (unpaid and without dispute)	0	0
Invoices older than 30 days or agreed period (unpaid and in dispute)	0	0

The following contributed to the late payments of invoices within 30 days: -

- System downtimes
- Delays in the supplier providing correct banking details
- Financial year-end closure impacts

## 3. SUPPLY CHAIN MANAGEMENT

### 3.1. Procurement by other means

A total of four deviations relating to quotations not within the threshold as determined by the National Treasury and on urgent basis were processed and finalised during the financial year under review.

Project description	Name of supplier	Type of procurement by other means	Contract number	Value of contract R'000
DHA offices in malls	Pareto Limited	Written price quotation not within the threshold as determined by National Treasury	DHA-dev01-2022	monthly rental
Forensic digital evidence extraction and analysis services on the Zimbabwean exemption permit	Facts Consulting SA	Deviation on urgent basis	DHA-dev02-2022	R1 489
Supply, installation and maintenance of backup generators, ups and air conditioners	Superway Construction	Written price quotation not within the threshold as determined by National Treasury	DHA-dev03-2022	usage based
Supply and delivery of immigration services uniform	FG Uniforms	Written price quotation not within the threshold as determined by National Treasury	DHA-dev01-2023	R6 564



## 3.2. Contract variations and expansions

Project description	Name of supplier	Contract modification type (expansion or variation)	Contract number	Original contract value	Value of previous contract expansion/s or variation/s (if applicable)	Value of current contract expansion or variation
				R'000	R'000	R'000
Extension of the contract for the supply and installation of counter furniture and related items for a period of 4 months	Mudau Picture Frames t/a Framefun	Expansion	DHA 31-2018	usage based	n/a	usage based
Repositioning PMO scope variation and resourcing for the digitisation project	SMEC	Variation	DHA 07-2021	R14 514	R0	R0
Transaction advisor for the proposed PPP for the development of Home Affairs consolidated head office	Utho Capital	Expansion	DHA 09-2018	R7 550	n/a	R0
Maintenance and support National Immigration Information System (NIIS) and Case management System (CMS)	Dimension data	Expansion	DHA-dev01-2019	R105 947	R124 149	R31 532
HANIS and Integrated Justice System (IJS) support and maintenance	Xon systems	Expansion	DHA-dev02-2019	R205 010	R 114 971	R 8 195
Extension of contract for provision of security guarding services in Free State	Mafoko Patrols	Expansion	DHA 05-2019	R18 852	n/a	R548
Extension of contract for provision of security guarding services in Northern Cape	Bamogale Security Solutions	Expansion	DHA 05-2019	R13 383	n/a	R389
Extension of contract for the provision of legal assistance in litigation, negotiating, drafting and concluding agreements relating to the Gijima settlement and ABIS / HANIS matters	Edward Nathan Sonnenberg Africa (ENS)	Expansion	Definitive agreement	usage	usage	usage

Project description	Name of supplier	Contract modification type (expansion or variation)	Contract number	Original contract value	Value of previous contract expansion/s or variation/s (if applicable)	Value of current contract expansion or variation
				R'000	R'000	R'000
Extension of contract to manage front office processing of visa and permit applications in South Africa and abroad	VFS Global	Expansion	Agreement	n/a	n/a	n/a
Extension of contract for the provisioning of biometric access control management system licences as well as support and maintenance for 12 months (1 year)	Datacentrix-Law-trust Consortium	Expansion	DHA dev03-2019	R189 102	n/a	R56 996
HANIS and IJS support and maintenance	Xon systems	Variation	DHA-dev02-2019	R 205 010	R 123 166	R255
Reinstate the 250 Microsoft Dynamics 365 licences with the Microsoft enterprise agreement	Microsoft Enterprise	Variation	Agreement	\$15 628	n/a	\$649
Extension of contract with Thales (Gemalto Southern Africa) for the continued use of Assure-ID sentinel software for DHA systems at all ports of entry	Thales (Gemalto SA)	Expansion	Agreement	R13 410	n/a	R4 972
Extension of scope to include Mpumalanga province in the contract DHA11-2019: Auctioneer services for the remaining period until the expiry date of 31 March 2023	Root-X	Variation	DHA11-2019	commission payable by the seller at 10% plus vat	n/a	n/a
Variation order for provisioning of cleaning services at Gauteng	CSK Cleaning	Variation	DHA13-2021	R3 977	n/a	R396
Use the DHA' banker to open transactional banking account for the BMA	ABSA	Variation	Agreement	n/a	n/a	n/a

Project description	Name of supplier	Contract modification type (expansion or variation)	Contract number	Original contract value	Value of previous contract expansion/s or variation/s (if applicable)	Value of current contract expansion or variation
				R'000	R'000	R'000
Contract for transaction advisory to support the redevelopment of the key six priority land ports of entry	Ernest and Young advisory services	Expansion	DHA 02-2019	R27 368	n/a	R2 249
Extension of NIIS and the CMS for a period of six months	Dimension Data	Expansion	DHA-dev01-2019	R105 947	R31 532	R35 576



# FINANCIAL INFORMATION

**PART**

*We Care!*



# 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 (DHA) set out on pages 251 to 371, which comprise the appropriation statement, statement of financial position as at 31 March 2023, 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 2023, 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 responsibilities of the auditor general 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 12.6 to the financial statements, an amount of R540 753 000 was impaired as a result of the departments inability to recover these receivables.

### Subsequent event

8. I draw attention to note 28 in the financial statements, which deals with subsequent events relating to the transfer of immigration services function to the Border Management Authority.

### Other matters

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

### Unaudited irregular expenditure and fruitless and wasteful expenditure

10. On 23 December 2022 National Treasury issued Instruction Note No. 4: PFMA Compliance and Reporting Framework of 2022-23 in terms of section 76(1)(b), (e) and (f), 2(e) and (4)(a) and (c) of the PFMA, which came into effect on 3 January 2023. The PFMA Compliance and



Reporting Framework also addresses the disclosure of unauthorised expenditure, irregular expenditure and fruitless and wasteful expenditure. Among the effects of this framework is that irregular and fruitless and wasteful expenditure incurred in previous financial years and not addressed is no longer disclosed in the disclosure notes of the annual financial statements, only the current year and prior year figures are disclosed in note 24 to the financial statements. The movements in respect of irregular expenditure and fruitless and wasteful expenditure are no longer disclosed in the notes to the annual financial statements of Department of Home Affairs. The disclosure of these movements (e.g. condoned, recoverable, removed, written off, under assessment, under determination and under investigation) are now required to be included as part of other information in the annual report of the auditees. I do not express an opinion on the disclosure of irregular expenditure and fruitless and wasteful expenditure in the annual report.

## Unaudited supplementary schedules

11. The supplementary information set out on pages xx to xx 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

12. 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.
13. 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.

## Responsibilities of the auditor-general for the audit of the financial statements<sup>1s</sup>

14. 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.
15. 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

16. In accordance with the Public Audit Act 25 of 2004 (PAA) and the general notice issued in terms thereof, I must audit and report on the usefulness and reliability of the reported performance against predetermined objectives for selected programmes presented in the annual performance report. The accounting officer is responsible for the preparation of the annual performance report.

17. I selected the following programmes presented in the annual performance report for the year ended 31 March 2023 for auditing. I selected programmes that measures the department’s performance on its primary mandated functions and that are of significant national, community or public interest.

Programme	Pages	Purpose
Programme 2 – Citizen Affairs	120 to 129	Provide secure, efficient and accessible services and documents for citizens and lawful residents.
Programme 4 – Institutional Support and Transfers	140 to 149	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.

18. I evaluated the reported performance information for the selected programmes against the criteria developed from the performance management and reporting framework, as defined in the general notice. When an annual performance report is prepared using these criteria, it provides useful and reliable information and insights to users on the department’s planning and delivery on its mandate and objectives.

19. I performed procedures to test whether:
- the indicators used for planning and reporting on performance can be linked directly to the department’s mandate and the achievement of its planned objectives
  - the indicators are well defined and verifiable to ensure that they are easy to understand and apply consistently and that I can confirm the methods and processes to be used for measuring

achievements

- the targets can be linked directly to the achievement of the indicators and are specific, time bound and measurable to ensure that it is easy to understand what should be delivered and by when, the required level of performance as well as how performance will be evaluated
- the indicators and targets reported on in the annual performance report are the same as what was committed to in the approved initial or revised planning documents
- the reported performance information is presented in the annual performance report in the prescribed manner
- there is adequate supporting evidence for the achievements reported and for the reasons provided for any over- or underachievement of targets

20. I performed the procedures for the purpose of reporting material findings only; and not to express an assurance opinion.
21. I did not identify any material findings on the reported performance information of programme 2 and programme 4.

### Other matters

22. I draw attention to the matters below.

### Achievement of planned targets

23. The annual performance report includes information on reported achievements against planned targets and provides explanations for over- and under-achievement. This information should be considered in the context of the material findings on the reported performance information.

## Material misstatements

24. I identified material misstatements in the annual performance report submitted for auditing. These material misstatements were in the reported performance information of Institutional Support and Transfers. Management subsequently corrected all misstatements and I did not include any material findings in this report.

## Report on compliance with legislation

25. In accordance with the PAA and the general notice issued in terms thereof, I must audit and report on compliance with applicable legislation relating to financial matters, financial management and other related matters. The accounting officer is responsible for the department's compliance with legislation.
26. I performed procedures to test compliance with selected requirements in key legislation in accordance with the findings engagement methodology of the Auditor-General of South Africa (AGSA). This engagement is not an assurance engagement. Accordingly, I do not express an assurance opinion or conclusion.
27. Through an established AGSA process, I selected requirements in key legislation for compliance testing that are relevant to the financial and performance management of the department, clear to allow consistent measurement and evaluation, while also sufficiently detailed and readily available to report in an understandable manner. The selected legislative requirements are included in the annexure to this auditor's report.
28. The material findings on compliance with the selected legislative requirements, presented per compliance theme, are as follows:

## Revenue management

29. 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. The non-compliance has resulted in a likely financial loss. Material irregularity has been issued of which the response was received from the accounting officer and it is still under assessment.

## Other information in the annual report

30. The accounting officer is responsible for the other information included in the annual report. The other information referred to does not include the financial statements, the auditor's report and those selected programmes presented in the annual performance report that have been specifically reported on in this auditor's report.
31. My opinion on the financial statements, the report on the audit of the annual performance report and the report on compliance with legislation, do not cover the other information included in the annual report and I do not express an audit opinion or any form of assurance conclusion on it.
32. My responsibility is to read this other information and, in doing so, consider whether it is materially inconsistent with the financial statements and the selected programmes presented in the annual performance report, or my knowledge obtained in the audit, or otherwise appears to be materially misstated.
33. The other information I obtained prior to the date of this auditor's report is report of the accounting officer, however the Foreword by the Minister and Deputy Minister's Statement are expected to be made available to us after 31 July 2023.
34. If, based on the work I have performed on the other information that I obtained prior to the date of this auditor's report, I conclude that there is a material inconsistency of this other information, I am required to report that fact. I have not identified any material inconsistencies with regard to the other information obtained.
35. When I do receive and read the Foreword by the Minister and Deputy Minister's Statement and, if I conclude that there is a material inconsistency 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

36. I considered internal control relevant to my audit of the financial statements, annual performance report and compliance with applicable legislation; however, my objective was not to express any form of assurance on it.
37. The matters reported below are limited to the significant internal control deficiencies that resulted in the basis for the opinion and, the material findings on compliance with legislation included in this report.
38. Management did not adequately review and monitor compliance with applicable laws and regulations. As a result there was material non-compliance.
39. 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.

### Material irregularities

40. In accordance with the PAA and the Material Irregularity Regulations, I have a responsibility to report on material irregularities identified during the audit.

### Material irregularities in progress

41. I identified a material irregularity during the audit and notified the accounting officer, as required by material irregularity regulation 3(2). By the date of this auditor's report, I had not yet completed the process of evaluating the response from the accounting officer. This material irregularity will be included in next year's auditor's report

*Auditor - General*

Pretoria  
31 July 2023



AUDITOR - GENERAL  
SOUTH AFRICA

*Auditing to build public confidence*

# ANNUAL FINANCIAL STATEMENTS FOR NATIONAL DEPARTMENT OF HOME AFFAIRS

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(NATIONAL DEPARTMENT OF HOME AFFAIRS)  
VOTE 5

**APPROPRIATION STATEMENT**  
for the year ended 31 March 2023

Appropriation per programme									
	2022/23							2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final budget	Final Budget	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Programme</b>									
<b>1. Administration</b>	2 802 380	-	(7 300)	2 795 080	2 795 065	15	100,0%	2 636 851	2 636 851
<b>2. Citizen Affairs</b>	3 758 247	-	131 389	3 889 636	3 562 164	327 472	91,6%	2 974 836	2 974 836
<b>3. Immigration Affairs</b>	1 501 800	-	(101 157)	1 400 643	1 329 929	70 714	95,0%	1 392 651	1 392 651
<b>4. Institutional Support And Transfers</b>	3 033 805	-	(22 932)	3 010 873	2 710 873	300 000	90,0%	2 427 098	2 427 098
<b>Subtotal</b>	<b>11 096 232</b>	<b>-</b>	<b>-</b>	<b>11 096 232</b>	<b>10 398 031</b>	<b>698 201</b>	<b>93,7%</b>	<b>9 431 436</b>	<b>9 431 436</b>



(NATIONAL DEPARTMENT OF HOME AFFAIRS)  
VOTE 5

**APPROPRIATION STATEMENT**  
for the year ended 31 March 2023

	2022/23				2021/22	
	Final Budget	Actual Expenditure			Final Budget	Actual Expenditure
	R'000	R'000			R'000	R'000
<b>TOTAL (brought forward)</b>	11 096 232	10 398 031			9 431 436	9 431 436
<b>Reconciliation with statement of financial performance</b>						
<b>ADD</b>						
Departmental receipts	1 029 107				718 694	
NRF Receipts	-				-	
Aid assistance	30 847				7 962	
<b>Actual amounts per statement of financial performance (total revenue)</b>	<b>12 156 186</b>				<b>10 158 092</b>	
<b>ADD</b>						
Aid assistance		18 718				7 962
Prior year unauthorised expenditure approved without funding						-
<b>Actual amounts per statement of financial performance (total expenditure)</b>		<b>10 416 749</b>				<b>9 439 398</b>

**(NATIONAL DEPARTMENT OF HOME AFFAIRS)  
VOTE 5**

**APPROPRIATION STATEMENT  
for the year ended 31 March 2023**

Appropriation per economic classification									
	2022/23							2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final budget	Final Budget	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Economic classification</b>								R'000	R'000
<b>Current payments</b>	<b>7 852 715</b>	<b>56 134</b>	<b>(107 208)</b>	<b>7 801 641</b>	<b>7 399 190</b>	<b>402 451</b>	<b>94,8%</b>	<b>6 669 160</b>	<b>6 647 878</b>
Compensation of employees	4 265 129	-	(2 000)	4 263 129	3 903 617	359 512	91,6%	3 680 819	3 667 486
Goods and services	3 587 586	56 134	(106 321)	3 537 399	3 494 460	42 939	98,8%	2 988 341	2 980 392
Interest rent on land	-	-	1 113	1 113	1 113	-	100%	-	-
<b>Transfers and subsidies</b>	<b>2 893 978</b>	<b>(5 557)</b>	<b>2 149</b>	<b>2 890 570</b>	<b>2 590 570</b>	<b>300 000</b>	<b>89,6%</b>	<b>2 430 381</b>	<b>2 443 714</b>
Provinces and municipalities	3 333	95	(1 379)	2 049	2 049	-	100,0%	1 903	1 903
Departmental agencies and accounts	2 865 895	-	732	2 866 627	2 566 627	300 000	89,5%	2 417 175	2 417 175
Households	24 750	(5 652)	2 796	21 894	21 894	-	100,0%	11 303	24 636
<b>Payments for capital assets</b>	<b>349 539</b>	<b>(50 577)</b>	<b>105 059</b>	<b>404 021</b>	<b>404 021</b>	<b>-</b>	<b>100,0%</b>	<b>331 895</b>	<b>331 879</b>
Buildings and other fixed structures	25 122	(24 687)	55 537	55 972	55 972	-	100,0%	91 771	91 771
Machinery and equipment	241 542	(38 385)	11 345	214 502	214 502	-	100,0%	185 234	185 218
Intangible assets	82 875	12 495	38 177	133 547	133 547	-	100,0%	54 890	54 890
<b>Payments for financial assets</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4 250</b>	<b>(4 250)</b>	<b>-</b>	<b>-</b>	<b>7 965</b>
<b>Total</b>	<b>11 096 232</b>	<b>-</b>	<b>-</b>	<b>11 096 232</b>	<b>10 398 031</b>	<b>698 201</b>	<b>93,7%</b>	<b>9 431 436</b>	<b>9 431 436</b>

(NATIONAL DEPARTMENT OF HOME AFFAIRS)  
VOTE 5

**APPROPRIATION STATEMENT**  
for the year ended 31 March 2023

Programme 1: ADMINISTRATION									
2022/23								2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Subprogramme</b>									
1. MINISTRY	36 865	500	(8 496)	28 869	28 869	-	100,0%	25 643	25 643
2. MANAGEMENT SUPPORT SERVICES	302 921	(645)	(24 869)	277 407	277 407	-	100,0%	252 841	252 841
3. CORPORATE SERVICES	751 997	16 707	41 317	810 021	810 021	-	100,0%	710 959	710 959
4. TRANSVERSAL INFORMATION TECHNOLOGY MANAGEMENT	1 172 753	-	(86 179)	1 086 574	1 086 559	15	100,0%	1 033 768	1 033 768
5. OFFICE ACCOMMODATION	537 844	(16 562)	70 927	592 209	592 209	-	100,0%	613 640	613 640
<b>Total for subprogrammes</b>	<b>2 802 380</b>	<b>-</b>	<b>(7 300)</b>	<b>2 795 080</b>	<b>2 795 065</b>	<b>15</b>	<b>100,0%</b>	<b>2 636 851</b>	<b>2 636 851</b>
<b>Economic classification</b>									
<b>Current payments</b>	<b>2 570 177</b>	<b>61 764</b>	<b>(80 991)</b>	<b>2 550 950</b>	<b>2 546 685</b>	<b>4 265</b>	<b>99,8%</b>	<b>2 351 887</b>	<b>2 343 922</b>
Compensation of employees	666 892	-	(66 189)	600 703	600 703	-	100,0%	577 055	577 055
Goods and services	1 903 285	61 764	(15 915)	1 949 134	1 944 869	4 265	99,8%	1 774 832	1 766 867
Interest and rent on land	-	-	1 113	1 113	1 113	-	100,0%	-	-
<b>Transfers and subsidies</b>	<b>3 054</b>	<b>-</b>	<b>37</b>	<b>3 091</b>	<b>3 091</b>	<b>-</b>	<b>100,0%</b>	<b>5 715</b>	<b>5 715</b>
Provinces and municipalities	1 676	-	(1 234)	442	442	-	100,0%	361	361
Departmental agencies and accounts	1	-	757	758	758	-	100,0%	108	108
Households	1 377	-	514	1 891	1 891	-	100,0%	5 246	5 246
<b>Payments for capital assets</b>	<b>229 149</b>	<b>(61 764)</b>	<b>73 654</b>	<b>241 039</b>	<b>241 039</b>	<b>-</b>	<b>100,0%</b>	<b>279 249</b>	<b>279 249</b>

**(NATIONAL DEPARTMENT OF HOME AFFAIRS)  
VOTE 5**

**APPROPRIATION STATEMENT  
for the year ended 31 March 2023**

Buildings and other fixed structures	25 122	(33 354)	60 537	52 305	52 305	-	100,0%	75 574	75 574
Machinery and equipment	139 902	(30 932)	5 995	114 965	114 965	-	100,0%	148 785	148 785
Intangible assets	64 125	2 522	7 122	73 769	73 769	-	100,0%	54 890	54 890
<b>Payments for financial assets</b>	-	-	-	-	4 250	(4 250)	-	-	7 965
<b>Total</b>	<b>2 802 380</b>	<b>-</b>	<b>(7 300)</b>	<b>2 795 080</b>	<b>2 795 065</b>	<b>15</b>	<b>100,0%</b>	<b>2 636 851</b>	<b>2 636 851</b>

Subprogramme 1.1: MINISTRY									
2022/23								2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
<b>Economic Classification</b>	<b>R'000</b>	<b>R'000</b>	<b>R'000</b>	<b>R'000</b>	<b>R'000</b>	<b>R'000</b>	<b>%</b>	<b>R'000</b>	<b>R'000</b>
<b>Current payments</b>	36 355	492	(8 309)	28 538	28 538	-	100,0%	25 526	25 526
Compensation of employees	20 782	-	(597)	20 185	20 185	-	100,0%	20 308	20 308
Goods and services	15 573	492	(7 712)	8 353	8 353	-	100,0%	5 218	5 218
<b>Transfers and subsidies</b>	<b>173</b>	<b>-</b>	<b>(173)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>78</b>	<b>78</b>
Departmental agencies and accounts	1	-	(1)	-	-	-	-	-	-
Households	172	-	(172)	-	-	-	-	78	78
<b>Payments for capital assets</b>	<b>337</b>	<b>8</b>	<b>(14)</b>	<b>331</b>	<b>331</b>	<b>-</b>	<b>100,0%</b>	<b>39</b>	<b>39</b>
Machinery and equipment	337	8	(14)	331	331	-	100,0%	39	39
<b>Payments for financial assets</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>36 865</b>	<b>500</b>	<b>(8 496)</b>	<b>28 869</b>	<b>28 869</b>	<b>-</b>	<b>100,0%</b>	<b>25 643</b>	<b>25 643</b>

(NATIONAL DEPARTMENT OF HOME AFFAIRS)  
VOTE 5

**APPROPRIATION STATEMENT**  
for the year ended 31 March 2023

Subprogramme 1.2: MANAGEMENT SUPPORT SERVICES									
2022/23								2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
Economic Classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Current payments</b>	300 755	(1 292)	(24 987)	274 476	274 476	-	100,0%	250 143	250 143
Compensation of employees	216 461	-	(24 483)	191 978	191 978	-	100,0%	182 939	182 939
Goods and services	84 294	(1 292)	(504)	82 498	82 498	-	100,0%	67 204	67 204
<b>Transfers and subsidies</b>	-	-	<b>581</b>	<b>581</b>	<b>581</b>	-	<b>100,0%</b>	<b>953</b>	<b>953</b>
Households	-	-	581	581	581	-	100,0%	953	953
<b>Payments for capital assets</b>	2 166	647	(463)	2 350	2 350	-	100,0%	1 745	1 745
Machinery and equipment	1 691	842	(461)	2 072	2 072	-	100,0%	1 745	1 745
Intangible assets	475	(195)	(2)	278	278	-	100,0%	-	-
<b>Payments for financial assets</b>	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>302 921</b>	<b>(645)</b>	<b>(24 869)</b>	<b>277 407</b>	<b>277 407</b>	-	<b>100,0%</b>	<b>252 841</b>	<b>252 841</b>

Subprogramme 1.3: CORPORATE SERVICES									
2022/23								2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
Economic Classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Current payments</b>	707 114	39 384	(26 083)	720 415	716 165	4 250	99,4%	619 929	611 964
Compensation of employees	331 868	-	(37 667)	294 201	294 201	-	100,0%	279 079	279 079
Goods and services	375 246	39 384	10 471	425 101	420 851	4 250	99,0%	340 850	332 885

**(NATIONAL DEPARTMENT OF HOME AFFAIRS)  
VOTE 5**

**APPROPRIATION STATEMENT  
for the year ended 31 March 2023**

Interest and rent on land	-	-	1 113	1 113	1 113	-	100,0%	-	-
<b>Transfers and subsidies</b>	<b>2 546</b>	<b>-</b>	<b>(555)</b>	<b>1 991</b>	<b>1 991</b>	<b>-</b>	<b>100,0%</b>	<b>4 091</b>	<b>4 091</b>
Provinces and municipalities	1 428	-	(1 110)	318	318	-	100,0%	361	361
Departmental agencies and accounts	-	-	758	758	758	-	100,0%	108	108
Households	1 118	-	(203)	915	915	-	100,0%	3 622	3 622
<b>Payments for capital assets</b>	<b>42 337</b>	<b>(22 677)</b>	<b>67 955</b>	<b>87 615</b>	<b>87 615</b>	<b>-</b>	<b>100,0%</b>	<b>86 939</b>	<b>86 939</b>
Buildings and other fixed structures	-	(16 804)	63 093	46 289	46 289	-	100,0%	49 632	49 632
Machinery and equipment	41 837	(5 464)	4 905	41 278	41 278	-	100,0%	37 213	37 213
Intangible assets	500	(409)	(43)	48	48	-	100,0%	94	94
<b>Payments for financial assets</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4 250</b>	<b>(4 250)</b>	<b>-</b>	<b>-</b>	<b>7 965</b>
<b>Total</b>	<b>751 997</b>	<b>16 707</b>	<b>41 317</b>	<b>810 021</b>	<b>810 021</b>	<b>-</b>	<b>100,0%</b>	<b>710 959</b>	<b>710 959</b>

**Subprogramme 1.4: TRANSVERSAL INFORMATION TECHNOLOGY MANAGEMENT**

	2022/23						2021/22		
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
<b>Economic Classification</b>	<b>R'000</b>	<b>R'000</b>	<b>R'000</b>	<b>R'000</b>	<b>R'000</b>	<b>R'000</b>	<b>%</b>	<b>R'000</b>	<b>R'000</b>
<b>Current payments</b>	1 022 791	16 202	(94 310)	944 683	944 668	15	100,0%	868 751	868 751
Compensation of employees	97 781	-	(3 442)	94 339	94 339	-	100,0%	94 729	94 729
Goods and services	925 010	16 202	(90 868)	850 344	850 329	15	100,0%	774 022	774 022
<b>Transfers and subsidies</b>	<b>335</b>	<b>-</b>	<b>184</b>	<b>519</b>	<b>519</b>	<b>-</b>	<b>100,0%</b>	<b>593</b>	<b>593</b>
Provinces and municipalities	248	-	(124)	124	124	-	100,0%	-	-



(NATIONAL DEPARTMENT OF HOME AFFAIRS)  
VOTE 5

**APPROPRIATION STATEMENT**  
for the year ended 31 March 2023

Households	87	-	308	395	395	-	100,0%	593	593
<b>Payments for capital assets</b>	149 627	(16 202)	7 947	141 372	141 372	-	100,0%	164 424	164 424
Machinery and equipment	86 477	(19 328)	780	67 929	67 929	-	100,0%	109 628	109 628
Intangible assets	63 150	3 126	7 167	73 443	73 443	-	100,0%	54 796	54 796
<b>Payments for financial assets</b>	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>1 172 753</b>	<b>-</b>	<b>(86 179)</b>	<b>1 086 574</b>	<b>1 086 559</b>	<b>15</b>	<b>100,0%</b>	<b>1 033 768</b>	<b>1 033 768</b>

Subprogramme 1.5: OFFICE ACCOMMODATION									
	2022/23							2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
Economic Classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Current payments</b>	503 162	6 978	72 698	582 838	582 838	-	100,0%	587 538	587 538
Goods and services	503 162	6 978	72 698	582 838	582 838	-	100,0%	587 538	587 538
<b>Payments for capital assets</b>	34 682	(23 540)	(1 771)	9 371	9 371	-	100,0%	26 102	26 102
Buildings and other fixed structures	25 122	(16 550)	(2 556)	6 016	6 016	-	100,0%	25 942	25 942
Machinery and equipment	9 560	(6 990)	785	3 355	3 355	-	100,0%	160	160
<b>Payments for financial assets</b>	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>537 844</b>	<b>(16 562)</b>	<b>70 927</b>	<b>592 209</b>	<b>592 209</b>	<b>-</b>	<b>100,0%</b>	<b>613 640</b>	<b>613 640</b>

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Programme 2: CITIZEN AFFAIRS									
2022/23								2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final budget	Final Budget	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Subprogramme</b>									
1. CITIZEN AFFAIRS MANAGEMENT	570 388	831	58 412	629 631	302 159	327 472	48,0%	92 523	92 523
2. STATUS SERVICES	810 940	(489)	29 295	839 746	839 746	-	100,0%	532 494	532 494
3. IDENTIFICATION SERVICES	165 658	(342)	(5 315)	160 001	160 001	-	100,0%	262 108	262 108
4. SERVICE DELIVERY TO PROVINCES	2 211 261	-	48 997	2 260 258	2 260 258	-	100,0%	2 087 711	2 087 711
<b>Total for subprogrammes</b>	<b>3 758 247</b>	<b>-</b>	<b>131 389</b>	<b>3 889 636</b>	<b>3 562 164</b>	<b>327 472</b>	<b>91,6%</b>	<b>2 974 836</b>	<b>2 974 836</b>
<b>Economic classification</b>									
<b>Current payments</b>	<b>3 622 240</b>	<b>3 997</b>	<b>98 064</b>	<b>3 724 301</b>	<b>3 396 829</b>	<b>327 472</b>	<b>91,2%</b>	<b>2 939 696</b>	<b>2 926 379</b>
Compensation of employees	2 622 890	-	7 858	2 630 748	2 341 748	289 000	89,0%	2 249 758	2 236 425
Goods and services	999 350	3 997	90 206	1 093 553	1 055 081	38 472	96,5%	689 938	689 954
<b>Transfers and subsidies</b>	<b>22 217</b>	<b>(5 455)</b>	<b>1 687</b>	<b>18 449</b>	<b>18 449</b>	<b>-</b>	<b>100,0%</b>	<b>5 672</b>	<b>19 005</b>
Provinces and municipalities	1 657	95	(145)	1 607	1 607	-	100,0%	1 542	1 542
Departmental agencies and accounts	27	-	(25)	2	2	-	100,0%	-	-
Households	20 533	(5 550)	1 857	16 840	16 840	-	100,0%	4 130	17 463
<b>Payments for capital assets</b>	<b>113 790</b>	<b>1 458</b>	<b>31 638</b>	<b>146 886</b>	<b>146 886</b>	<b>-</b>	<b>100,0%</b>	<b>29 468</b>	<b>29 452</b>
Buildings and other fixed structures	-	8 667	(5 000)	3 667	3 667	-	100,0%	-	-

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Machinery and equipment	95 040	(17 182)	5 583	83 441	83 441	-	100,0%	29 468	29 452
Intangible assets	18 750	9 973	31 055	59 778	59 778	-	100,0%	-	-
<b>Payments for financial assets</b>	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>3 758 247</b>	<b>-</b>	<b>131 389</b>	<b>3 889 636</b>	<b>3 562 164</b>	<b>327 472</b>	<b>91,6%</b>	<b>2 974 836</b>	<b>2 974 836</b>

Subprogramme 2.1: CITIZEN AFFAIRS MANAGEMENT									
2022/23								2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final budget	Final Budget	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Economic classification</b>									
<b>Current payments</b>	<b>481 035</b>	<b>(8 953)</b>	<b>67 408</b>	<b>539 490</b>	<b>212 018</b>	<b>327 472</b>	<b>39,3%</b>	<b>92 262</b>	<b>92 262</b>
Compensation of employees	346 917	-	21 655	368 572	79 572	289 000	21,6%	59 896	59 896
Goods and services	134 118	(8 953)	45 753	170 918	132 446	38 472	77,5%	32 366	32 366
<b>Transfers and subsidies</b>	<b>2 034</b>	<b>-</b>	<b>(2 034)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>85</b>	<b>85</b>
Departmental agencies and accounts	1	-	(1)	-	-	-	-	-	-
Households	2 033	-	(2 033)	-	-	-	-	85	85
<b>Payments for capital assets</b>	<b>87 319</b>	<b>9 784</b>	<b>(6 962)</b>	<b>90 141</b>	<b>90 141</b>	<b>-</b>	<b>100,0%</b>	<b>176</b>	<b>176</b>
Buildings and other fixed structures	-	8 667	(5 000)	3 667	3 667	-	100,0%	-	-
Machinery and equipment	68 569	(8 856)	(33 017)	26 696	26 696	-	100,0%	176	176
Intangible assets	18 750	9 973	31 055	59 778	59 778	-	100,0%	-	-
<b>Payments for financial assets</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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<b>Total</b>	<b>570 388</b>	<b>831</b>	<b>58 412</b>	<b>629 631</b>	<b>302 159</b>	<b>327 472</b>	<b>48,0%</b>	<b>92 523</b>	<b>92 523</b>
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Subprogramme 2.2: STATUS SERVICES									
2022/23								2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
Economic Classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Current payments</b>	<b>810 844</b>	<b>(550)</b>	<b>29 093</b>	<b>839 387</b>	<b>839 387</b>	<b>-</b>	<b>100,0%</b>	<b>531 158</b>	<b>531 158</b>
Compensation of employees	85 526	-	(2 072)	83 454	83 454	-	100,0%	83 019	83 019
Goods and services	725 318	(550)	31 165	755 933	755 933	-	100,0%	448 139	448 139
<b>Transfers and subsidies</b>	<b>-</b>	<b>-</b>	<b>102</b>	<b>102</b>	<b>102</b>	<b>-</b>	<b>100,0%</b>	<b>698</b>	<b>698</b>
Households	-	-	102	102	102	-	100,0%	698	698
<b>Payments for capital assets</b>	<b>96</b>	<b>61</b>	<b>100</b>	<b>257</b>	<b>257</b>	<b>-</b>	<b>100,0%</b>	<b>638</b>	<b>638</b>
Machinery and equipment	96	61	100	257	257	-	100,0%	638	638
<b>Payments for financial assets</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>810 940</b>	<b>(489)</b>	<b>29 295</b>	<b>839 746</b>	<b>839 746</b>	<b>-</b>	<b>100,0%</b>	<b>532 494</b>	<b>532 494</b>

Subprogramme 2.3: IDENTIFICATION SERVICES									
2022/23								2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
Economic Classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Current payments</b>	<b>165 009</b>	<b>(546)</b>	<b>(5 639)</b>	<b>158 824</b>	<b>158 824</b>	<b>-</b>	<b>100,0%</b>	<b>261 192</b>	<b>261 192</b>

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Compensation of employees	160 178	-	(5 480)	154 698	154 698	-	100,0%	156 137	156 137
Goods and services	4 831	(546)	(159)	4 126	4 126	-	100,0%	105 055	105 055
<b>Transfers and subsidies</b>	<b>-</b>	<b>-</b>	<b>421</b>	<b>421</b>	<b>421</b>	<b>-</b>	<b>100,0%</b>	<b>729</b>	<b>729</b>
Households	-	-	421	421	421	-	100,0%	729	729
<b>Payments for capital assets</b>	<b>649</b>	<b>204</b>	<b>(97)</b>	<b>756</b>	<b>756</b>	<b>-</b>	<b>100,0%</b>	<b>187</b>	<b>187</b>
Machinery and equipment	649	204	(97)	756	756	-	100,0%	187	187
<b>Payments for financial assets</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>165 658</b>	<b>(342)</b>	<b>(5 315)</b>	<b>160 001</b>	<b>160 001</b>	<b>-</b>	<b>100,0%</b>	<b>262 108</b>	<b>262 108</b>

Subprogramme 2.4: SERVICES DELIVERY TO PROVINCES									
	2022/23							2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
Economic Classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Current payments</b>	2 165 352	14 046	7 202	2 186 600	2 186 600	-	100,0%	2 055 084	2 041 767
Compensation of employees	2 030 269	-	(6 245)	2 024 024	2 024 024	-	100,0%	1 950 706	1 937 373
Goods and services	135 083	14 046	13 447	162 576	162 576	-	100,0%	104 378	104 394
<b>Transfers and subsidies</b>	<b>20 183</b>	<b>(5 455)</b>	<b>3 198</b>	<b>17 926</b>	<b>17 926</b>	<b>-</b>	<b>100,0%</b>	<b>4 160</b>	<b>17 493</b>
Provinces and municipalities	1 657	95	(145)	1 607	1 607	-	100,0%	1 542	1 542
Departmental agencies and accounts	26	-	(24)	2	2	-	100,0%	-	-
Households	18 500	(5 550)	3 367	16 317	16 317	-	100,0%	2 618	15 951
<b>Payments for capital assets</b>	<b>25 726</b>	<b>(8 591)</b>	<b>38 597</b>	<b>55 732</b>	<b>55 732</b>	<b>-</b>	<b>100,0%</b>	<b>28 467</b>	<b>28 451</b>

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Machinery and equipment	25 726	(8 591)	38 597	55 732	55 732	-	100,0%	28 467	28 451
<b>Payments for financial assets</b>	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>2 211 261</b>	<b>-</b>	<b>48 997</b>	<b>2 260 258</b>	<b>2 260 258</b>	<b>-</b>	<b>100,0%</b>	<b>2 087 711</b>	<b>2 087 711</b>

Programme 3: IMMIGRATION AFFAIRS									
	2022/23							2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final budget	Final Budget	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Subprogramme</b>									
1. IMMIGRATION AFFAIRS MANAGEMENT	70 388	4 930	10 407	85 725	69 110	16 615	80,6%	123 588	123 588
2. ADMISSION SERVICES	1 035 538	(768)	(125 783)	908 987	892 403	16 584	98,2%	823 693	823 693
3. IMMIGRATION SERVICES	240 881	(6 638)	14 792	249 035	214 357	34 678	86,1%	232 250	232 250
4. ASYLUM SEEKERS	154 993	2 476	(573)	156 896	154 059	2 837	98,2%	213 120	213 120
<b>Total for subprogrammes</b>	<b>1 501 800</b>	<b>-</b>	<b>(101 157)</b>	<b>1 400 643</b>	<b>1 329 929</b>	<b>70 714</b>	<b>95,0%</b>	<b>1 392 651</b>	<b>1 392 651</b>
<b>Economic classification</b>									
<b>Current payments</b>	<b>1 492 833</b>	<b>652</b>	<b>(101 179)</b>	<b>1 392 306</b>	<b>1 321 592</b>	<b>70 714</b>	<b>94,9%</b>	<b>1 367 574</b>	<b>1 367 574</b>
Compensation of employees	897 319	-	63 756	961 075	890 563	70 512	92,7%	847 352	847 352
Goods and services	595 514	652	(164 935)	431 231	431 029	202	100,0%	520 222	520 222
<b>Transfers and subsidies</b>	<b>2 840</b>	<b>(102)</b>	<b>320</b>	<b>3 058</b>	<b>3 058</b>	<b>-</b>	<b>100,0%</b>	<b>1 927</b>	<b>1 927</b>
Provinces and municipalities	-	-	-	-	-	-	-	-	-
Departmental agencies and accounts	-	-	-	-	-	-	-	-	-
Households	2 840	(102)	320	3 058	3 058	-	100,0%	1 927	1 927



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<b>Payments for capital assets</b>	6 127	(550)	(298)	5 279	5 279	-	100,0%	<b>23 150</b>	<b>23 150</b>
Buildings and other fixed structures	-	-	-	-	-	-	-	16 197	16 197
Machinery and equipment	6 127	(550)	(298)	5 279	5 279	-	100,0%	6 953	6 953
Intangible assets	-	-	-	-	-	-	-	-	-
<b>Payments for financial assets</b>	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>1 501 800</b>	<b>-</b>	<b>(101 157)</b>	<b>1 400 643</b>	<b>1 329 929</b>	<b>70 714</b>	<b>95,0%</b>	<b>1 392 651</b>	<b>1 392 651</b>

Subprogramme 3.1: IMMIGRATION AFFAIRS MANAGEMENT									
	2022/23							2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
Economic Classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Current payments</b>	70 192	4 668	10 270	85 130	68 515	16 615	80,5%	123 575	123 575
Compensation of employees	6 609	-	14 363	20 972	4 357	16 615	20,8%	5 520	5 520
Goods and services	63 583	4 668	(4 093)	64 158	64 158	-	100,0%	118 055	118 055
<b>Transfers and subsidies</b>	<b>150</b>	<b>277</b>	<b>138</b>	<b>565</b>	<b>565</b>	<b>-</b>	<b>100,0%</b>	<b>-</b>	<b>-</b>
Households	150	277	138	565	565	-	100,0%	-	-
<b>Payments for capital assets</b>	<b>46</b>	<b>(15)</b>	<b>(1)</b>	<b>30</b>	<b>30</b>	<b>-</b>	<b>100,0%</b>	<b>13</b>	<b>13</b>
Machinery and equipment	46	(15)	(1)	30	30	-	100,0%	13	13
<b>Payments for financial assets</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>70 388</b>	<b>4 930</b>	<b>10 407</b>	<b>85 725</b>	<b>69 110</b>	<b>16 615</b>	<b>80,6%</b>	<b>123 588</b>	<b>123 588</b>

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Subprogramme 3.2: ADMISSION SERVICES									
2022/23								2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
Economic Classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Current payments</b>	<b>1 027 472</b>	<b>282</b>	<b>(125 935)</b>	<b>901 819</b>	<b>885 235</b>	<b>16 584</b>	<b>98,2%</b>	<b>817 246</b>	<b>817 246</b>
Compensation of employees	626 753	-	25 919	652 672	636 290	16 382	97,5%	611 438	611 438
Goods and services	400 719	282	(151 854)	249 147	248 945	202	99,9%	205 808	205 808
<b>Transfers and subsidies</b>	<b>2 150</b>	<b>(578)</b>	<b>431</b>	<b>2 003</b>	<b>2 003</b>	<b>-</b>	<b>100,0%</b>	<b>1 458</b>	<b>1 458</b>
Households	2 150	(578)	431	2 003	2 003	-	100,0%	1 458	1 458
<b>Payments for capital assets</b>	<b>5 916</b>	<b>(472)</b>	<b>(279)</b>	<b>5 165</b>	<b>5 165</b>	<b>-</b>	<b>100,0%</b>	<b>4 989</b>	<b>4 989</b>
Machinery and equipment	5 916	(472)	(279)	5 165	5 165	-	100,0%	4 989	4 989
<b>Payments for financial assets</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>1 035 538</b>	<b>(768)</b>	<b>(125 783)</b>	<b>908 987</b>	<b>892 403</b>	<b>16 584</b>	<b>98,2%</b>	<b>823 693</b>	<b>823 693</b>

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Subprogramme 3.3: IMMIGRATION SERVICES									
2022/23								2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
Economic Classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Current payments</b>	<b>240 496</b>	<b>(6 486)</b>	<b>14 768</b>	<b>248 778</b>	<b>214 100</b>	<b>34 678</b>	<b>86,1%</b>	<b>232 106</b>	<b>232 106</b>
Compensation of employees	119 980	-	22 775	142 755	108 077	34 678	75,7%	95 835	95 835
Goods and services	120 516	(6 486)	(8 007)	106 023	106 023	-	100,0%	136 271	136 271
<b>Transfers and subsidies</b>	<b>220</b>	<b>(62)</b>	<b>41</b>	<b>199</b>	<b>199</b>	<b>-</b>	<b>100,0%</b>	<b>62</b>	<b>62</b>
Households	220	(62)	41	199	199	-	100,0%	62	62
<b>Payments for capital assets</b>	<b>165</b>	<b>(90)</b>	<b>(17)</b>	<b>58</b>	<b>58</b>	<b>-</b>	<b>100,0%</b>	<b>82</b>	<b>82</b>
Machinery and equipment	165	(90)	(17)	58	58	-	100,0%	82	82
<b>Payments for financial assets</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>240 881</b>	<b>(6 638)</b>	<b>14 792</b>	<b>249 035</b>	<b>214 357</b>	<b>34 678</b>	<b>86,1%</b>	<b>232 250</b>	<b>232 250</b>

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Subprogramme 3.4 ASYLUM SEEKERS									
2022/23								2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
Economic Classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Current payments</b>	<b>154 673</b>	<b>2 188</b>	<b>(282)</b>	<b>156 579</b>	<b>153 742</b>	<b>2 837</b>	<b>98,2%</b>	<b>194 647</b>	<b>194 647</b>
Compensation of employees	143 977	-	699	144 676	141 839	2 837	98,0%	134 559	134 559
Goods and services	10 696	2 188	(981)	11 903	11 903	-	100,0%	60 088	60 088
<b>Transfers and subsidies</b>	<b>320</b>	<b>261</b>	<b>(290)</b>	<b>291</b>	<b>291</b>	<b>-</b>	<b>100,0%</b>	<b>407</b>	<b>407</b>
Households	320	261	(290)	291	291	-	100,0%	407	407
<b>Payments for capital assets</b>	<b>-</b>	<b>27</b>	<b>(1)</b>	<b>26</b>	<b>26</b>	<b>-</b>	<b>100,0%</b>	<b>18 066</b>	<b>18 066</b>
Buildings and other fixed structures	-	-	-	-	-	-	-	16 197	16 197
Machinery and equipment	-	27	(1)	26	26	-	100,0%	1 869	1 869
<b>Payments for financial assets</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>154 993</b>	<b>2 476</b>	<b>(573)</b>	<b>156 896</b>	<b>154 059</b>	<b>2 837</b>	<b>98,2%</b>	<b>213 120</b>	<b>213 120</b>

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**APPROPRIATION STATEMENT**  
for the year ended 31 March 2023

Programme 4 INSTITUTIONAL SUPPORT AND TRANSFERS									
2022/23								2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final budget	Final Budget	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Subprogramme</b>									
1 BORDER MANAGEMENT AUTHORITY	167 938	-	(22 932)	145 006	145 006	-	100,0%	10 031	10 031
2 ELECTORAL COMMISSION	2 223 790	-	-	2 223 790	2 223 790	-	100,0%	2 250 255	2 250 255
3 REPRESENTED POLITICAL PARTIES' FUND	642 077	-	-	642 077	342 077	300 000	53,3%	166 812	166 812
<b>Total for subprogrammes</b>	<b>3 033 805</b>	<b>-</b>	<b>(22 932)</b>	<b>3 010 873</b>	<b>2 710 873</b>	<b>300 000</b>	<b>90,0%</b>	<b>2 427 098</b>	<b>2 427 098</b>
<b>Economic classification</b>									
<b>Current payments</b>	<b>167 465</b>	<b>(10 279)</b>	<b>(23 102)</b>	<b>134 084</b>	<b>134 084</b>	<b>-</b>	<b>100,0%</b>	<b>10 003</b>	<b>10 003</b>
Compensation of employees	78 028	-	(7 425)	70 603	70 603	-	100,0%	6 654	6 654
Goods and services	89 437	(10 279)	(15 677)	63 481	63 481	-	100,0%	3 349	3 349
<b>Transfers and subsidies</b>	<b>2 865 867</b>	<b>-</b>	<b>105</b>	<b>2 865 972</b>	<b>2 565 972</b>	<b>300 000</b>	<b>89,5%</b>	<b>2 417 067</b>	<b>2 417 067</b>
Departmental agencies and accounts	2 865 867	-	-	2 865 867	2 565 972	300 000	89,5%	2 417 067	2 417 067
Households	-	-	105	105	105	-	100,0%	-	-
<b>Payments for capital assets</b>	<b>473</b>	<b>10 279</b>	<b>65</b>	<b>10 817</b>	<b>10 817</b>	<b>-</b>	<b>100,0%</b>	<b>28</b>	<b>28</b>
Machinery and equipment	473	10 279	65	10 817	10 817	-	100,0%	28	28
Intangible assets	-	-	-	-	-	-	100,0%	-	-
<b>Payments for financial assets</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>3 033 805</b>	<b>-</b>	<b>(22 932)</b>	<b>3 010 873</b>	<b>2 710 873</b>	<b>300 000</b>	<b>90,0%</b>	<b>2 427 098</b>	<b>2 427 098</b>

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**APPROPRIATION STATEMENT**  
for the year ended 31 March 2023

Subprogramme 4.1: BORDER MANAGEMENT AUTHORITY									
2022/23								2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
Economic Classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Current payments</b>	<b>167 465</b>	<b>(10 279)</b>	<b>(23 102)</b>	<b>134 084</b>	<b>134 084</b>	-	<b>100,0%</b>	<b>10 003</b>	<b>10 003</b>
Compensation of employees	78 028	-	(7 425)	70 603	70 603	-	100,0%	6 654	6 654
Goods and services	89 437	(10 279)	(15 677)	63 481	63 481	-	100,0%	3 349	3 349
<b>Transfers and subsidies</b>	<b>-</b>	<b>-</b>	<b>105</b>	<b>105</b>	<b>105</b>	<b>-</b>	<b>100,0%</b>	<b>-</b>	<b>-</b>
Households	-	-	105	105	105	-	100,0%	-	-
<b>Payments for capital assets</b>	<b>473</b>	<b>10 279</b>	<b>65</b>	<b>10 817</b>	<b>10 817</b>	<b>-</b>	<b>100,0%</b>	<b>28</b>	<b>28</b>
Machinery and equipment	473	10 279	65	10 817	10 817	-	100,0%	28	28
<b>Payments for financial assets</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>167 938</b>	<b>-</b>	<b>(22 932)</b>	<b>145 006</b>	<b>145 006</b>	<b>-</b>	<b>100,0%</b>	<b>10 031</b>	<b>10 031</b>



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**APPROPRIATION STATEMENT**  
for the year ended 31 March 2023

Subprogramme 4.2: ELECTORAL COMMISSION									
	2022/23							2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
Economic Classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Transfers and subsidies</b>	2 223 790	-	-	2 223 790	2 223 790	-	100,0%	2 250 255	2 250 255
Departmental agencies and accounts	2 223 790	-	-	2 223 790	2 223 790	-	100,0%	2 250 255	2 250 255
<b>Payments for financial assets</b>	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>2 223 790</b>	<b>-</b>	<b>-</b>	<b>2 223 790</b>	<b>2 223 790</b>	<b>-</b>	<b>100,0%</b>	<b>2 250 255</b>	<b>2 250 255</b>

Subprogramme 4.3 REPRESENTED POLITICAL PARTIES' FUND									
	2022/23							2021/22	
	Approved Budget	Shifting of Funds	Virement	Final Budget	Actual Expenditure	Variance	Expenditure as % of final Budget	Final Budget	Actual expenditure
Economic Classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Transfers and subsidies</b>	642 077	-	-	642 077	342 077	300 000	53,3%	166 812	166 812
Departmental agencies and accounts	642 077	-	-	642 077	342 077	300 000	53,3%	166 812	166 812
<b>Payments for financial assets</b>	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>642 077</b>	<b>-</b>	<b>-</b>	<b>642 077</b>	<b>342 077</b>	<b>300 000</b>	<b>53,3%</b>	<b>166 812</b>	<b>166 812</b>

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NOTES TO THE APPROPRIATION STATEMENT  
for the year ended 31 March 2023

- **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, and Annexure 1A-H of the Annual Financial Statements.
- **Detail of specifically and exclusively appropriated amounts voted (after Virement)**  
Detail of these transactions can be viewed in the note on Annual Appropriation to the Annual Financial Statements.
- **Detail on payments for financial assets**  
Detail of these transactions can be viewed in the note on Payments for financial assets to the Annual Financial Statements.
- **Explanations of material variances from Amounts Voted (after Virement):**

.1 Per programme

Programme	Final Budget	Actual Expenditure	Variance	Variance as a % of Final Budget
	R'000	R'000	R'000	%
Programme 1 Administration	2 795 080	2 795 065	15	0.0%
Programme 2 Citizen Affairs	3 889 636	3 562 164	327 472	8,4%
Programme 3 Immigration Services	1 400 643	1 329 929	70 714	5.0%
Programme 4 Institutional Support and Transfers	3 010 873	2 710 873	300 000	10,0%

*Programme 1: Administration: Spending is at 100%.*

*Programme 2: Citizen Affairs: Spending is at 91,6%. The main contributor to the underspending is the digitisation project which underspent on compensation of employees (CoE) and Goods and Services. The department did request a rollover of funds in respect of CoE (R289 million) and Goods and Services (38,472 million).*

*Programme 3: Spending is at 95%.*

*Programme 4: Spending is at 90%. During the second Adjustment Appropriation Act, the department received an amount of R300 million on behalf of the Independent Electoral Commission to defray expected excess expenditure by the Represented Political Party Fund for preparatory costs of the upcoming elections. However, the R300 million could not be transferred to the Representative Political Parties Funding (RPPF) in 2022/23 FY. Based on this the department will request a rollover of funds in 2023/24 FY.*

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NOTES TO THE APPROPRIATION STATEMENT  
for the year ended 31 March 2023

4.2 Per economic classification

Economic classification	Final Budget	Actual Expenditure	Variance	Variance as a % of final budget
	R'000	R'000	R'000	%
<b>Current payments</b>				
Compensation of employees	4 263 128	3 903 617	359 511	8,4%
Goods and services	3 537 717	3 494 460	42 939	1,2%
Interest and rent on land	1 113	1 113	-	0.0%
<b>Transfers and subsidies</b>				
Provinces and municipalities	2 049	2 049	-	0.0%
Departmental agencies and accounts	2 866 627	2 566 627	300 000	10,47%
Households	21 894	21 894	-	0.0%
<b>Payments for capital assets</b>				
Buildings and other fixed structures	55 972	55 972	-	0.0%
Machinery and equipment	214 502	214 502	-	0.0%
Intangible assets	133 547	133 547	-	0.0%
<b>Payments for financial assets</b>		4 250	(4 250)	-

The expenditure at the end of 2022/23 financial year is at 93,7%.

The main contributor to the underspending is the digitisation project which underspent on CoE and Goods and Services. The department did request a rollover of funds in respect of CoE (R289 million) and Goods and Services (R38.472 million) for the 2023/2024 Financial Year. Furthermore, a rollover of funds will be requested in 2023/24 FY for the R300 million which could not be transferred to the RPPF in 2022/23 FY. Lastly, unspent funds under CoE (R70.5 million), which is due to the slow filling of posts will be surrendered to National Treasury.

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STATEMENT OF FINANCIAL PERFORMANCE  
for the year ended 31 March 2023

	Note	2022/23 R'000	2021/22 R'000
<b>REVENUE</b>			
Annual appropriation	1	11 096 232	9 431 436
Statutory appropriation		-	-
Departmental revenue	2	1 029 107	718 694
NRF Receipts		-	-
Aid assistance	3	30 847	7 962
<b>TOTAL REVENUE</b>		<b>12 156 186</b>	<b>10 158 092</b>
<b>EXPENDITURE</b>			
<b>Current expenditure</b>			
Compensation of employees	4	3 903 617	3 667 486
Goods and services	5	3 494 458	2 980 391
Interest and rent on land	6	1 113	-
Aid assistance	3	17 364	7 962
<b>Total current expenditure</b>		<b>7 416 552</b>	<b>6 655 839</b>
<b>Transfers and subsidies</b>			
Transfers and subsidies	8	2 590 572	2 443 715
Aid assistance		-	-
<b>Total transfers and subsidies</b>		<b>2 590 572</b>	<b>2 443 715</b>
<b>Expenditure for capital assets</b>			
Tangible assets	9	271 828	276 989
Intangible assets	9	133 547	54 890
<b>Total expenditure for capital assets</b>		<b>405 375</b>	<b>331 879</b>

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STATEMENT OF FINANCIAL PERFORMANCE  
for the year ended 31 March 2023

Unauthorised expenditure approved without funding

<b>Payments for financial assets</b>	7	4 250	7 965
<b>TOTAL EXPENDITURE</b>		<b>10 416 749</b>	<b>9 439 398</b>
<b>SURPLUS/(DEFICIT) FOR THE YEAR</b>		<b>1 739 437</b>	<b>718 694</b>

Reconciliation of Net Surplus/(Deficit) for the year

Voted funds		698 201	-
Annual appropriation		698 201	-
Departmental revenue and NRF receipts	14	1 029 107	718 694
Aid assistance	3	12 129	-
<b>SURPLUS/(DEFICIT) FOR THE YEAR</b>		<b>1 739 437</b>	<b>718 694</b>

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STATEMENT OF FINANCIAL POSITION  
for the year ended 31 March 2023

	Note	2022/23 R'000	2021/22 R'000
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	10	1 299 358	1 450 363
Other financial assets		-	-
Prepayments and advances	11	2 695	2 653
Receivables	12	60 785	62 559
Loans		-	-
Aid assistance prepayments		-	-
Aid assistance receivable		-	-
<b>Non-current assets</b>			
Investments		-	-
Prepayments and advances		-	-
Receivables	12	540 753	546 419
Loans		-	-
Other financial assets		-	-
<b>TOTAL ASSETS</b>		<b>1 903 591</b>	<b>2 061 994</b>



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**STATEMENT OF FINANCIAL POSITION**  
for the year ended 31 March 2023

**LIABILITIES**

**Current liabilities**

		<b>1 902 714</b>	<b>2 060 797</b>
Voted funds to be surrendered to the Revenue Fund	13	398 201	-
Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund	14	1 486 863	2 058 087
Bank overdraft		-	-
Payables	15	4 449	1 638
Aid assistance repayable		-	-
Aid assistance unutilised	3	13 201	1 072

**Non-current liabilities**

Payables	15	-	-
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**TOTAL LIABILITIES**

**1 902 714**                      **2 060 797**

**NET ASSETS**

**877**                                      **1 197**

	<i>Note</i>	<b>2022/23</b>	<b>2021/22</b>
		<b>R'000</b>	<b>R'000</b>
<b>Represented by:</b>			
Capitalisation reserve		-	-
Recoverable revenue		877	1 197
Retained funds		-	-
Revaluation reserves		-	-
Unauthorised expenditure		-	-
<b>TOTAL</b>		<b>877</b>	<b>1 197</b>

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STATEMENT OF CHANGE IN NET ASSETS  
for the year ended 31 March 2023

	Note	2022/23 R'000	2021/22 R'000
<b>Recoverable revenue</b>		1 197	812
Opening balance		(320)	385
Transfers:			
Irrecoverable amounts written off			-
Debts revised			-
Debts recovered (included in departmental revenue)		(320)	385
Debts raised			-
Closing balance		<b>877</b>	1 197
<b>TOTAL</b>		<b>877</b>	<b>1 197</b>

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**CASH FLOW STATEMENT**  
for the year ended 31 March 2023

	Note	2022/23 R'000	2021/22 R'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts		<b>11 702 472</b>	<b>10 069 973</b>
Annual appropriation funds received	1.1	10 796 232	9 431 436
Statutory appropriation funds received		-	-
Departmental revenue received	2	875 033	629 975
Interest received	2.3	360	600
NRF receipts		-	-
Aid assistance received	3	30 847	7 962
Net (increase)/decrease in net working capital		(2 253)	(200 881)
Surrendered to Revenue Fund		(1 446 661)	(945 192)
Surrendered to RDP Fund/Donor		-	-
Current payments		(7 415 439)	(6 655 839)
Interest paid	6	(1 113)	-
Payments for financial assets		(4 250)	(7 965)
Transfers and subsidies paid		(2 590 572)	(2 443 715)
<b>Net cash flow available from operating activities</b>	<b>16</b>	<b>242 184</b>	<b>(183 619)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Distribution/dividend received		-	-
Payments for capital assets	9	(405 375)	(331 879)
Proceeds from sale of capital assets	2.4	6 840	1 080
(Increase)/decrease in loans		-	-
(Increase)/decrease in investments		-	-
(Increase)/decrease in other financial assets		-	-
(Increase)/decrease in non-current receivables	12	5 666	197 833
<b>Net cash flow available from investing activities</b>		<b>(392 869)</b>	<b>(132 966)</b>

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**CASH FLOW STATEMENT**  
for the year ended 31 March 2023

**CASH FLOWS FROM FINANCING ACTIVITIES**

Increase/(decrease) in net assets	(320)	385
Increase/(decrease) in non-current payables	-	-
<b>Net cash flows from financing activities</b>	<b>(320)</b>	<b>385</b>
Net increase/(decrease) in cash and cash equivalents	(151 005)	(316 200)
Cash and cash equivalents at beginning of period	1 450 363	1 766 563
Unrealised gains and losses within cash and cash equivalents	-	-
<b>Cash and cash equivalents at end of period</b>	<b>1 299 358</b>	<b>1 450 363</b>

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**NOTES TO THE ANNUAL FINANCIAL STATEMENTS**  
*for the year ended 31 March 2023*

## **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 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).

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

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recognised in the statement of financial performance on the date the adjustments become effective.

Appropriated funds are measured at the amounts receivable.

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.

Departmental local revenue is measured at the cash amount received. 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.

The department recognises the total collected revenue (both local and foreign revenue) on the statement of financial 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 the accounting policy with effect from 2015/2016 financial year 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 on the annual financial statement Excel template.

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

## **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
- the amount of revenue can be measured reliably
- the department records the fines and penalties that it 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 recognised 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 recognises the departmental revenue that is owed by third parties that utilises 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 recognised 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. As from the 2021/2022 financial year the department claims the amounts from Gijima, the payments from Gijima are recognised as departmental revenue and surrendered to the National Revenue Fund and it then reduces the “cost value”



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*for the year ended 31 March 2023*

balances on the accrued departmental revenue note. The accrued revenue is measured at the fair value of the consideration receivable.

The accrued revenue is written off as per debt management policy.

Accrued tax revenue (and related interest and / penalties) is measured at amounts receivable from collecting agents.

## **8. Expenditure**

### **8.1 Compensation of employees**

#### 8.1.1 Salaries and wages

Salaries and wages are recognised in the statement of financial performance on the date of payment.

#### 8.1.2 Social contributions

Social contributions made by the department in respect of current employees are recognised in the statement of financial performance on the date of payment. Social contributions made by the department in respect of ex-employees are classified as transfers to households in the statement of financial performance on the date of payment.

### **8.2 Other expenditure**

Other expenditure (such as goods and services, transfers and subsidies and payments for capital assets) is recognised in the statement of financial performance on the date of payment. The expense is classified as a capital expense if the total consideration paid is more than the capitalisation threshold.

Donations made in kind are recorded in the notes to the financial statements on the date of transfer and are measured at cost or fair value.

### **8.3 Accruals and payables not recognised**

Accruals and payables not recognised are recorded in the notes to the financial statements at cost or fair value 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.

The 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

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payments made to acquire ownership at the end of the lease term, excluding interest.

The department is in finance lease agreements for its cell-phones and photocopiers

**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.

Cara funds are recognised when receivable and measured at the amounts receivable.

Aid assistance not spent for the intended purpose and any unutilised 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 Aid assistance funding that it receives from the following:

- 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
- Reconstruction and Development Programme (RDP) Donor funding from the United Nations High Commissioner for Refugees (UNHCR)

**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.

**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. <Indicate when prepayments and advances are expensed and under what circumstances>

**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

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are impaired and written off as per the debt Management policy. In the receivable balance on the statement of position, the department has recognised 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 (MoA) and the methodology document for this balance.

### 13. Investments

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

### 14. Financial assets

#### 14.1 Financial assets (not covered elsewhere)

A financial asset is recognised initially at its cost plus transaction costs that are directly attributable to the acquisition or issue of the financial asset.

At the reporting date, a department shall measure its financial assets at cost, less amounts already settled or written off, except for recognised loans and receivables, which are measured at cost plus accrued interest, where interest is charged, less amounts already settled or written off.

#### 14.2 Impairment of financial assets

Where there is an indication of impairment of a financial asset an estimation of the reduction in the recorded carrying value to reflect the best estimate of the amount of the future economic benefits expected to be received from that asset is recorded in the notes to the financial statements.

- The department impairs its departmental receivable as per the debt Management policy
- The receivable that relates to the Dirco foreign revenue still owed to National Revenue Fund is impaired as per the memorandum of understanding (MoU) and the methodology document for this balance
- Accrued departmental revenue impairment for the fines & penalties was determined by estimating the present value of the expected future inflow of cash that is expected in settlement of the recorded fines and penalties.

### 15. Payables

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

### 16. Capital assets

#### 16.1 Immovable capital assets

Immovable assets reflected in the asset register of the department are recorded in the notes to the financial statements at cost or fair value where the cost cannot be determined reliably. Immovable assets acquired in a non-exchange transaction are recorded at fair value at the date of acquisition. Immovable assets are subsequently carried in the asset register at cost and are not currently subject to depreciation or impairment.

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

Additional information on immovable assets not reflected in the assets register is provided in the notes to financial statements.

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**16.2 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.

**16.3 Intangible capital 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.

**16.4 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.

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

**17. Provisions and contingents**

**17.1 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

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estimate of the funds required to settle the present obligation at the reporting date.

### **17.2 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.

### **17.3 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.

### **17.4 Capital commitments**

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

### **18. Unauthorised expenditure**

Unauthorised expenditure is recognised in the statement of changes in net assets 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 recorded in the notes to the financial statements comprise of

- unauthorised expenditure that was under assessment in the previous financial year
- unauthorised expenditure relating to previous financial year and identified in the current year
- unauthorised incurred in the current year.

### **19. 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.

### **20. 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.



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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.

**21. 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.

**22. 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.

**23. 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. DHA / Dirco principal / agent

**24. Departures from the MCS requirements**

There are no departures from MCS in the current financial year.

**25. Capitalisation reserve**

The capitalisation reserve comprises of financial assets and/or liabilities originating in a prior reporting period but which are recognised in the statement of financial position for the first time in the current reporting period. Amounts are recognised in the capitalisation reserves when identified in the current period and are transferred to the National/ Provincial Revenue Fund when the underlying asset is disposed and the related funds are received.

**26. Recoverable revenue**

Amounts are recognised as recoverable revenue when a payment made in a previous financial year becomes recoverable from a debtor



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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.

**27. 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.

**28. Inventories**

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.

**29. Public-Private Partnerships**

Public-Private Partnerships 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.

**30. Employee benefits**

The value of each major class of employee benefit obligation (accruals, payables not recognised and provisions) is recorded in the Employee benefits note. Accruals and payables not recognised for employee benefits are measured at cost or fair value at the reporting date. The provision for employee benefits is measured as the best estimate of the funds required to settle the present obligation at the reporting date.

**31. Transfer of functions**

Transfer of functions are accounted for by the acquirer by recognising or recording assets acquired and liabilities assumed at their carrying amounts at the date of transfer.

Transfer of functions are accounted for by the transferor by derecognising or removing assets and liabilities at their carrying amounts at the date of transfer.

**32. Mergers**

Mergers are accounted for by the combined department by recognising or recording assets acquired and liabilities assumed at their carrying amounts at the date of the merger. Mergers are accounted for by the combining departments by derecognising or removing assets and liabilities at their carrying amounts at the date of the merger.

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**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:

	2022/23			2021/22		
	Final Budget	Actual Funds Received	Funds not requested / not received	Final Budget	Appropriation Received	Funds not requested / not received
Programmes	R'000	R'000	R'000	R'000	R'000	R'000
1. Administration	2 795 080	2 795 080	-	2 636 851	2 636 851	-
2 Citizen Affairs	3 889 636	3 889 636	-	2 974 836	2 974 836	-
3 Immigration Affairs	1 400 643	1 400 643	-	1 392 651	1 392 651	-
4. Institutional Support and Transfers	3 010 873	2 710 873	300 000	2 427 098	2 427 098	-
<b>Total</b>	<b>11 096 232</b>	<b>10 796 232</b>	<b>300 000</b>	<b>9 431 436</b>	<b>9 431 436</b>	<b>-</b>

*The main contributor to the underspending is the digitisation project, which underspent on CoE and Goods and Services. The department did request a rollover of funds in respect of CoE (R289 million) and Goods and Services (R38.472 million) for the 2023/2024 Financial Year. Furthermore, a rollover of funds will be requested in 2023/24 FY for the R300 million which could not be transferred to the RPPF in 2022/23 FY. Lastly, unspent funds under CoE (R70.5 million), which is due to the slow filling of posts will be surrendered to National Treasury.*

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2. Departmental revenue

	Note	2022/23 R'000	2021/22 R'000
Tax revenue		-	-
Sales of goods and services other than capital assets	2.1	998 073	694 004
Fines, penalties and forfeits	2.2	8 869	6 694
Interest, dividends and rent on land	2.3	360	600
Sales of capital assets	2.4	6 840	1 080
Transactions in financial assets and liabilities	2.5	14 965	16 316
Transfer received	2.6	-	-
<b>Total revenue collected</b>		<b>1 029 107</b>	<b>718 694</b>
Less: Own revenue included in appropriation		-	-
<b>Total</b>		<b>1 029 107</b>	<b>718 694</b>

The total revenue collection of R1,029 billion in the current year shows an increase as compared to the 2021/22 collection of R719 million.

Dirco collected foreign revenue on behalf of the department to the value of R146, 874 million shows an increase as compared to the 2021/22 collection of R87, 03 million in 2021/22, of this amount they paid R122, 600 million (R62, 8 million in 2021/22) to National Revenue Fund (NRF) which left a balance of R24, 27 million (R24, 1 million in 2021/22).

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 R146, 874 million.

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**2.1. Sales of goods and services other than capital assets**

	Note	2022/23 R'000	2021/22 R'000
Sales of goods and services produced by the department		998 039	693 794
Administrative fees		998 032	693 783
Other sales		7	11
Sales of scrap, waste and other used current goods		34	210
<b>Total</b>	2	<b>998 073</b>	<b>694 004</b>

*“Administrative fees” is inclusive of foreign revenue collected of R147 million during the current financial year.*

**2.2. Fines, penalties and forfeits**

	Note	2022/23 R'000	2021/22 R'000
Fines		1 264	995
Penalties		7 266	872
Forfeits		339	4 827
<b>Total</b>	2	<b>8 869</b>	<b>6 694</b>

*“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. It is for the penalties levied on business for conveying foreign nationals illegally into South Africa. As at the end of the financial year the amount paid is R7, 266 million which has reduced the accrued departmental revenue balance under note 22. This amount collected gets surrendered to the NRF.*

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“Fines” represents payments received for section 50(1) fines to the amount of R1,264 million 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 R339 000 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 after elections.

**2.3. Interest, dividends and rent on land**

	Note	2022/23 R'000	2021/22 R'000
Interest		360	600
<b>Total</b>	<b>2</b>	<b>360</b>	<b>600</b>

Interest received is normally from interest accrued on the bank balances of the commercial banks of the department.

**2.4. Sales of capital assets**

	Note	2022/23 R'000	2021/22 R'000
<b>Tangible capital assets</b>		6 840	1 080
Buildings and other fixed structures		-	-
Machinery and equipment		6 840	1 080
<b>Total</b>	<b>2</b>	<b>6 840</b>	<b>1 080</b>

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*Sales of capital assets represents monies received from the auctioning of movable assets during 2022/23 asset disposal processes.*

## 2.5. Transactions in financial assets and liabilities

	Note	2022/23 R'000	2021/22 R'000
Receivables		14 176	16 794
Other receipts including Recoverable Revenue		789	(478)
<b>Total</b>	2	<b>14 965</b>	<b>16 316</b>

*The "Other receipts including recoverable revenue" includes an item called Rev: Prev Financial Year's expenditure, of which the department has processed journals to correct expenditure of 2021/22 for the interest paid to Government Employee Pension Fund (GEPF) following reinstatements of dismissed official.*

*As per the Government Employees Pension Law, 1996, it states as follows with regards to the interest payable to GEPF in paragraph 2(c) "from time to time prescribe the circumstances in which and the basis and conditions subject to which any period which is not a period of pensionable service as defined in the rules, may be recognised as pensionable service and the amount, including interest"*

*This amount represents the amounts paid in the 2021/22 financial year, paid using the Disallowance Damages & Losses account, the department had to engage National Treasury to create an item that will be suitable for these transactions as it was previously not there. These transactions do not meet the definition criteria of the fruitless and wasteful expenditure as they are normal expenditure to be incurred with the processes of dismissal of employees and the reinstatement thereof. Due to the fact that these transactions were subsequently corrected only in 2022/23 the item that could be used is the Rev: Prev financial year's expenditure hence the debit was created in this account.*



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3. Aid assistance

	Note	2022/23 R'000	2021/22 R'000
Opening balance		1 072	1 072
Prior period error			-
As restated		1 072	1 072
Transferred from statement of financial performance		12 129	-
Transfers to or from retained funds		-	-
Paid during the year		-	-
<b>Closing balance</b>		<b>13 201</b>	<b>1 072</b>

The department has two Aid Assistance funding in the 2022/23 financial year namely: Criminal Asset Recovery Act (Cara) and the RDP Donor UNHCR.

The allocated amount for Cara in October 2017 was a total of R70 million and the amount has been allocated to the department as follows:

- R28,000 million received during 2018/19 financial year;
- R13,685 million during 2022/23 financial year

The department received an amount of R1,546 million during the 2020/21 financial year for Cara which was misallocated to departmental revenue and paid over to the NRF, the department has since requested NRF to refund it this amount and the money was received subsequent to the 31<sup>st</sup> of March 2023. The department recognise this amount in the 2023/24 financial year as Cara income.

For the RDP Donor UNHCR, the department received an amount of R17, 162 million during the current financial year of which is was used to clear the receivable of the prior year of R6, 485 million first and then it was then used to offset the salaries to the amount if R10, 677 million paid for the team members that form part of the Refugee Appeal Backlog project.

The amount of R7, 099 million remains as owed to the department by the donor UNHRC at the end of the financial year.

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3.1. Analysis of balance by source

	Note	2022/23 R'000	2021/22 R'000
Aid assistance from RDP			-
Aid assistance from other sources			-
Cara Funds		13 201	1 072
<b>Closing balance</b>	3	<b>13 201</b>	<b>1 072</b>

*The Cara remained unspent because of the money is allocated for specific projects which did not materialise during this financial year.*

3.2. Analysis of balance

	Note	2022/23 R'000	2021/22 R'000
Aid assistance receivable			-
Aid assistance prepayments (not expensed)			-
Aid assistance unutilised		13 201	1 072
Aid assistance repayable			-
<b>Closing balance</b>	3	<b>13 201</b>	<b>1 072</b>
Aid assistance not requested/not received		7 099	6 485

*The amount of R7, 099 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, the prior year receivable amount was cleared with this current year's allocation.*

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3.3. Aid assistance expenditure per economic classification

	Note	2022/23 R'000	2021/22 R'000
Current		17 364	7 962
Capital		1 354	-
Transfers and subsidies		-	-
<b>Total aid assistance expenditure</b>		<b>18 718</b>	<b>7 962</b>

The amount of R17, 162 million represent expenditure incurred for payment of salaries for the Refugee Appeal Backlog project team. The funding received from the Donor UNHRC was R17, 162 million during this financial year.

The Cara expenditure totals to R546 000 split into R201 000 current expenditure and R1, 354 million capital expenditure for the different earmarked projects as per the agreement.

4. Compensation of employees

4.1. Analysis of balance

	Note	2022/23 R'000	2021/22 R'000
Basic salary		2 549 960	2 435 509
Performance award		46	8 944
Service based		6 402	4 928
Compensative/circumstantial		140 337	96 485
Other non-pensionable allowances		594 046	539 035
<b>Total</b>		<b>3 290 791</b>	<b>3 084 901</b>

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*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

Employer contributions	Note	2022/23	2021/22
		R'000	R'000
Pension		329 891	315 181
Medical		281 956	266 487
UIF		-	-
Bargaining council		979	917
Official unions and associations		-	-
Insurance		-	-
<b>Total</b>		<b>612 826</b>	<b>582 585</b>
<b>Total compensation of employees</b>		<b>3 903 617</b>	<b>3 667 486</b>
Average number of employees		<b>8 610</b>	<b>8 397</b>

*There is an increase in the total compensation of employees of R236 million as compared to the previous financial year's total.*

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5. Goods and services

	Note	2022/23 R'000	2021/22 R'000
Administrative fees		22 964	16 931
Advertising		20 820	4 509
Minor assets	5.1	15 142	10 059
Bursaries (employees)		3 755	3 892
Catering		617	603
Communication		38 175	39 806
Computer services	5.2	619 141	629 290
Consultants: Business and advisory services	5.9	69 644	28 150
Infrastructure and planning services		949	-
Legal services		101 573	72 637
Contractors		473 924	399 770
Agency and support / outsourced services		100 048	101 475
Entertainment		96	59
Audit cost – external	5.3	33 929	38 003
Fleet services		90 156	57 309
Inventories	5.4	9 445	23
Consumables	5.5	764 730	629 168
Operating leases		492 356	473 462
Property payments	5.6	323 750	303 406
Rental and hiring		9 062	8 124
Transport provided as part of the departmental activities		35 443	26 089
Travel and subsistence	5.7	206 341	84 840
Venues and facilities		25 330	2 725
Training and development		4 789	3 374

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Other operating expenditure	5.8	32 279	46 687
<b>Total</b>		<b>3 494 458</b>	<b>2 980 391</b>

The total expenditure shows an increase of about R513 million as compared to previous financial year's total.

Items such as Contractors, Consumables, Legal service travel & Subsistence, consultants training and development, fleet services and Property payments show increases as compared to previous year amounts.

#### Minor assets

	Note	2022/23 R'000	2021/22 R'000
<b>Tangible capital assets</b>		15 142	10 059
Machinery and equipment		15 142	10 059
<b>Total</b>	5	<b>15 142</b>	<b>10 059</b>

#### 5.1. Computer services

	Note	R'000	R'000
Sita computer services		175 236	183 502
External computer service providers		443 905	445 788
<b>Total</b>	5	<b>619 141</b>	<b>629 290</b>



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5.2. Audit cost – external

	Note	2022/23 R'000	2021/22 R'000
Regularity audits		31 932	34 730
Performance audits		-	-
Investigations		1 997	3 273
<b>Total</b>	<b>5</b>	<b>33 929</b>	<b>38 003</b>

5.3. Inventories

	Note	2022/23 R'000	2021/22 R'000
Clothing material and accessories			-
Other supplies	5.3.1	9 445	23
<b>Total</b>	<b>5</b>	<b>9 445</b>	<b>23</b>

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

5.3.1. Other supplies

	Note	2022/23 R'000	2021/22 R'000
Other		9 445	23
<b>Total</b>	<b>5.4</b>	<b>9 445</b>	<b>23</b>

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5.4. Consumables

	Note	2022/23 R'000	2021/22 R'000
Consumable supplies		13 695	26 085
Uniform and clothing		-	331
Household supplies		2 414	4 746
Building material and supplies		499	137
Communication accessories		-	31
IT consumables		171	1 027
Other consumables		10 611	19 813
Stationery, printing and office supplies		751 035	603 083
<b>Total</b>	<b>5</b>	<b>764 730</b>	<b>629 168</b>

*Expenditure on "Other consumables expenditure" includes communication accessories and security access consumable expenditure.*

5.5. Property payments

	Note	2022/23 R'000	2021/22 R'000
Municipal services		-	16 954
Property management fees		121 778	102 747
Other		201 972	183 705
<b>Total</b>	<b>5</b>	<b>323 750</b>	<b>303 406</b>

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

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5.6. Travel and subsistence

	Note	2022/23 R'000	2021/22 R'000
Local		189 185	74 324
Foreign		17 156	10 516
<b>Total</b>	5	<b>206 341</b>	<b>84 840</b>

*There is an increase in the local travelling expenditure as compared to the previous financial year, as there were a lot of projects the department were involved in during the current financial year that necessitated the travelling.*

5.7. Other operating expenditure

	Note	2022/23 R'000	2021/22 R'000
Professional bodies, membership and subscription fees		65	90
Resettlement costs		-	579
Other		32 214	46 018
<b>Total</b>	5	<b>32 279</b>	<b>46 687</b>

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

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6. Interest and rent on land

	Note	2022/23 R'000	2021/22 R'000
Interest paid		1 113	-
<b>Total</b>		<b>1 113</b>	<b>-</b>

*The interest paid amount of R1 million represents interest that has been paid to the GEPF following reinstatements of dismissed official.*

*As per the Government Employees Pension Law, 1996, it states as follows with regards to the interest payable to GEPF in paragraph 2(c) "from time to time prescribe the circumstances in which and the basis and conditions subject to which any period which is not a period of pensionable service as defined in the rules, may be recognised as pensionable service and the amount, including interest"*

*This amount represents the amounts paid in the 2022/23 financial year, the department had to engage National Treasury to create an item that will be suitable for these transactions as it was previously not there. These transactions do not meet the definition criteria of the fruitless and wasteful expenditure as they are normal expenditure to be incurred with the processes of dismissal of employees and the reinstatement thereof.*

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7. Payments for financial assets

	Note	2022/23 R'000	2021/22 R'000
Debts written off	7.1	4 250	7 965
<b>Total</b>		<b>4 250</b>	<b>7 965</b>

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

The department wrote off the following transactions:

- For staff debts which consists of dismissed employees, deceased employees and debts that are older than 3 years amounts to: R743 thousand;
- Damaged rental and state vehicles deemed irrecoverable: R1,348 million;
- Revenue losses deemed irrecoverable: R2, 159 million

All write off's were done in accordance to the debt management policy.

7.1. Debts written off

Nature of debts written off	Note	2022/23 R'000	2021/22 R'000
<b>Debts-ex-employees</b>		196	1 583
Claims recoverable not recovered		265	406
Fraudulent payment not recovered		282	-
Damages and losses not recovered		1 348	1 527
SARS related debts		2 159	4 449
<b>Total</b>		<b>4 250</b>	<b>7 965</b>
<b>Total debt written off</b>	7	<b>4 250</b>	<b>7 965</b>

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## 8. Transfers and subsidies

	Note	2022/23 R'000	2021/22 R'000
Provinces and municipalities	Annex 1A	2 048	1 903
Departmental agencies and accounts	Annex 1B	2 566 628	2 417 176
Households	Annex 1G	21 896	24 636
<b>Total</b>		<b>2 590 572</b>	<b>2 443 715</b>

*Departmental agencies and accounts” represent the expenditure for IEC and the Represented Political Parties Fund, there is an increase of R146 million as compared to the previous financial year.*

*The department received a late second adjustment budget as narrated in note 1.1 of which R300 million is part of the “departmental agencies and accounts”.*

## 9. Expenditure for capital assets

	Note	2022/23 R'000	2021/22 R'000
<b>Tangible capital assets</b>		<b>271 828</b>	<b>276 989</b>
Buildings and other fixed structures	29	55 971	91 770
Machinery and equipment	27	215 857	185 219
<b>Intangible capital assets</b>		<b>133 547</b>	<b>54 890</b>
Software	28	133 547	54 890
<b>Total</b>		<b>405 375</b>	<b>331 879</b>



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There is an increase of R73, 496 million in the expenditure for capital assets as compared to the previous financial year, which can be attributed to increase in the machinery and equipment and software equipment procurement for the digitisation project.

9.1. Analysis of funds utilised to acquire capital assets – Current year

Name of entity	2022/23		
	Voted funds	Aid assistance	Total
	R'000	R'000	R'000
<b>Tangible capital assets</b>	270 474	1 354	271 828
Buildings and other fixed structures	55 766	-	55 766
Machinery and equipment	214 708	1 354	216 062
<b>Intangible capital assets</b>	133 547	-	133 547
Software	133 547	-	133 547
<b>Total</b>	<b>404 021</b>	<b>1 354</b>	<b>405 375</b>

R1,354 million capital expenditure was from Cara funding for the project of procuring equipment for the Refugee Reception centres and motor vehicles for the ports.

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**9.2. Analysis of funds utilised to acquire capital assets – Prior year**

Name of entity	2021/22		
	Voted funds	Aid assistance	Total
	R'000	R'000	R'000
<b>Tangible capital assets</b>	<b>276 989</b>	<b>-</b>	<b>276 989</b>
Buildings and other fixed structures	91 770	-	91 770
Machinery and equipment	185 219	-	185 219
<b>Intangible capital assets</b>	<b>54 890</b>	<b>-</b>	<b>54 890</b>
Software	54 890	-	54 890
<b>Total</b>	<b>331 879</b>	<b>-</b>	<b>331 879</b>

**9.3. Finance lease expenditure included in Expenditure for capital assets**

	Note	2022/23	2021/22
		R'000	R'000
<b>Tangible capital assets</b>			
Machinery and equipment		27 804	26 062
<b>Total</b>		<b>27 804</b>	<b>26 062</b>

*Finance lease expenditure includes cell-phones and photocopiers fixed lease amounts.*

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10. Cash and cash equivalents

	Note	2022/23	2021/22
		R'000	R'000
Consolidated Paymaster General Account		1 298 907	1 449 782
Cash on hand		451	581
<b>Total</b>		<b>1 299 358</b>	<b>1 450 363</b>

The "Consolidated Paymaster General Account" includes the Immigration Control Account (ICA) of R10, 635 which remains as a balance at year end.

The "Cash on hand" represents the Petty Cash account balance of R451,000, the reduction in the amount is because of a project that the Financial Accounting team embarked on to clean out the Petty Cash account and ensure that whatever is in the account represents the cash float at hand.

11. Prepayments and advances

	Note	2022/23	2021/22
		R'000	R'000
Travel and subsistence		2 695	2 653
<b>Total</b>		<b>2 695</b>	<b>2 653</b>

The balance of R2, 695 million includes domestic travel and subsistence advances of R56, 500 that was not yet paid back as at the end of the year and R2, 638 million is in the travel & subsistence foreign advance account and it represent expenditure incurred for foreign travel not yet cleared.

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## 12 Receivables

	Note	2022/23			2021/22		
		Current	Non-current	Total	Current	Non-current	Total
		R'000	R'000	R'000	R'000	R'000	R'000
Claims recoverable	12.1	57 627	526 392	584 019	59 271	526 939	586 210
Recoverable expenditure	12.2	1 199	14 361	15 560	1 050	19 480	20 530
Staff debt	12.3	1 936	-	1 936	2 218	-	2 218
Other receivables	12.4	23	-	23	20	-	20
<b>Total</b>		<b>60 785</b>	<b>540 753</b>	<b>601 538</b>	<b>62 559</b>	<b>546 419</b>	<b>608 978</b>

The closing balance of 2021/22 was R608,299 million was restated to R608,978 million which is made of an increase amount of R679 thousand on the Claims recoverable: Dirco receivable for the dormant balances.

The adjustment of R679 thousand is made out of adjustments that increases the Repatriation balances from the closing balance of R521,861 million of 2021/22 to an adjusted opening balance as per Dirco letter of R522,541 million.

Further reduction to the receivable balance is due to Dirco's payments during 2022/23 totalling R150,576 million of which R122,601 million is towards the 2022/23 collections and R27,975 million paid towards the balances of 2015/16 to 2021/22 financial years which were all new accounting policy amounts.

For the 2022/23 financial year, an amount of R146, 874 million was collected of which R122,601 million was paid to NRF and left a balance of R24,273 million.

Dirco made further adjustments on the current year balances reducing the receivables with R3, 094 million (R2 833 + R679) made from adjustments on the Repatriation balance The adjustment was due to the errors identified in the Dirco financial records.

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12.1 Claims recoverable

	Note	2022/23 R'000	2021/22 R'000
National departments		576 896	579 651
Provincial departments		24	74
Public entities		7 099	6 485
<b>Total</b>	12	<b>584 019</b>	<b>586 210</b>

The opening balances of "National departments" was restated from a balance of R585,531 million to R586,210 million, as discussed on the note 12 narrative.

The closing balance of 2022/23 of R584,019 million consists of R567,418 million for Dirco Receivable which comprises of R522,279 million balance for the "dormant balances" and R45,139 million for the new accounting policy balances; R4,1 million for Dirco Cola amounts; R822 thousand for Salaries recoverable from other departments and R4,566 million for claims owed by Department of Justice for XON project. Receivables claims of R7,099 million represents that the Aid assistance Donor UNHCR owes the department for the Refugee project salaries paid.

12.2 Recoverable expenditure (disallowance accounts)

	Note	2022/23 R'000	2021/22 R'000
DISALLOWANCE PAYMENT FRAUD: CA		13 241	13 241
DISALL DAMAGES & LOSSES: CA		2 112	6 642
SAL: REVERSAL CONTROL: CA		207	646
SAL: DEDUCTION DISALLOWANCE ACCOUNT: CA		-	1
<b>Total</b>	12	<b>15 560</b>	<b>20 530</b>

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*There is a decrease of about R4,970 million which is attributed to the losses and damages that the Loss Control Committee deemed as irrecoverable, adjudicated the cases and made recommendations to the AO that the amounts must be written off.*

12.3 Staff debt

	Note	2022/23 R'000	2021/22 R'000
SAL: TAX DEBT: CA		9	9
DEBT ACCOUNT: CA		1 927	2 209
<b>Total</b>	12	<b>1 936</b>	<b>2 218</b>

*The debt account balance of R1, 9 million represents the active debtors after the writing off of bad debts.*

12.4 Other receivables

	Note	2022/23 R'000	2021/22 R'000
SAL MEDICAL AID: CL		20	3
DEBT RECEIVABLE INTEREST: CA		3	17
<b>Total</b>	12	<b>23</b>	<b>20</b>

*The Sal Medical Aid CL is a liability account that had a debit balance as at the end of the financial year due to a salary reversal transaction, this has since been resolved in April 2023.*



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12.5 Fruitless and wasteful expenditure

	Note	2021/22 R'000	2020/21 R'000
Opening balance	15	-	-
Less amounts recovered		-	-
Less amounts written off		-	-
Transfers from note 32 Fruitless and Wasteful Expenditure		-	-
Interest		-	-
<b>Total</b>		<b>-</b>	<b>-</b>

The amounts recoverable for Fruitless expenditure relate to 'No shows' of which gets deducted from employee's salaries and are already accounted for under subnote 11.3 Staff Debts.

12.6 Impairment of receivables

	Note	2022/23 R'000	2021/22 R'000
Estimate of impairment of receivables		540 753	546 005
<b>Total</b>		<b>540 753</b>	<b>546 005</b>

*Dirco Receivable assessment*

The impairment estimates of receivables for Dirco relates to the "old accounting policy" balances, which amounts to R522,279 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

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- *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 R18,474 million consists of:*

- *Fraud cases for R13 million on the Disallowance Fraud Payment account;*
- *Damages & losses for R1,1 million on the Disallowance & Damages account;*
- *COLA advances for deployed officials for R4, 1 million in the Receivable Claims recoverable account.*

**13 Voted funds to be surrendered to the Revenue Fund**

	Note	2022/23 R'000	2021/22 R'000
Opening balance		-	317 148
Prior period error		-	-
As restated		-	317 148
Transferred from statement of financial performance (as restated)		698 201	-
Voted funds not requested/not received	1.1	(300 000)	-
Paid during the year		-	(317 148)
<b>Closing balance</b>		<b>398 201</b>	<b>-</b>

*The R300 million could not be requested because of the receipt of the late second adjustment, for which the Appropriation Bill was signed late on the 31<sup>st</sup> March 2023.*

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14 Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund

	Note	2022/23	2021/22
		R'000	R'000
Opening balance		2 058 087	2 288 727
Prior period error		-	679
As restated		2 058 087	2 289 406
Transferred from statement of financial performance (as restated)		1 029 107	718 694
Dirco adjustments		(3 094)	(957)
Paid during the year		(1 597 237)	(949 056)
<b>Closing balance</b>		<b>1 486 863</b>	<b>2 058 087</b>

The closing balance of R2,057 billion was restated to R2,058 billion made of an increase of R679 000 on the dormant Repatriation balance.

The adjustment of R679 thousand is made out of adjustments that increases the dormant Repatriation balances from the closing balance of R521,861 of 2021/22 to an adjusted opening balance as per Dirco letter of R522,541 million.

Dirco collected an amount of R146,874 million and paid R122,601 million to NRF for the 2022/23 financial year leaving a R24,273 million balance payable to NRF.

Furthermore, Dirco paid an amount of R27,975 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 R3,094 million (made out of made out of adjustments on the Repatriation balance and the new accounting policy amounts).

'Paid during the year' also consists of R718 million for local revenue collected during this financial year, during this financial year the department reconciled all local revenue received and paid amounts and found that R728 million needs to be paid back to the National Revenue Fund, so this amount also decreases the balance of the NRF payable note.

The total confirmed as received by NRF for local revenue is R1,446 billion and for foreign revenue is R150,575 million.

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14.1 Prior period error

Nature of prior period error	Note	2021/22
		R'000
Relating to 2021/22 [affecting the opening balance]		679
Restatement of the 2014/13 and older years		679
<b>Total prior period errors</b>		<b>679</b>

The department restated the previous year's balances as per Dirco confirmation letter which increases the NRF payable balance by an R679 thousand that increases the dormant Repatriation balances from the closing balance of R521,861 of 2021/22 to an adjusted opening balance as per Dirco letter of R522,541 million). The adjustment was due to the errors identified in the Dirco financial records.

15 Payables -current

	Note	2022/23	2021/22
		R'000	R'000
Amounts owing to other entities		-	150
Clearing accounts	15.1	2 973	458
Other payables	15.2	1 476	1 030
<b>Total</b>		<b>4 449</b>	<b>1 638</b>

The amount of R150 thousand of last year on the "amounts owing to other entities" was for unclaimed tender deposits that were then paid over as revenue to NRF during this financial year.

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15.1 Clearing accounts

Description	Note	2022/23	2021/22
		R'000	R'000
<i>Identify major categories, but list material items</i>			
SAL FINANCE OTHER INSTITUTION		-	1
SAL: INCOME TAX: CL		1 876	112
SAL: BARGAINING: CL		3	1
SAL: PENSION FUND: CL		178	115
SAL: GEHS REFUND CONTROL ACC: CL		905	224
ICA: REPRATRIATION FOR DEP DIRCO: CL		11	5
<b>Total</b>	15	<b>2 973</b>	<b>458</b>

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 SAL: INCOME TAX amount of R1,876 million represents an unpaid amount to SARS because of the payroll supplementary runs that occurred after the normal monthly payroll date, it was subsequently paid in April 2023.

The ICA: REPRATRIATION FOR DEP DIRCO: CL represents the Immigration Control Account balance of R10,636 at year end.

15.2 Other payables

Description	Note	2022/23	2021/22
		R'000	R'000
UNALLOCATED RECEIPTS: 30 DAY: CL		1 468	1 022
SAL: ACB RECALLS:CA		8	8
<b>Total</b>	15	<b>1 476</b>	<b>1 030</b>

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*“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.*

**16 Net cash flow available from operating activities**

	Note	2022/23 R'000	2021/22 R'000
Net surplus/(deficit) as per Statement of Financial Performance		1 739 437	718 694
Add back non-cash/cash movements not deemed operating activities		(1 497 253)	(902 313)
(Increase)/decrease in receivables		(5 022)	(197 361)
(Increase)/decrease in prepayments and advances		(42)	38
(Increase)/decrease in other current assets		-	-
Increase/(decrease) in payables – current		2 811	(2 880)
Proceeds from sale of capital assets		(6 840)	(1 080)
Proceeds from sale of investments		-	-
(Increase)/decrease in other financial assets		-	-
Expenditure on capital assets		405 375	331 879
Surrenders to Revenue Fund		(1 446 661)	(945 871)
Surrenders to RDP Fund/Donors		-	-
Voted funds not requested/not received		(300 000)	-
Own revenue included in appropriation		-	-
Other non-cash items		(146 874)	(87 038)
<b>Net cash flow generating</b>		<b>242 184</b>	<b>(183 619)</b>



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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.

## 17 Reconciliation of cash and cash equivalents for cash flow purposes

	Note	2022/23 R'000	2021/22 R'000
Consolidated Paymaster General account		1 298 907	1 449 782
Cash on hand		451	581
<b>Total</b>		<b>1 299 358</b>	<b>1 450 363</b>

## 18 Contingent liabilities and contingent assets

### 18.1 Contingent liabilities

Liable to	Nature	Note	2022/23 R'000	2021/22 R'000
Claims against the department		Annex 3B	124 300	2 223 766
Other		Annex 3B	115 200	115 200
<b>Total</b>			<b>239 500</b>	<b>2 338 966</b>

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*The department is disclosing the following estimated settlement values of claims instituted against it in respect of “Labour related claims” instituted by employees against the department and a claim made against the department for the Abis project.*

*Nature of contingent liability for the department is as follows:*

**Labour disputes estimated at: R124,300 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.*

**Contingent legal cases:**

*The summons value of claims against the department is in excess of R2 billion. The amount of successful claims stemming from these summonses cannot be reliably estimated due to historic trends indicating the significant difference between the summons amount and awarded amount; the length of time to resolve cases; the number of cases abandoned during the process; and the legal complexities of cases.*

This disclosure of contingent liability legal claims, is based on a technical opinion the department obtained from Altimax.

The amount for contingent liability legal claims against the department cannot be reliably estimated and is therefore not disclosed in the financial statements. In the past, the prospects of success were not considered, regardless of how exorbitant or unlikely the award in favour of the plaintiff may be.

The department divides contingent liabilities legal in the following categories:

- Immigration
- Civics
- Tenders & contracts
- Labour
- Others

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Appointed Service Provider performed an analysis of the contingent liabilities for the financial years 2021/22 to 2019/20 into the number and value of cases and the number and value of awards made. From this analysis it is clear that there is very little correlation as well as variable correlation between the amounts claimed per category of contingent liabilities and the amounts awarded, as the table below will indicate:

	Percentage of cases awarded – number	Percentage of cases awarded – value
Average range of all 5 categories – 2022/23	0.4%-48%	0,02%-23%
Average range of all 5 categories – 2021/22	1-89%	0-28%
Average range of all 5 categories – 2020/21	1-21%	0-71%
Average range of all 5 categories – 2019/20	1-21%	0-9%

In accordance with this opinion, the department wishes to disclose the following in addition to the information on Annexure 3B for the 2022/23 financial year:

**Case details**

<b>2022/23</b>	<b>Immigration</b>	<b>Civics</b>	<b>Tenders &amp; contracts</b>	<b>Other</b>	<b>Labour</b>
All cases – number	245	45	21	68	93
All cases – value	R1 302 959 670,76	R613 785 047,18	R218 142 974,04	R38 361 137,32	R124 300 482,65
Exceptionally large cases – number	7	4	2	1	34
Exceptionally large cases – value	R1 024 848 000,00	R491 000 000,00	R186 639 594,15	R20 000 000,00	R108 241 055,52
% of exceptionally value – number	2,86%	8,89%	9,52%	1,47%	36,56%
% of exceptionally value – value	79%	80%	86%	52%	87%

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## Award details

2022/23	Immigration	Civics	Tenders & contracts	Other	Labour
Cases awarded – number	1	-	-	-	45
Cases awarded – value	R200 000,00	-	-	-	R28 865 624,23
% of cases awarded – number	0,4%	-	-	-	48%
% of cases awarded – value	0,015%	-	-	-	23%

The five exceptionally large cases on the contingent liability register by R-value are the following categorised from highest value:

Case 1: IMS: **Yusuf Ibrahim Ismail and Another / Minister of Home Affairs and Another**, Ref: LIT2021/12/5111 for R504 948 000,00 (Claim for loss of income following unlawful arrest)

Case 2: IMS: **Franklin D Pennington and Gail Jackson Pennington / Minister of Home Affairs**, Ref: DL290604/16 for R420, 000,000,00 (Claim for permit issue)

Case 3: Civics: **Mohammed Zaman / Director-General and 2 Others**, Ref: DL250102/17 for R400,000,000,00

Case 4: Tenders & Contracts: **Double Ring (Pty) Ltd / Minister of Home Affairs; Minister of Finance (71714/10)**, Ref: DL221103/10 for R171,492, 429, 60

Case 5: Labour Relations: **Moremi NH & Others** Ref: 18806716 for R37, 519, 216, 10 (Upgrading of staff from salary level 6 to 8 with back-pay from 1/4/2009)

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The following five cases were resolved in 2022/23 (in order of descending R-value):

Litigant / party	Subject matter of claim	Summons amount	Liabilities reduced amount as at 31 <sup>st</sup> March 2023	Settlement amount of the award (cost to dept)
Persal nr: 25899295	Labour Relations Unfair dismissal	R3 079 347,00	R3 079 347,00	R2 280 366,67
Persal nr: 21999171	Labour Relations Unfair dismissals – Section 191(1) [191(5)(a)]	R2 358 330,18	R2 358 330,18	R1 560 746,64
Persal nr: 21905151	Labour Relations Unfair dismissal	R2 155 669,88	R2 155 669,88	R0.00
Persal nr: 16160738	Labour Relations Unfair dismissal	R1 827 614,25	R1 827 614,25	R1 827 614,25
MOLEFE L Persal nr: 13306235	Labour Relations Unfair dismissal	R1 731 293,88	R1 731 293,88	R0.00

**The nature of the cases for legal claims is explained below:**

*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.*

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## 18.2 Contingent assets

Nature of contingent asset	Note	2022/23	2021/22
		R'000	R'000
Incapacity Leave and ill health Retirement (PILIR) application not yet approved		699	940
Penalties levied by DHA to EOH & IDEMIA for Abis Project		69 373	65 394
<b>Total</b>		<b>70 072</b>	<b>66 334</b>

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 R699, 000 which is a decrease when compared to R940, 000 of last year, which can be an indication that cases are being finalised by the Health Risk Manager, and the proactive implementation of the outcomes.

The department has levied penalty charges of R69 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 18.1.

## 19 Capital commitments

	Note	2022/23	2021/22
		R'000	R'000
Machinery and equipment		238 523	27 726
Intangible assets		79 585	33 381
<b>Total</b>		<b>318 108</b>	<b>61 107</b>

Capital commitments have increased due to the new digitisation project that resulted in the awarding of new contracts.



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20 Accruals and payables not recognised

20.1 Accruals

Listed by economic classification	Note	2022/23			2021/22
		30 Days	30+ Days	Total	Total
		R'000	R'000	R'000	R'000
Goods and services		107 266	32 550	139 816	141 436
Transfers & subsidies		-	-	-	-
Capital assets		1 219	56	1 275	1 743
<b>Total</b>		<b>108 485</b>	<b>32 606</b>	<b>141 091</b>	<b>143 179</b>

Listed by programme level	Note	2022/23	2021/22
		R'000	R'000
Programme 1: Administration		69 298	79 198
Programme 2: Citizen Affairs		41 296	41 781
Programme 3: Immigration Affairs		27 443	22 200
Programme 4: Institutional Support and Transfers		3 054	-
<b>Total</b>		<b>141 091</b>	<b>143 179</b>

20.2 Payables not recognised

Listed by economic classification	Note	2022/23			2021/22
		30 Days	30+ Days	Total	Total
		R'000	R'000	R'000	R'000
Goods and services		132 337	37 379	169 716	71 318
Transfers & subsidies		300 000	-	300 000	116

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Capital assets	5 315	29	5 344	-
<b>Total</b>	<b>437 651</b>	<b>37 408</b>	<b>475 060</b>	<b>71 434</b>

Listed by programme level	Note	2022/23	2021/22
		R'000	R'000
Programme 1: Administration		59 142	9 720
Programme 2: Citizen Affairs		113 882	61 619
Programme 3: Immigration Affairs		821	95
Programme 4: Institutional Support and Transfers		<b>301 215</b>	-
<b>Total</b>		<b>475 060</b>	<b>71 434</b>

<i>Included in the above totals are the following:</i>	Note	2022/23	2021/22
		R'000	R'000
Confirmed balances with other departments	Annex 5	30 793	45 461
Confirmed balances with other government entities	Annex 5	466 374	109 750
<b>Total</b>		<b>497 167</b>	<b>155 211</b>

*The total amount of the accruals and payables of R141,091 million and R475,060 million respectively, can be explained as follows:*

*The actual accruals and payables related to amounts owing to suppliers, other departments, entities and agencies related to goods & services and capital expenditure from SCM processes are totalling to:*

- *Accruals: R141,091 million*
- *Payables: R175,060 million*

*The total of all SCM related accruals and payables is the R316,151 million as compared to the last year total balance of R214,613 million which shows an increase of R101,537 million which can be attributed to the digitisation project delays and the operationalising of the BMA.*

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The R300 000 million that forms part of the payables not recognised balance of is related to the late second adjustment budget, due to the late timing of the appropriation bill in this regard, the expenditure could not be incurred during the financial year hence the department was advised to disclose the amount as a payable by NT, due to the RPPF.

21 Employee benefits

	Note	2022/23 R'000	2021/22 R'000
Leave entitlement		177 509	178 123
Service bonus		110 872	104 837
Performance awards		-	91
Capped leave		73 218	82 399
Other		4 042	6 152
<b>Total</b>		<b>365 641</b>	<b>371 602</b>

'Other' represents overtime accruals, travel and subsistence accruals and acting allowance and at year end.

There is an overall decrease in employee benefits, which may be attributed mainly to employee exits / terminations of service. This has an impact on leave entitlement, service bonus, and capped leave. In addition, 2022/2023 is the 2<sup>nd</sup> year of the 3-year sick leave cycle which may result in a slight increase in PILIR applications. Declined PILIR applications impacts on leave entitlement as it is taken from annual and (thereafter) capped leave credits.

- A negative balance will reflect on annual leave since the 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. The balance for 2022.23 is R-3,830 million.

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22 Lease commitments

22.1 Operating leases

2022/23					
	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			295 980	2 473	298 453
Later than 1 year and not later than 5 years			488 851	3 103	491 954
Later than 5 years			96 501	-	96 501
<b>Total lease commitments</b>			<b>881 332</b>	<b>5 576</b>	<b>886 908</b>

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	-	-	353 394	2 054	355 448
Later than 1 year and not later than 5 years	-	-	556 667	3 455	560 122
Later than 5 years	-	-	144 752	-	144 752
<b>Total lease commitments</b>	<b>-</b>	<b>-</b>	<b>1 054 813</b>	<b>5 509</b>	<b>1 060 322</b>

Operating leases includes gFleet Forklift and Building leases.  
Building leases:

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The prior year balances were adjusted on the building and other fixed structures from R1,055,488 billion to R1,054,813 billion million as it was previously over stated by R675 000.

Building leases with expired leases amount to R29, 741 million in 2022/23.

There are no material leasing arrangements and the department does not sublease 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

Number of leased offices with escalation rate	Escalation rate
13 of the leased offices	No escalation rate
2 of the leased offices	4% of the escalation rate
6 of the leased offices	5% of the escalation rate
71 of the leased offices	5,5% of the escalation rate
88 of the leased offices	6% of the escalation rate
10 of the leased offices	6.5% of the escalation rate
6 of the leased offices	7% of the escalation rate
1 of the leased offices	7.5% of the escalation rate
16 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
7 of the leases offices	10% of the escalation rate

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22.2 Finance leases \*\*

	2022/23				
	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	-	-	-	15 021	15 021
Later than 1 year and not later than 5 years	-	-	-	10 524	10 524
Later than 5 years	-	-	-	-	-
<b>Total lease commitments</b>	-	-	-	<b>25 545</b>	<b>25 545</b>

	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 5 years	-	-	-	-	-
<b>Total lease commitments</b>	-	-	-	<b>13 952</b>	<b>13 952</b>

\*\* This note excludes leases relating to public-private partnerships as they are separately disclosed in the note on *Public-Private Partnerships*.

*Finance leases are inclusive of Cell-phones and Photocopiers.*



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23 Accrued departmental revenue

	Note	2022/23	2021/22
		R'000	R'000
Sales of goods and services other than capital assets		5 061	5 378
Fines, penalties and forfeits		273 167	239 168
Other		19 429	30 061
<b>Total</b>		<b>297 657</b>	<b>274 607</b>

“Sales of goods and services” represents revenue owed to department by Sabric and various insurance companies for the online verification. As at 31 March 2023 R5,061 million had not yet been paid to the department

Fines and Penalties levied for s50 (3) and s50(4) shows an increase from R239 million of the previous year to R273 million.

‘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 R10,632 million and the balance remainder as at 31 March 2023 is R19 million.

23.1 Analysis of accrued departmental revenue

	Note	2022/23	2021/22
		R'000	R'000
Opening balance		274 607	269 877
Less: amounts received		(38 199)	(22 374)
Less: services received in lieu of cash		-	(2 149)
Add: amounts recorded		63 214	29 583
Less: amounts written off/reversed as irrecoverable		(1 965)	(330)
Less: amounts transferred to receivables for recovery		-	-

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Other (adjusting opening balance)	-	-
<b>Closing balance</b>	<b>297 657</b>	<b>274 607</b>

*Gijima paid the department a total amount of R10, 632 million which is reduced from the amounts received as it was recognised as revenue. 'Amounts received also represents the actual revenue received for R7, 266 million from s50 (3) and s50 (4) fines issued during the current financial year. The entry also includes the R5, 378 million from Sabric and Insurance from 2021/22 that was received during the current financial year and R14, 923 million paid in the current year.*

*'Amounts recognised' includes the amount from Sabric and Insurance that had not yet paid by year end of R5,003 million and the amounts from issued fines and penalties for the current year of R38,100 million for section 50(3) and R5,130 million for section 50(4) respectively.*

23.2 Accrued departmental revenue written off

Nature of losses	Note	2022/23	2021/22
		R'000	R'000
Fines retracted/ waived		1 965	330
<b>Total</b>		<b>1 965</b>	<b>330</b>

*The amount of R1 965 million is a result of fines that were retracted.*

23.3 Impairment of accrued departmental revenue

Estimate of impairment of accrued departmental revenue	Note	2022/23	2021/22
		R'000	R'000
Estimate of impairment of accrued departmental revenue		269 457	238 522
<b>Total</b>		<b>269 457</b>	<b>238 522</b>

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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 R269, 457 million in the current financial year.

Management's assumptions are based on the following:

- Payments received 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 including implementation of debt recovery methods as most of the fined conveyors are foreign based in the cross border conveyors.  
These non-compliant conveyors are not compelled to first settle the outstanding immigration fines for the renewal of their operating license/permits. Included in these limitations are illegal cross border conveyors that are even disregarding traffic and related transport legislation.

Furthermore, with regard to aviation fines the operators landing arrangements/permits are also not subject to/or prerequisite for the settlement of the outstanding immigration fines. Some of the fines operator have ceased to operate.

24 **Unauthorised, Irregular and Fruitless and wasteful expenditure**

Note	2022/23 R'000	2021/22 R'000
Unauthorised expenditure – current year	-	-
Irregular expenditure – current year	32 873	47 337
Fruitless and wasteful expenditure – current year	78	91
<b>Total</b>	<b>32 951</b>	<b>47 428</b>

Information on any criminal or disciplinary steps taken as a result of unauthorised expenditure, irregular expenditure and fruitless and wasteful expenditure is included in the annual report under the PFMA Compliance Report.

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*Irregular expenditure incurred from prior years:*

*The Loss Control Committee recommended for two cases to be Condoned by the AO, after verifying that the disciplinary processes had taken place for those that incurred the irregular expenditure.*

- 1. Irregular expenditure incurred when offices used an expired courier services contract of Courier IT, all provinces that incurred this expenditure were tasked to deal with the cases, they ensured that the officials that incurred the expenditure were issued with cautionary disciplinary letters, hence the Loss Control Committees in KZN, MP, NC and NW could finalise and sent the cases to the HQ Loss Control Committee.*

*Irregular expenditure incurred in current year:*

- 2. Irregular expenditure incurred at Gauteng, offices, with the transgression of petty cash processes, the office manager that incurred the expenditure was issued with a caution letter and the HQ Committee picked up that the said office manager never attended Petty cash training workshops that were conducted during the 2021/22 financial year which were meant to capacitate officials on the correct usage of petty cash, so it was suggested to this manager that he needs to attend the next planned training on the subject matter.*

*Irregular expenditure incurred from 2021/22 to 2022/23 financial years:*

*The irregular expenditure on the Abis/Idemia for the Abis project continues in the current financial year, for R14 million.*

*The Loss Control Committee adjudicated the Foursight case recorded from the 2021/22 financial year, but could not make any resolutions on it as a Committee, as there are still some processes going on for the same case for the amount R18 million:*

- The department registered irregular expenditure from 2021/22 financial year for procuring of firewall outside of the State Information Technology Agency (Sita) Act and the expenditure has increased in the 2022/23 financial year.*
- There was a forensic investigation that took place and its recommendations were acted upon on the fraudulent element of the case and not necessarily the irregular expenditure.*
- The department cancelled the contract effective 9 March 2023, but then Foursight is contesting this cancellation in the courts.*
- Some officials were disciplined for this irregular expenditure, proof of such is available.*

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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 R4 000. Missed flights amount to R9 000; interest paid is R2 000, R45 000 was incurred in respect of officials who attended training courses, but failed to submit the required portfolio of evidence, and R18 000 for removing branding on a state owned vehicle. Where appropriate, the expenditure is recovered from those officials responsible therefor.

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

## 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.

## 26 Key management personnel

	2022/23	2021/22
	R'000	R'000
Level 15 to 16	24 021	19 714
Level 14 (incl CFO if at a lower level)	40 467	40 501
Political Office Bearers	4 642	4 423
<b>Total</b>	<b>69 130</b>	<b>64 638</b>

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The increase is due to an increase on number of employees and the implementation of cost of living adjustment.

27 Provisions

	Note	2022/23 R'000	2021/22 R'000
Long Service Awards (20 years in service) provision for 87 employees		948	-
Long Service Awards (30 years in service) provision for 80 employees		1 744	-
Long Service Awards (40 years in service) provision for 20 employees		581	-
<b>Total</b>		<b>3 273</b>	<b>-</b>

Provision is being made for employees that are in service as at 31<sup>st</sup> March 2023, and are eligible for long term service awards in the next financial year.

Reconciliation of movement in provisions – Current year

	2022/23			
	Provision 1 R'000	Provision 2 R'000	Provision 3 R'000	Total provisions R'000
Opening balance	948	1 744	581	3 273
Increase in provision	-	-	-	-
Settlement of provision	-	-	-	-
Unused amount reversed	-	-	-	-
Reimbursement expected from third party	-	-	-	-



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Change in provision due to change in estimation of inputs

**Closing balance**

-	-	-	-
<b>948</b>	<b>1 744</b>	<b>581</b>	<b>3 273</b>

## 28 Non-adjusting events after reporting date

The following are noted as subsequent events after reporting date:

- The department received a material irregularity notice, issued on the 29<sup>th</sup> May 2023.
- *As per government Gazette No. 46868, Proclamation 89 of 2022 by the President of the Republic of South Africa, in terms of section 97 of the Constitution of the Republic of South Africa, 1996, the president transferred the administration and the powers or functions, entrusted by legislation, and all amendments thereto, to be exercised or performed within the border law enforcement area and at the ports of entry, as defined in the Border Management Authority Act, 2020 (Act No.2 of 2020).*
- *The BMA Act provided for the establishment of the BMA as a schedule 3A public entity and brings together a multitude of functions performed at ports of entry under a single command and control structure. BMA became functional as a standalone entity with effect from 1 April 2023.*
- *The BMA will be falling under the same portfolio as DHA, same as IEC and GPW.*
- *The department has not adjusted any amounts for the current financial year to show effect of the BMA establishment as it still formed of the department's budget as at the 31<sup>st</sup> March 2023.*

## 29 Movable tangible capital assets

### MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2023

	2022/23				
	Opening balance	Value adjustments	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
<b>MACHINERY AND EQUIPMENT</b>	2 050 130		190 049	81 804	2 158 375
Transport assets	354 489		98 354	41 637	411 206

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Computer equipment	1 324 188	51 073	29 698	1 345 563
Furniture and office equipment	181 312	27 073	3 277	205 108
Other machinery and equipment	190 141	13 549	7 192	196 498
<b>TOTAL MOVABLE TANGIBLE CAPITAL ASSETS</b>	<b>2 050 130</b>	<b>190 049</b>	<b>81 804</b>	<b>2 158 375</b>

Included in the above total of the movable tangible capital assets per the asset register are assets that are under investigation and R1 354 million assets were acquired using Cara funding.

**Movable Tangible Capital Assets under investigation**

	Note	Number	Value R'000
Machinery and equipment		2 992	67 031
<b>Total</b>		<b>2 992</b>	<b>67 031</b>

The asset under investigation, might be an unauthorised movement of assets that leads to misplacement of assets and a possibility of unreported losses the department is busy with the investigation, some cases were referred to the loss control committee, in addition intention to charge letters have been issued in order to finalise the investigation. These assets are not removed from the asset register as long as the investigation is not concluded.

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29.1 MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2022

	2021/22				
	Opening balance	Prior period error	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
<b>MACHINERY AND EQUIPMENT</b>	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		110 618	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
<b>TOTAL MOVABLE TANGIBLE CAPITAL ASSETS</b>	<b>1 926 470</b>		<b>166 108</b>	<b>42 448</b>	<b>2 050 130</b>

*Include discussion here where deemed relevant.*

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29.2 Minor assets

MOVEMENT IN MINOR CAPITAL ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2023

	2022/23					
	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				224 468	-	224 468
Additions				15 284		15 284
Disposals				(11 958)		(11 958)
<b>Total Minor assets</b>				<b>227 794</b>	<b>-</b>	<b>227 794</b>

	Specialised military assets	Intangible assets	Heritage assets	Machinery and equipment	Biological assets	Total
Number of R1 minor assets	-	-	-	88	-	88
Number of minor assets at cost	-	-	-	215 183	-	215 183
<b>Total number of minor assets</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>215 271</b>	<b>-</b>	<b>215 271</b>

The total number of Minor Assets valued at "R1" are 88 in count with a value total of R215, 183.

Minor capital assets under investigation

	Note	Number	Value R'000
Machinery and equipment		9 142	12 609

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*Minor assets not verified at year –end.*

*The asset under investigation, might be an unauthorised movement of assets that leads to misplacement of assets and a possibility of unreported losses the department is busy with the investigation, some cases were referred to the loss control committee, in addition intention to charge letters have been issued in order to finalise the investigation. These assets are not removed from the asset register as long as the investigation is not concluded.*

**MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2022**

	2021/22					
	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
Prior period error				-		-
Additions				10 058		10 058
Disposals				7 281		7 281
<b>Total Minor assets</b>				<b>224 468</b>		<b>224 468</b>

	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
<b>Total number of minor assets</b>				<b>129 532</b>		<b>129 532</b>

*Include discussion here where deemed relevant.*

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29.3 Movable tangible capital assets written off

MOVABLE CAPITAL ASSETS WRITTEN OFF FOR THE YEAR ENDED 31 MARCH 2023

	2022/23					
	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	-	-	-	-	-	-
<b>Total movable assets written off</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

MOVABLE CAPITAL ASSETS WRITTEN OFF FOR THE YEAR ENDED 31 MARCH 2022

	2021/22					
	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
<b>Total movable assets written off</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>228</b>	<b>-</b>	<b>228</b>

30 Intangible capital assets

MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2023

	2022/23			
	Opening balance	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000
SOFTWARE	944 915	133 547		1 078 462
<b>TOTAL INTANGIBLE CAPITAL ASSETS</b>	<b>944 915</b>	<b>133 547</b>		<b>1 078 462</b>



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There is an increase in the intangible assets balance of the department as compared to the previous financial year, due to the digitisation project.

30.1 MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2022

	2021/22				
	Opening balance	Prior period error	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
SOFTWARE	890 025	-	54 890	-	944 915
<b>TOTAL INTANGIBLE CAPITAL ASSETS</b>	<b>890 025</b>	<b>-</b>	<b>54 890</b>		<b>944 915</b>

30.2 Intangible capital assets: Capital Work-in-progress

CAPITAL WORK-IN-PROGRESS FOR THE YEAR ENDED 31 MARCH 2023

	Note	Opening balance 1 April 2023	Current year WIP	Ready for use (Assets to the AR) / Contracts terminated	Closing balance 31 March 2023
		R'000	R'000	R'000	R'000
Intangible assets	Annex 7	-	-	-	-
<b>Total</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

As at year end there was no intangible assets identified as capital work-in-progress. The Abis project phase 1 was in use from November 2022 to 18<sup>th</sup> March 2023 as a primary system until there was database indexing issues which necessitated the department to revert back to the Hanis system as the primary and Abis continues to be utilised as a secondary system. The intangible asset capital expenditure that relates to phase 1 is already capitalised as the intangible asset register has a balance to this effect.

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**Payables not recognised relating to Capital WIP**

	Note	2022/23 R'000	2021/22 R'000
<i>Amounts relating to progress certificates received but not paid at year end and therefore not included in capital work-in-progress (for Abis project) (phase 1 that was in use)</i>		4 716	-
<b>Total</b>		<b>4 716</b>	<b>-</b>

The amount of R4,7 million is recorded in the accruals and payables not recognised note as well, it represents an invoice that relate to phase 1 of Abis that is already in use, the invoice once paid in the 2023/24 financial year will be capitalised.

**31 Immovable tangible capital assets**

**MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2023**

	2022/23			
	Opening balance	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000
<b>BUILDINGS AND OTHER FIXED STRUCTURES</b>	<b>999 878</b>	<b>60 292</b>		<b>1 060 170</b>
Non-residential buildings	999 878	60 292		1 060 170
<b>TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS</b>	<b>999 878</b>	<b>60 292</b>		<b>1 060 170</b>

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31.1 MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2022

	2021/22				
	Opening balance	Prior period error	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
<b>BUILDINGS AND OTHER FIXED STRUCTURES</b>	903 410		97 659	1 191	999 878
Non-residential buildings	903 410		97 659	1 191	999 878
<b>TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS</b>	903 410		97 659	1 191	999 878

31.2 Immovable tangible capital assets: Capital Work-in-progress

CAPITAL WORK-IN-PROGRESS FOR THE YEAR ENDED 31 MARCH 2023

	2022/23			
	Opening balance 1 April 2022	Current Year WIP	Ready for use (Assets to the AR) / Contracts terminated	Closing balance 31 March 2023
	R'000	R'000	R'000	R'000
Buildings and other fixed structures	-	-	-	-
<b>Total</b>	-	-	-	-

*There was no capital work-in-progress for the current year.*

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**Payables not recognised relating to Capital WIP**

	<i>Note</i>	2022/23 R'000	2021/22 R'000
<i>Amounts relating to progress certificates received but not paid at year end and therefore not included in capital work-in-progress</i>		-	-
<b>Total</b>		<b>-</b>	<b>-</b>

**CAPITAL WORK-IN-PROGRESS FOR THE YEAR ENDED 31 MARCH 2022**

	2021/22				
	Opening balance 1 April 2021	Prior period error	Current Year WIP	Ready for use (Assets to the AR) / Contracts terminated	Closing balance 31 March 2022
	<i>Note</i> R'000	R'000	R'000	R'000	R'000
Buildings and other fixed structures	3 312	-	756	4 068	-
<b>Total</b>	<b>3 312</b>	<b>-</b>	<b>756</b>	<b>4 068</b>	<b>-</b>

**32 Principal-agent arrangements**

**Department acting as the principal**

	<i>Note</i>	2022/23 R'000	2021/22 R'000
<i>Department of International Relations &amp; Cooperation</i>			
<i>Visa Facilitation Services (VFS)</i>		-	-
<b>Total</b>		<b>-</b>	<b>-</b>

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*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. The terms and conditions of the arrangement are set out in a 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 MoU may be terminated by either party giving at least three months' prior written notice to the other party, therefore there are no cost implications if the principal/agent relationship is terminated.*

*The department has contracted 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 terms and conditions of this arrangement are set out in the SLA. The department does not pay VFS any fees. There are no significant risks involved with the arrangement.*

*VFS shall be entitled to compensation payment commensurate with the costs incurred up to and including the date on which this agreement is terminated by mutual consent, for establishing the centres, technologies, human resources and other related costs mutually agreed by the parties which have not been recovered by VFS since the centres have been in operation.*

33 Prior period errors

33.1 Correction of prior period errors

		2021/22		
		Amount bef error correction	Prior period error	Restated
Note		R'000	R'000	R'000
<b>Revenue: ( Departmental revenue)</b>				
Cash flow statement: surrendered funds	CFS	(945 871)	679	(945 192)
Networking capital (adjustment Dirco)	CFS	(200 202)	(679)	(200 881)
<b>Net effect</b>		<b>(1 146 073)</b>	<b>-</b>	<b>(1 146 073)</b>

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The prior year restatements are explained in note 11 (Receivables) and note 13 (Departmental NRF payable) because Dirco revised their 2021/22 closing balances by R679 000. 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.

	Note	2021/22		
		Amount bef error correction	Prior period error	Restated
		R'000	R'000	R'000
<b>Assets:</b>				
Non-Current Receivables (adjustments Dirco)	11	545 740	679	546 419
<b>Net effect</b>		<b>545 740</b>	<b>679</b>	<b>546 419</b>

Dirco receivable was adjusted on the non-current balances that represent the dormant balances with R679 000.

	Note	2021/22		
		Amount bef error correction	Prior period error	Restated
		R'000	R'000	R'000
<b>Liabilities:</b>				
Dept. NRF payable (adjustment Dirco)	13	2 057 408	679	2 058 087
Operating leases: Buildings(within 5 years)	21.1	557 342	(675)	556 667
<b>Net effect</b>		<b>2 614 750</b>	<b>4</b>	<b>2 614 754</b>



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The department restated the previous year's balances as per Dirco confirmation letter which increases the NRF payable balance by an R679 000 that increases the dormant Repatriation balances from the closing balance of R521,861 of 2021/22 to an adjusted opening balance as per Dirco letter of R522,541 million). The adjustment was due to the errors identified in the Dirco financial records. Operating leases building opening balance was corrected with an amount of R675 000 decrease.

## 34 Transfer of functions and mergers

### 34.1 Transfer of functions

As per government Gazette No. 46868, Proclamation 89 of 2022 by the President of the Republic of South Africa, in terms of section 97 of the Constitution of the Republic of South Africa, 1996, the president transferred the administration and the powers or functions, entrusted by legislation, and all amendments thereto, to be exercised or performed within the border law enforcement area and at the ports of entry, as defined in the Border Management Authority Act, 2020 (Act No.2 of 2020).

#### 34.1.1 Statement of financial position

	Balance before transfer date	Functions (transferred) / received	Functions (transferred) / received	Functions (transferred) / received	Balance after transfer date
	Dept name (Specify)	Dept name (Specify)	Dept name (Specify)	Dept name (Specify)	
Note	R'000	R'000	R'000	R'000	R'000
<b>ASSETS</b>					
<b>Current Assets</b>	-	-	-	-	-
Cash and cash equivalents	-	-	-	-	-
Other financial assets	-	-	-	-	-
Prepayments and advances	-	-	-	-	-
Receivables	-	-	-	-	-

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Loans	-	-	-	-	-
Aid assistance prepayments	-	-	-	-	-
Aid assistance receivable	-	-	-	-	-
<b>Non-Current Assets</b>					
Investments	-	-	-	-	-
Receivables	-	-	-	-	-
Loans	-	-	-	-	-
Other financial assets	-	-	-	-	-
<b>TOTAL ASSETS</b>	-	-	-	-	-
<b>LIABILITIES</b>					
<b>Current liabilities</b>					
Voted funds to be surrendered to the Revenue Fund	-	-	-	-	-
Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund	-	-	-	-	-
Bank Overdraft	-	-	-	-	-
Payables	-	-	-	-	-
Aid assistance repayable	-	-	-	-	-
Aid assistance unutilised	-	-	-	-	-
<b>Non-Current liabilities</b>					
Payables	-	-	-	-	-
<b>TOTAL LIABILITIES</b>	-	-	-	-	-
<b>NET ASSETS</b>	-	-	-	-	-

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34.1.2 Notes

	Balance before transfer date	Functions (transferred) / received	Functions (transferred) / received	Functions (transferred) / received	Balance after transfer date
		Dept name (Specify)	Dept name (Specify)	Dept name (Specify)	
Note	R'000	R'000	R'000	R'000	R'000
Contingent liabilities	-	-	-	-	-
Contingent assets	-	-	-	-	-
Accruals	-	-	-	-	-
Payables not recognised	-	-	-	-	-
Employee benefits	-	-	-	-	-
Lease commitments – Operating leases	-	-	-	-	-
Lease commitments – Finance leases	-	-	-	-	-
Lease commitments – Operating lease revenue	-	-	-	-	-
Accrued departmental revenue	-	-	-	-	-
Impairment	-	-	-	-	-
Provisions	-	-	-	-	-
Movable tangible capital assets	-	-	-	-	-
Immovable tangible capital assets	-	-	-	-	-
Intangible capital assets	-	-	-	-	-

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As at the reporting date which is 31st March 2023, the BMA was not yet established, the department still had this function under the programme called: Institutional Support, and had a budget allocated to it which was used up to 31st March 2023.

As at the 31st May 2023, the BMA was operational effective 01st April 2023, officials from the department's IMS branch were transferred to the BMA, and as from the 15th April 2023 they received their salaries under BMA payroll system called SAGE. However, because BMA's financial system is not yet functional all the expenditure is still being carried in the department's books until such time that all can be fully transferred to the BMA system. The department makes transfer payments to the BMA effective from April 2023.

There has been no transfer of assets and liabilities to the BMA, although the BMA does have movable assets it utilises there has not been any formal transfer from the department to BMA in this regard.

Proclamation 89 of 2022 is the proclamation giving effect to the transfer of functions.

There is a Service level agreement entered into by the department and the BMA which provides a description of roles, responsibilities and accountability arrangements signed by the department's accounting officer and the BMA Commissioner as at 8 December 2022.

The SLA between the department and the BMA(Authority) contains the following roles and responsibilities:

**The DHA shall:**

- Facilitate additional support through the department's Intergovernmental Relations partners
- Provide the Authority with required knowledge and skills to discharge its functions
- Inform the Authority, timeously and in writing, on any legislative and policy changes that affects the functions entrusted to the entity
- Provide the Authority, with relevant procedures to be followed implementing the mandate entrusted to the Authority
- Highlight and escalate any discrepancies on the functions entrusted to the Authority
- Ensure that all applicable legislation that may affect the functions entrusted to the Authority is complied with and thereby ensuring transparency and value for money is received from the Authority
- Provide inputs into the operating model of the Authority
- Conduct monitoring of the DHA functions entrusted to Authority executed by the Authority within the border law enforcement area.

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**The Authority shall-**

Retain custodial rights relating to development of policy, legislation, directives, circulars or other policy formulation documents

- Develop and implement plans for the functions intrusted to the entity in alignment with the SHA's mandate
- Facilitate the movement of person into, and out, of the Republic of South Africa in line with the Immigration Act, 2002(Act No. 13 of 2002), as well as other relevant legislations
- Provide reports and records to the DHA under the entrusted legislations according to agreed protocols
- At all times, act in full compliance with applicable legal and statutory prescriptions and requirements
- Ensure that officials appointed for DHA functions comply with the prescribed or approved requirements
- Shall, as and when requested to do so, provide comments or inputs relating to policy development by the DHA.

**Steering Committee**

- The Parties (department and the Authority) shall establish a Steering Committee (the "Committee") to oversee and coordinate activities for the effective implantation of the Implementation Protocol.
- The Committee shall comprises of relevant Deputy Commissioner (s) and Deputy Director-General (s) from the Authority and DHA, respectively, to monitor the functioning and the effectiveness of this protocol, which will be responsible for the operational Steering Committee, which will consist of permanent and other representatives when required.

For the period 1 April 2023 to 31st May 2023, the expenditure incurred by BMA on their financial system has been for salaries for employees which was going against the transfer payments made by the department, there has not been any transfer per se of revenue and expenditure from the department to the BMA except for the transfer payment made on a monthly basis which falls within the scope of the department's budget to transfer funds to entities linked to it such as the IEC, the RPPF and now the BMA is an added entity of which the department will make transfer payments to.

There has not been any transfer of assets and liabilities from department to the BMA as yet.

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**35 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.

**Covid-19 Response expenditure**

	<i>Note</i>	<b>2022/23</b>	<b>2021/22</b>
		<b>R'000</b>	<b>R'000</b>
Compensation of employees		-	-
Goods and services		1 395	8 279
Transfers and subsidies		-	-
Expenditure for capital assets		-	915
Other		-	-
<b>Total</b>	<i>Annex 11</i>	<b>1 395</b>	<b>9 194</b>



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ANNEXURE 1A

STATEMENT OF CONDITIONAL GRANTS AND OTHER TRANSFERS PAID TO MUNICIPALITIES

Name of Municipality	2022/23											2021/22	
	GRANT ALLOCATION				TRANSFER			SPENT				DoRA and other transfers	Actual transfers
	DoRA and Other transfers	Roll overs	Adjust-ments	Total Availabl e	Actual transfe r	Funds withhel d	Re-allocation s by National Treasury or National departmen t	Amount received by departmen t	Amount spent by departmen t	Unspen t funds	% of available funds spent by departmen t		
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					2 048			-	-	-	-	-	1 903
<b>TOTAL</b>					<b>2 048</b>			<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1 903</b>

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

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for the year ended 31 March 2023

**ANNEXURE 1B**  
**STATEMENT OF TRANSFERS TO DEPARTMENTAL AGENCIES AND ACCOUNTS**

Departmental Agency or Account	2022/23					2021/22		
	TRANSFER ALLOCATION			TRANSFER				
	Adjusted budget	Roll overs	Adjustments	Total available	Actual transfer	% of available funds transferred	Final budget	Actual transfer
	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Independent Electoral Commission					2 223 790		2 250 255	2 250 255
Represented Political Party Fund					342 077		166 812	166 812
COM: LICENCES					761		109	109
<b>TOTAL</b>					<b>2 566 628</b>		<b>2 417 176</b>	<b>2 417 176</b>

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ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS  
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ANNEXURE 1G  
STATEMENT OF TRANSFERS TO HOUSEHOLDS

Household	2022/23						2021/22	
	TRANSFER ALLOCATION				EXPENDITURE		Final budget	Actual transfer
	Adjusted budget	Roll overs	Adjustments	Total available	Actual transfer	% of available funds transferred		
R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
<b>Transfers</b>	-	-	-	-	-	-		
HH Leave gratuity	-	-	-	-	21 167	-	22 052	22 052
HH Claims against the state	-	-	-	-	729	-	2 584	2 584
<b>Total</b>	-	-	-	-	<b>21 896</b>	-	<b>24 636</b>	<b>24 636</b>

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for the year ended 31 March 2023ANNEXURE 1H  
STATEMENT OF GIFTS, DONATIONS AND SPONSORSHIPS RECEIVED

Name of organisation	Nature of gift, donation or sponsorship	2022/23	2021/22
		R'000	R'000
<b>Received in cash</b>			
Participation in the UN Economic Commission for Africa expert group meeting on Migration Statistics scheduled on the 21–22 July 2022 in Kampala, Uganda	UNECA will sponsor Ms Kelebogile Makgabo: Director Policy Development	22	-
Study Visit to the United States of America (USA): 5–8 September 2022	Sponsored by the US Defence Threat Reduction Agency International Counter Proliferation Program	39	-
Chairperson of Standing Committee for Refugee Affairs to attend International Association of Refugee and Migration judges (IARMJ) Africa Chapter 2022 Conference in Arusha, Tanzania: 14–18 November 2022	Sponsored by the (IARMJ) Africa Chapter 2022 Conference in Arusha, Tanzania: 14–18 November 2022	251	-
Official visit to attend the first in person Southern Africa Regional informal working group on Advance Passenger Information (API) and Passenger name record, Botswana: 24–25 November 2022	Sponsored by the United Nations: 24–25 November 2022	16	-
Request for approval of a donation of asset by UNHCR for the new Cape Town Refugee office	Donation of Assets for the new Cape Town office	107	-
Sponsor to attend the expert group meeting to review policy report on free movement of persons for trade: towards an accelerated ratification of the African Union free movement of persons protocol in support of the implementation of the	Sponsor to CD: Policy and Strategic Management; Mr Sihle Mthiyane	-	-

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**ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS  
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AFCFTA from 29–30 March 2023 to Nairobi (Kenya)			
Request for approval of a donation of asset for the new Cape Town Refugee office	Donation of Assets for the new Cape Town office	62	-
Request for approval for donation of scanners by UNHCR for the new Cape Town Refugee office	Donation of Scanners for the new Cape Town office	213	-
Expect group meeting to review policy Report on Free movement of persons for Trade: Towards an accelerated Ratification of the African Union (AU) Free movement of Persons Protocol in Support of the implementation of the AFCFTA, 29–30 March 2023, NAIROBI, KENYA	Expect group meeting to review policy Report on Free movement of persons for Trade: Towards an accelerated Ratification of the AU Free movement of Persons Protocol in Support of the implementation of the AFCFTA, 29–30 March 2023, NAIROBI, KENYA	-	-
<b>Van Schaick (Knowledge and Information Management)</b>			
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
<b>TOTAL</b>		<b>710</b>	<b>505</b>

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for the year ended 31 March 2023ANNEXURE 1I  
STATEMENT OF AID ASSISTANCE RECEIVED

Name of donor	Purpose	Opening balance	Revenue	Expenditure	Paid back on / by 31 March	Closing balance
		R'000	R'000	R'000	R'000	R'000
<b>Received in cash</b>						
Cara Funding	Funding Subprogramme 3- Immigration Services	1 072	13 685	1 556	-	13 201
RDP (UNHCR)	Funding Subprogramme 3- Immigrations Services- RAA	-	17 162	17 162	*	-
<b>TOTAL</b>		<b>1 072</b>	<b>30 847</b>	<b>18 718</b>	<b>-</b>	<b>13 201</b>



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ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS  
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ANNEXURE 1J  
STATEMENT OF GIFTS, DONATIONS AND SPONSORSHIPS MADE

Nature of gift, donation or sponsorship <i>(Group major categories but list material items including name of organisation)</i>	2022/23	2021/22
	R'000	R'000
<b>Made in kind</b>		
Waiving of application fees for 58 Smartcard and two birth certificates for applicants that lost their enabling documents due to a flood disaster at Deelpan, North West Province	8	-
Waiving of application fees for re-issuing of identity documents and birth certificates (destroyed documents) for fire victims at Corner 2 <sup>nd</sup> street and 3 <sup>rd</sup> Avenue, Marlboro informal settlement, Alexandra Region E, Ward 108	3	-
Waiving of application fees for re-issuing of identity documents and birth certificates (destroyed documents) for fire victims at no 53-9 <sup>th</sup> Avenue & Richard Baloyi Street Alexandra	1	-
Waiving of application fees for re-issuing of Smard ID card that were lost by Skynet on route to Bethal Office in Mpumalanga and Kuruman in Northern Cape	20	-
Waiving of application fees for re-issuing of identity documents and birth certificates (destroyed documents) for 28 fire disaster victims from Elgin Fruit Juices, Grabouw on the 1 <sup>st</sup> July 2022: Western Cape	5	-
Waiving of application fees for re-issuing of identity documents and birth certificates (destroyed documents) for 42 fire disaster victims from P735, Tshungulwana Street, Village V3 North, Khayalitsha on the 15 <sup>th</sup> February 2022: Western Cape Province	7	-
Waiving of application fees for re-issuing of identity documents and Temporary Identification certificates, Unabridged Birth certificate to flood survivors in identified wards in the Buffalo City Metropolitan Municipality	115	-
Waiver of fees for ID for the re-issuing of destroyed documents for the fire victims at 148-4 <sup>th</sup> Avenue Alexandra Region E, ward 75	-	-
Waiver request reprinting of lost birth certificates and smartcard to destitute citizens due to flood disaster at Jagersfontein Tailing Dam disaster:	8	-
Request for approval to waive application fees for identity documents, temporary identity and birth certificates in respect of the 31 Fire Disaster victims from VYGIESKRAAL IFS, 62 VOEL Street , Belgravia on 22 October 2022: Western Cape Province	6	-

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**ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS  
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Request for approval to waive application fees for identity documents, temporary identity and birth certificates in respect of the 1 014 Fire Disaster Victims from Wetlands, Zululand, Masiphumelele on the 21 November 2022: Western Cape Province	151	-
Request for approval to waive application fees for identity documents that were lost through hijack by Skynet on route to various offices in Limpopo Province	-	-
Waiver of fees for ID for the re-issuing of destroyed documents for the fire victims at 148-4 <sup>th</sup> Avenue Alexandra Region E, ward 75	-	-
Request for approval to waive application fees for identity documents, temporary identity and birth certificates in respect of the 31 Fire Disaster victims from Du Noon, Khayalitsha and Phola Park (Phillip) areas within the Cape Metro: Western Cape Province	194	-
Request for waiver of fees to provide Identity documents, temporary Identification certificates and unabridged birth certificates to flood survivors in identified wards at Chris Hani District Municipality	21	-
Waiver of fees for Abridged Birth Certificate re-issuing of destroyed documents for the fire victims at Booyens informal settlements shack		1
Waiver of fees for Unbridged Birth Certificate re-issuing of destroyed documents for the fire victims at Booyens informal settlements shack		5
Waiver of fees for ID re-issuing of destroyed documents for the fire victims at Booyens informal settlements shack: 15 July 2021		1
Waiver of fees for ID for the re-issuing of destroyed documents for the fire victims at 129-4 <sup>th</sup> Avenue Alexandra Region E, ward 75		6
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		8
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		6
Waiver of fees for ID for the re-issuing of destroyed documents in respect of 111 families affected by fire at Kayamandi, Stellenbosch: Western Cape Province, 31 October 2021		4
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		26

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**ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS**  
**for the year ended 31 March 2023**

Waiver of fees for ID for the re-issuing of destroyed documents for the fire victims at 21 – 2 <sup>nd</sup> Avenue, Joe Nhlahla Street, Alexandra Region E, Ward 91		8
Waiver of fees for ID re-issuing of destroyed documents for the fire victims at Ivoy 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)		1
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		67
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 Eerste River on 11 January 2022		4
Waiver of fees for ID for the re-issuing of temporary ID certificates, re-issue of birth certificates in respect of 12 fire disaster victims from Cloetesville, Stellenbosch on the 30 October 2021: Western Cape Province		2
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.		2
<b>TOTAL</b>	<b>539</b>	<b>142</b>

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ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS  
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**ANNEXURE 3B**  
**STATEMENT OF CONTINGENT LIABILITIES AS AT 31 MARCH 2023**

Nature of liability	Opening balance 1 April 2022	Liabilities incurred during the year	Liabilities paid / cancelled / reduced during the year	Liabilities recoverable (Provide details hereunder)	Closing balance 31 March 2023
	R'000	R'000	R'000	R'000	R'000
<b>Claims against the department</b>					
Litigation and Legal Enquiries	-	-	-	-	-
Claims against the department: Labour matters	116 699	36 511	28 910	-	124 300
Subtotal	<b>116 699</b>	36 511	28 910	-	124 300
<b>Other</b>					
EOH claim against the department for Abis project	115 200	-	-	-	115 200
<b>TOTAL</b>	<b>231 899</b>	<b>36 511</b>	<b>28 910</b>	<b>-</b>	<b>239 500</b>

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ANNEXURE 4  
CLAIMS RECOVERABLE

Government entity	Confirmed balance outstanding		Unconfirmed balance outstanding		Total		Cash in transit at year end 2022/23 *	
	31/03/2023	31/03/2022	31/03/2023	31/03/2022	31/03/2023	31/03/2022	Receipt date up to six (6) working days after year end	Amount
	<b>Department</b>							
National Departments: Salary Recoverable	799	489	-	-	799	489	-	-
Provincial Departments: Salary Recoverable	24	74	-	-	24	74	-	-
Department of International Relations (Foreign revenue)	567 419	574 430	-	-	567 419	574 430	-	-
Xon Department of Justice	325	619	-	-	325	619	-	-
Abis Department of Justice	4 241	-	-	-	4 241	-	-	-
Department of International Relations (COLA)	4 113	4 113	-	-	4 113	4 113	-	-
<b>Subtotal</b>	<b>576 921</b>	<b>579 725</b>	<b>-</b>	<b>-</b>	<b>576 921</b>	<b>579 725</b>	<b>-</b>	<b>-</b>
<b>Other Government Entities</b>								
ACSA	-	-	-	-	-	-	-	-
UNHCR	7 099	6 485	-	-	7 099	6 485	-	-
<b>Subtotal</b>	<b>7 099</b>	<b>6 485</b>	<b>-</b>	<b>-</b>	<b>7 099</b>	<b>6 485</b>	<b>-</b>	<b>-</b>
<b>TOTAL</b>	<b>584 020</b>	<b>586 210</b>	<b>-</b>	<b>-</b>	<b>584 020</b>	<b>586 210</b>	<b>-</b>	<b>-</b>

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ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS  
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ANNEXURE 5

INTERGOVERNMENT PAYABLES

GOVERNMENT ENTITY	Confirmed balance outstanding		Unconfirmed balance outstanding		Total		Cash in transit at year end 2022/23 *	
	31/03/2023	31/03/2022	31/03/2023	31/03/2022	31/03/2023	31/03/2022	Payment 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

DEPARTMENTS

Current

DEPT OF JUSTICE & CONSTITUTION DEV	10 022	21 677	-	-	10 022	21 677	-	-
PUBLIC WORKS	19 209	22 039	-	-	19 209	22 039	-	-
DPSA	1 376	1 122	-	-	1 376	1 122	-	-
KZN DEPT OF TRANSPORT	182	9	-	-	182	9	-	-
GAUTENG PROV DEPT/GFLEET MAN	5	613	-	-	5	613	-	-
POLICE ROAD AND TRANSPORT	-	1	-	-	-	1	-	-
<b>Subtotal</b>	<b>30 794</b>	<b>45 461</b>	<b>-</b>	<b>-</b>	<b>30 794</b>	<b>45 461</b>	<b>-</b>	<b>-</b>

**Total Departments**

**30 794      45 461      -      -      30 794      45 461      -      -**

OTHER GOVERNMENT ENTITIES

Current

TELKOM	2 623	2 785	-	-	2 623	2 785	-	-
gFleet	106	-	-	-	106	-	-	-



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SA POST OFFICE LIMITED	-	3	-	-	-	3	-	-
SITA	29 443	12 830	-	-	29 443	12 830	-	-
GPW	130 305	91 361	-	-	130 305	91 361	-	-
CITY OF TSHWANE	23	15	-	-	23	15	-	-
GMT WP & GMT	377	204	-	-	377	204	-	-
CITY OF JOBURG	-	12	-	-	-	12	-	-
AUDITOR- GENERAL	3 497	2 535	-	-	3 497	2 535	-	-
ESKOM	-	4	-	-	-	4	-	-
IEC/RPPF (2 <sup>nd</sup> late adjustment Bill)	300 000	-	-	-	300 000	-	-	-
<b>Subtotal</b>	<b>466 374</b>	<b>109 749</b>	<b>-</b>	<b>-</b>	<b>466 374</b>	<b>109 749</b>	<b>-</b>	<b>-</b>
<b>TOTAL INTERGOVERNMENT PAYABLES</b>	<b>497 168</b>	<b>155 210</b>	<b>-</b>	<b>-</b>	<b>497 168</b>	<b>155 210</b>	<b>-</b>	<b>-</b>

\* For the Cash in transit columns – Please note the following:

- Provincial departments must only reflect payments to departments within their province
- National departments must only reflect payments to other national departments

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**ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS  
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**ANNEXURE 6  
INVENTORIES**

	Insert major category of inventory	Insert major category of inventory	Insert major category of inventory	Insert major category of inventory	Total
<b>Inventories for the year ended 31 March 2023</b>	<b>R'000</b>	<b>R'000</b>	<b>R'000</b>	<b>R'000</b>	<b>R'000</b>
Opening balance	12 310	-	-	-	12 310
Add/(Less): Adjustments to prior year balances	18	-	-	-	18
Add: Additions/Purchases – Cash	6 208	-	-	-	6 208
Add: Additions – Non-cash	-	-	-	-	-
(Less): Disposals	-	-	-	-	-
(Less): Issues	(6 295)	-	-	-	(6 295)
Add/(Less): Received current, not paid; (Paid current year, received prior year)	(4)	-	-	-	(4)
Add/(Less): Adjustments	53	-	-	-	53
<b>Closing balance</b>	<b>12 290</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>12 290</b>

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**ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS**  
*for the year ended 31 March 2023*

	Insert major category of inventory	Insert major category of inventory	Insert major category of inventory	Insert major category of inventory	Total
Inventories for the year ended 31 March 2022	R'000	R'000	R'000	R'000	R'000
Opening balance	10 519	-	-	-	10 519
Add/(Less): Adjustments to prior year balances	6 936	-	-	-	6 936
Add: Additions/Purchases – Cash	-	-	-	-	-
Add: Additions – Non-cash	-	-	-	-	-
(Less): Disposals	(5 145)	-	-	-	(5 145)
(Less): Issues	-	-	-	-	-
Add/(Less): Received current, not paid; (Paid current year, received prior year)	-	-	-	-	-
Add/(Less): Adjustments	-	-	-	-	-
<b>Closing balance</b>	<b>12 310</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>12 310</b>

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ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS  
for the year ended 31 March 2023

**ANNEXURE 7**

**MOVEMENT IN CAPITAL WORK-IN-PROGRESS**

**Movement in capital work-in-progress for the year ended 31 March 2023**

	Opening balance	Current year CWIP	Ready for use (Asset Register) / Contract terminated	Closing balance
	R'000	R'000	R'000	R'000
<b>BUILDINGS AND OTHER FIXED STRUCTURES</b>	-	-	-	-
Non-residential buildings	-	-	-	-
<b>TOTAL</b>	-	-	-	-

**Movement in capital work-in-progress for the year ended 31 March 2022**

	Opening balance	Current year CWIP	Ready for use (Asset Register) / Contract terminated	Closing balance
	R'000	R'000	R'000	R'000
<b>BUILDINGS AND OTHER FIXED STRUCTURES</b>	-	-	-	-
Non-residential buildings	-	-	-	-
<b>TOTAL</b>	-	-	-	-

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ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS  
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ANNEXURE 11

COVID-19 RESPONSE EXPENDITURE

Per quarter and in total

Expenditure per economic classification	2022/23					2021/22
	Q1	Q2	Q3	Q4	Total	Total
	R'000	R'000	R'000	R'000	R'000	R'000
<b>Compensation of employees</b>						
<b>Goods and services</b>	184	1 027	154	30	1 395	8 279
<i>List all applicable SCOA level 4 items</i>						
F&O/EQP<R5000:OFFICE FURNITURE	-	921	-	-	921	16
CONS SUPP:MEDICAL SUPPLIES	34	-	91	-	125	1 762
CONS SUPP:UNI/PROT CLTH&CLOTHES	-	-	-	-	-	223
CONS HOUS SUP:DIS PAPER/PLAST	-	-	-	-	-	39
CONS HOUS SUP:TOILETRIES	63	-	-	-	63	1 533
CONS HOUS SUP:WASH/CLEAN DETE	-	-	-	-	-	1 715
CONS MAT&SUP:HARDWARE	-	-	-	-	-	-
P/P:CLEANING SERVICES	87	106	63	30	286	2 633
P/P:PEST CNTRL/FUMIGATION SER	-	-	-	-	-	358
CONS: SP&OS: STATIONERY	-	-	-	-	-	-
<b>Expenditure for capital assets</b>	-	-	-	-	-	915
<i>List all applicable SCOA level 4 items</i>						
DOMESTIC EQUIPMENT	-	-	-	-	-	112
OFFICE FURNITURE	-	-	-	-	-	203
MEASURING&ANALYSIS EQUIPMENT	-	-	-	-	-	600
<b>TOTAL COVID-19 RESPONSE EXPENDITURE</b>	<b>184</b>	<b>1 027</b>	<b>154</b>	<b>30</b>	<b>1 395</b>	<b>9 194</b>









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