







DEPARTMENT OF HOME AFFAIRS

ANNUAL REPORT 2023-2024





home affairs
Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

30 YEARS OF FREEDOM

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2030 NDP





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PART A

GENERAL INFORMATION

1. DEPARTMENT GENERAL INFORMATION

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2. LIST OF ACRONYMS

ABIS	Automated Biometric Identification System
AC	Audit Committee
AGSA	Auditor General of South Africa
AOP	Annual Operational Plan
APP	Annual Performance Plan
BABS	Branch Appointment and banking System
BAC	Bid Adjudication Committee
BMA	Border Management Authority
CARA	Criminal Assets Recovery Agreement
COE	Compensation of Employees
DDG	Deputy-Director General
DG	Director General
DHA	Department of Home Affairs
DIRCO	Department of International Relations and Cooperation
DPSA	Department of Public Service and Administration
DPWI	Department of Public Works and Infrastructure
EME	Estimates of National Expenditure
GBVF	Gender-Based Violence and Femicide
GIAMA	Government Immovable Assets Management Act
ICT	Information and Communications Technology
IEC	Independent Electoral Commission
IMS	Inspectorate: Immigration Services Authority
ICTS	International Cooperation, Trade and Security Cluster
IT	Information Technology
JCPS	Justice, Crime Prevention and Security Cluster
MDTT	Multi-Disciplinary Task Team
MISTRA	Mapungubwe Institute for Strategic Reflections
MMM	Ministerial Management Meeting
MMS	Middle-Management Service
MTEF	Medium-Term Expenditure Framework
NIS	National Identification System
NPR	National Population Register
NRF	National Revenue Fund
OCSLA	Office of the Chief, State Law Advisor
OSBP	One-Stop Border Post
PNR	Passenger name Recognition
POPIA	Protection of Personal Information Act
PPP	Public-Private Partnership
RAASA	Refugee Appeals Authority of South Africa
RFP	Request for Proposal
RMC	Risk Management Committee
RPL	Recognition of Prior Learning
RPPF	Represented Political Party Fund
SAPO	South African Post Office
SCRA	Standing Committee on Refugee Affairs
SEIAS	Socio-Economic Impact Assessment System
SIU	Special Investigations Unit
SMS	Senior-Management Service
UNHCR	United nations High Commission for Refugees
UPS	Uninterrupted Power Supply
VFS	Visa Facilitation Services
ZEP	Zimbabwe Exemption Permit


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CASHIER
NDP



"The department has adopted a new vision, anchored in digital transformation. This vision, expressed through the concept of delivering Home Affairs @ home, aims to create a digital-first organisation."

FOREWORD BY THE MINISTER

– Dr L.A. Schreiber
Minister of Home Affairs

The Department of Home Affairs has embarked on a process of fundamental change. Following the formation of the Government of National Unity for the seventh administration, the department has adopted a new vision, anchored in digital transformation. This vision, expressed through the concept of delivering Home Affairs @ home, aims to create a digital-first organisation whereby all of the department's routine services must become accessible to clients through an online, digital and secure platform from any internet-connected device.

With that vision for the future in mind, I present the annual report for the 2023/2024 financial year. The report reflects the priorities of the sixth administration, as expressed through the National Development Plan (NDP), the Medium Term Strategic Framework (MTSF), and previous departmental priorities. This report reflects the department's efforts to deliver on its constitutional mandate in the context of significant economic constraints facing the country.

The department was able to contribute to the sixth administration's MTSF priorities through its programs, which were designed to secure the population register, improve service delivery, and give qualifying citizens and residents access to immigration, citizenship, and status services. The DHA directly supported two of the seven MTSF priorities, namely priority 2 (economic transformation and job creation) and priority 6 (social cohesion and safe communities), but the department indirectly supported all of the priorities through its mandate.

During the 2023/24 financial year, our work was guided by the following key priorities:

- First year of the Border Management Authority (BMA) operating as a Schedule 3A public entity and continued working relationship between the DHA, GPW and IEC;
- Incrementally implementing the DHA modernisation programme;
- Setting up the records digitisation project, which seeks to digitise more than 340 million civic services records;
- Early birth registration (including expanding connectivity at health facilities);
- Accelerating the rollout of the smart ID card to all eligible persons;
- Repositioning the DHA as a secure and modern department that is located within the security system of the State;
- Access and footprint development to improve the reach of DHA services, including purpose-fit DHA physical infrastructure and mobile offices;
- Opening of DHA offices in malls for easy access to DHA services; and
- Waging a war on queues with the implementation of the branch appointment booking system (BABS).

Going forward, the department is committed to resolving areas of underperformance. Similar to the previous year, the department met 71% of its Annual Performance Plan (APP) targets in the 2023/24 financial year. This corresponds, in

numerical terms, to meeting 24 of the 34 APP goals that were established for the year under review.

The department processed the majority of applications for critical, business and general work visas, but not within the prescribed timelines. 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 serious corruption and inefficiencyiy, which led to the suspension and dismissal of some officials. The suspensions and dismissal of senior officials left Immigration Services with staff shortages. The department further introduced stringent measures to scrutinise applications, which partly led to the prolonged processes to finalise applications.

Civic Services achieved 75% of the APP targets for the 2023/24 fiscal year. Only one APP target was not achieved – the registration of births within 30 calendar days. The department's capacity to provide services was hampered by the network's unpredictability and outages partly due to its dependence on the State Information Technology Agency (SITA). The Council for Scientific and Industrial Research (CSIR) was appointed by the department to conduct a diagnosis of its telecom network and information technology system during the 2022/23 fiscal year in order to identity weaknesses.

The department introduced the BABS at 198 offices nationwide for the processing of passports and smart ID cards during the 2022/23 fiscal year. The continuation of the use of BABS in the 2023/24 fiscal year has shortened the amount of time citizens spend in DHA offices. The fact that many individuals who make reservations keep their appointments, is encouraging. Walk-ins are not replaced by BABS. It merely allows individuals to choose when they would like to access our offices.

The Mokopane office was formally launched by the President in early May 2024. Additionally, we have opened offices in malls, working together with the mall owners to accomplish this. The department inaugurated offices in the Cresta Mall in Johannesburg and the Pavilion Mall in eThekwini in April and May of 2024. In order to provide services closer to people, the Department purchased an additional 100 "Home Affairs on Wheels", or mobile offices. As a result, there are now 227 mobile offices. These mobile offices go from community to community, coordinating with council members, school governing bodies and traditional leaders to organise and publicise the visits.

The final year of the BMA's incubation within the department was the 2022/23 fiscal year. The BMA was successfully established as a PFMA Schedule 3A public entity, effective from 1 April 2023. In addition, the department continued to provide support to the BMA in order to guarantee that it establishes its own operating systems and recruits personnel.

The department also continued to combat crime, fraud, and corruption within the department, leading to the dismissal of several officials, including senior managers. Some of these officials are now being prosecuted.

It is very concerning that the department has obtained a qualified audit outcome on financial statements and material misstatements on the performance information against the planned targets and material non-compliance with key laws and regulations for the period under review. This is a regression from the previous unqualified audit outcomes that were achieved by the department. I have made it clear to the department that this outcome is unacceptable and must improve.

I wish to thank the Deputy Minister of Home Affairs, the Honourable Njabulo Nzuza, for his support, counsel and allyship as we work towards our vision of digital transformation to deliver Home Affairs @ home.

Going forward, the digital transformation of Home Affairs is our central priority. Therefore, everything that we focus on must be directed towards the achivement of this goal. A modern digital system to process all applications, adjudications and communication will transform Home Affairs beyond recognition, combat fraud and corruption, and ensure national security.

This will also allow the department to achieve more of our APP targets, improve our audit outcomes, and contribute significantly to achieving the apex priority of the Government of National Unity, which is to grow the economy to create jobs.



DR L.A. SCHREIBER, MP
MINISTER OF HOME AFFAIRS
20 SEPTEMBER 2024



"I wish to extend my appreciation to the entire workforce of the DHA for their continued commitment to our constitutional mandate. Without them, birth and death registration, issuing of identity cards/documents..."

DEPUTY MINISTER STATEMENT

– Mr N. Nzuza
Deputy Minister of Home Affairs

The 2023/2024 budget enabled the DHA to realise most of our objective of providing services to our clients, even those who are traditionally not accessible. In the 2023/24 financial year our mobile offices visited 1,734 service points and 2,196 schools. In the same financial year mobile units collected a total of 241,309 Smart ID card applications, compared to 204,317 Smart ID card applications in 2022/23.

The budget allowed us to grow in leaps and bounds by investing in technology. These investments gave birth to the Branch Appointment Booking System (BABS) which offers services to our citizens at their convenience. BABS, which can be accessed through the Home Affairs website, has been a game-changer in queue management. The tool has been rolled out to 198 modernised offices with over 1.5 million BABS appointments being honoured by clients in the 2023/24 financial year.

The Department had a budget allocation of R12.380 billion for 2023/24 which is a 12% increase over 2022/23 (R11.096 billion). The increase is mainly due to an approved roll- over of funds of R38.472 million for the Digitisation Project and Self-Financing which increased from R798 million to R1.047 billion in the 2023/24 Financial Year for issuing official documents, which is defrayed by revenue generated. As a result of the Second Adjustments Appropriation Act, 2024, The Department was allocated an amount of R200 million on behalf of the Independent Electoral Commission to defray expected excess expenditure by the Representative Political Party Fund (RPPF) for preparatory costs related to the national and provincial elections.

In the 2023/24 financial year, the Department set a target of registering 800,000 births within 30 calendar days. During 2023/24, a total of 744,588 births were registered in 30 calendar days. This is a decrease of 4.41% from the 2022/23 financial year. In 2023/24, there were 155,648 late registrations of births under the age category of 31 days to 14 years, compared to 190,922 in 2022/23, representing a 22.7% decrease. During 2023/24, the registration category for those aged 15 and above experienced a slight increase of 3.6% as compared to the 2022/23 review period. 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 capabilities, and the number of mobile offices.

The Department issued 2,822 231 Smart ID cards to citizens in the 2023/24 financial year, against the target of 2.5 million. Despite this accomplishment, the live capture system continued to have technical issues that restricted its functionality in certain workplaces. The 127 functional mobile units were deployed to assist with collection of the Smart ID, passports applications and birth registration up to 1 year old. This was done as part of our multi-channeled strategy to take services to the people. In the 2023/24 financial year, the Department also acquired an extra 100 mobile offices, which will help bridge the service gap by providing services closer to the people.

The Department persisted in its modernisation initiative, leveraging technology advancements to enhance the customer experience. This includes keeping up with passport and Smart ID Card services using the e-HomeAffairs portal. The Department continued to have load shedding and system outages, which resulted in lengthy lines and sporadic closures of our frontline offices. Throughout the 2023/24 fiscal year, the Department persisted in stepping up its efforts to increase the dependability of our network and systems. The Department's modernisation infrastructure and application architecture (live capture system) are undergoing diagnostic evaluations, root cause analyses, and corrective action, thanks to a partnership with the Council for Scientific and Industrial Research (CSIR).

I wish to extend my appreciation to the entire workforce of the DHA for their continued commitment to our constitutional mandate. Without them, birth and death registration, issuing of identity cards/documents, affirming citizenship and granting various civic and immigration statuses would have been impossible. The leadership of the Minister of Home Affairs, Dr P.A Motsoaledi has been crucial to our achieving 71% of the targets in 2023/24. Although the Department has regressed in relation to receiving the qualified audit outcome in 2023/24, we will invest efforts to address all matters raised by the Auditor-General of South Africa. I am looking forward to working with Minister Dr L.A. Schreiber in the new financial year.



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MR N. NZUZA, MP
DEPUTY MINISTER OF HOME AFFAIRS
20 SEPTEMBER 2024



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

REPORT OF THE ACCOUNTING OFFICER

INTRODUCTION

The Department of Home Affairs achieved 24 of 34 Annual Performance Plan (APP) targets (71%) for the 2023/24 financial year, with 10 targets (29%) not achieved. This outcome is consistent with 2022/23, however, performance against the Annual Operational Plan (AOP) improved in 2023/24 to 68%, from 67% in 2022/23 financial year. For some targets, non-achievement does not translate into negative impacts on service delivery, which is sacrosanct. Nevertheless, the Department will implement actions to improve on this performance outcome.

The Department is committed to the principles of Batho Pele and its core values of service delivery, underpinned by the tagline, "We care!"

OVERVIEW OF THE OPERATIONS OF THE DEPARTMENT

The Department has established four programmes in accordance with the Estimates of National Expenditure (ENE) framework, namely:

- Administration
- Citizen Affairs
- Immigration Affairs
- Institutional Support and Transfers

Programme 1: Administration

Programme 1: Administration, provides for strategic leadership, management and support services to the Department. It includes, as sub-programmes, the Ministry, corporate services, transversal information technology and office accommodation. As modernised service offerings are key enablers of the Department, transversal information technology was allocated a budget of R1.15 billion in 2023/24, while office accommodation was allocated a budget of R395 738 million. Both these allocations were fully spent.

Programme 2: Citizen Affairs

Programme 2: Citizen Affairs, focuses on providing for secure, efficient and accessible services and issuance of enabling documents to citizens and residents. The objectives of Citizen Affairs 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 and 18 working days, respectively, from the date of application through the live capture system.

Service delivery takes place at the Department's 325 frontline offices, 2 malls and through 227 mobile units. In addition, birth registration is performed at high volume hospitals. To increase access points, clients can apply online for passports and Smart ID cards using the eHomeAffairs platform and

can collect these documents at participating bank branches. Service delivery is coordinated at the provincial level by the Department's provincial managers. As the heart of service delivery, the budget allocated to the provinces for 2023/24 was R2.392 billion. This budget was fully utilised.

Programme 3: Immigration Services

Programme 3: Immigration Services, facilitates and regulates the secure movement of people into and out of South Africa. The Programme determines the status of asylum seekers and regulates refugee affairs. The objectives of this programme are to ensure that the standard of service delivery for processing enabling documents is maintained by meeting a target of 85% of permanent residence applications (processed and collected within South Africa for selected categories) adjudicated within 8 months; and 95% of critical skills visa applications (collected within South Africa) adjudicated within 4 weeks. Included in this programme is the Inspectorate, which is responsible for the detection, detention and deportation of illegal immigrants in accordance with the Immigration Act, 2002.

Programme 4: Institutional Support and Transfers

Programme 4: Institutional Support and Transfers, provides institutional support and the transfer of funds to the Independent Electoral Commission (IEC), a Chapter 9 Constitutional Institution, the Political Parties' Fund and the Border Management Authority (BMA). The Department does not exercise oversight for the IEC or the Political Parties' Fund, but transfers the budget allocated to these entities in accordance with their drawdowns.

The Border Management Authority Act, 2020 provides for the establishment of the BMA as a Schedule 3A public entity. The BMA brings various functions performed at ports of entry under a single command and control structure. This move strengthens integration and coordination of border management and protects South Africa's national interest. After being incubated in the Department during the 2022/23 financial year and following the functional shifts with associated staff and budget, the BMA started operating independently with effect from 1 April 2023. Given that the BMA did not have a fully functional financial system at inception, the Department continued to procure goods and services on its behalf. Payroll, however, was managed on the BMA system.

The Department is represented by its employees at 31 missions in 27 countries abroad. Where the Department does not have a presence, or where the Departmental presence is insufficient, officials of the Department of International Relations and Cooperation (DIRCO) perform functions on behalf of the Department, on the 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, which it deposits into the National Revenue Fund (NRF). In addition, the Department also uses the services of a visa facilitation company (VFS) to collect visa and permit applications abroad, as well as within South Africa.

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

- The Standing Committee on Refugee Affairs (SCRA); and
- The Refugee Appeals Authority also known as RAASA.

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

In addition, the Minister also exercises oversight over the following entities:

- Government Printing Works (GPW), a government component created in terms of the Public Service Act, 1999; and
- Border Management Authority (BMA), 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. The GPW is self-funding and receives no budget allocation from the fiscus.

OVERALL PERFORMANCE OF THE DEPARTMENT

The Department set targets for the first three programmes, as part of the APP process. In contrast to the 2022/23, no targets were set for Programme 4: Institutional support and transfers 2023/24

The Department's performance against APP targets, per programme, is shown below.

Table 5.1.1: APP targets per programme (2023/24)

Programme	Number of planned targets	Number of targets achieved	% of targets achieved	Number of targets not achieved	% of targets not achieved
1. Administration	25	19	76%	6	24%
2. Citizen Affairs	4	3	75%	1	25%
3. Immigration Affairs	5	2	40%	3	60%
4. Institutional support and transfers	0	0	0%	0	0
Total	**34**	**24**	**71%**	**10**	**29%**

The following table provides an explanation for why ten (10) APP targets were not achieved during 2023/24.

Table 5.1.2: APP targets not achieved (2023/24)

	APP target not achieved	Reason(s) for non-achievement
1	Automated Biometric Identification System (ABIS) phase two operational - iris, infant footprint and palm print back-end recognition capability deployed into production	• ABIS phase 2 functional and regression testing could not commence owing to live capture development work and delays in fixing system bugs
2	e-Visa system for study, business and intra-company transfer visas piloted in three countries (Japan, France and Germany)	• The study module was not tested as there were no applicants at the time of the pilot, in any of the three target countries
3	DHA Bill tabled in Parliament	• Consultation process highlighted several concerns that required redrafting of the Bill • Delays in receiving the Bill from the service provider and preliminary certification from the Office of the Chief State Law Adviser • Bill was not yet published in the Government Gazette
4	National Identification and Registration Bill submitted to Cabinet to obtain approval for public consultation	• The Bill was not approved by the Ministerial Management Meeting (MMM) for submission to Cabinet
5	36 million birth records digitised	• The Department did not have the necessary machinery and equipment, or the facilities to accommodate youth recruited for the digitisation project • The process of acquiring suitable facilities from the South African Post Office (SAPO) was lengthy and the buildings had to be repurposed to accommodate the digitisation team • Nonetheless, 800 885 records were digitised in Q4 of the 2023/24.
6	91 health facilities equipped with online birth registration system (issuing birth certificates on the spot)	• Limited IT capacity to fast-track the connectivity of IT equipment and 3G cards • 8 out of the 91 health facilities were equipped with online birth registration system (issuing birth certificates on the spot)

	APP target not achieved	Reason(s) for non-achievement
7	800 000 births registered within 30 calendar days	• 744 588 births were registered within 30 calendar days • 70 376 children who were born within the 2023-24 review period and were not registered within the regulated 30 calendar day period, despite an early birth registration campaign being conducted during the review period. • NPR system downtimes contributed to non-achievement of the target.
8	95% of critical skills visas adjudicated within 4 weeks for applications processed with the RSA	• 52% of the critical skills visa applications were adjudicated within 4 weeks • The additional two levels in the delegations contributed negatively on the outcomes, however the introduction of the new delegations going forward and the removal of the ZEP applications will now provide a relief in terms of the workload which will allow the unit to achieve a better result.
9	90% of business visas adjudicated within 8 weeks for applications processed within the RSA	• 61% of business visa applications were adjudicated within the 8 week turnaround time. • The additional two levels in the delegations contributed negatively on the outcomes, however the introduction of the new delegations going forward and the removal of the ZEP applications will now provide a relief in terms of the workload which will allow the unit to achieve a better result.
10	90% of general work visas adjudicated within 8 weeks for applications processed within the RSA	• 10% of general work visa applications were adjudicated within the 8 week turnaround time. • The additional two levels in the delegations contributed negatively on the outcomes, however the introduction of the new delegations going forward and the removal of the ZEP applications will now provide a relief in terms of the workload which will allow the unit to achieve a better result.

A comparative analysis of the APP performance against the targets set for the period 2014/15 to 2023/24 financial years.

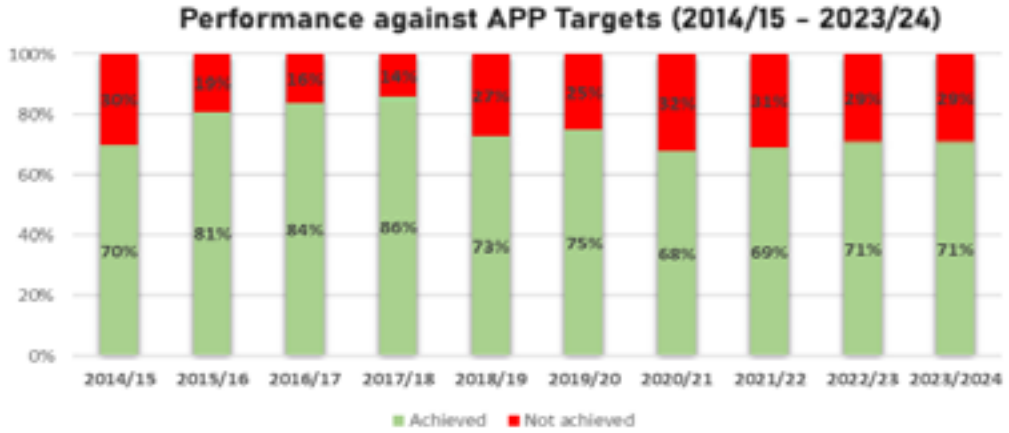


Figure1: Performance trends over a 10-year period

AOP performance for the 2023/24 financial year

The Department achieved 68% of its AOP targets for 2023/24 financial year, compared to 67% in 2022/23 This slight improvement 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 by Branch (2023/24)

Branch	Number of planned targets	Number of targets achieved	% of targets achieved	Number of targets not achieved	% of targets not achieved
Civic Services	10	9	90%	1	10%
Immigration Services	10	3	30%	7	70%
Information Services	5	2	40%	3	60%
Operations	23	16	70%	7	30%
Human Resource Management & Development	4	3	75%	1	25%
Counter Corruption & Security Services	6	5	83%	1	17%
Director General's Office	8	6	75%	2	25%
Finance & Supply Chain Management	11	8	73%	3	27%
Total	**77**	**52**	**68%**	**25**	**32%**

The Department undertakes the following actions to address under-performance:

- Improvements in target setting;
- Reducing dependencies on third parties for achieving targets;
- Redrafting individual performance agreements;
- Monthly, Quarterly and Weekly targets at risk meetings (from Q3); and
- Holding managers accountable for under / poor performance.

Furthermore, while we maintain focus on achieving targets and the Department is also committed to meeting the expectations of our clients. Service delivery, including the issuing of birth, marriage and death certificates, ID documents, passports and permits, is paramount. It is thus critical for the Department to render services in real time, with predictability and assurance that our systems are fully effective and robust, in a suitable working environment, and with a professional, well-trained staff that espouses our slogan 'We Care'!

Challenges

The Department continues to face challenges similar to those reported in previous financial years, including:

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

Stable systems

The Department requires stable systems and network connectivity to deliver modernised services and is dependent upon the State Information Technology Agency (SITA) for all IT-related needs. SITA derives its mandate from the SITA Act, 1998, which compels departments to use SITA for 'mandatory services'. There are, however, ongoing challenges with SITA and the Department has long advocated for a separation from SITA in order to reduce its dependency.

The Department has partnered with the Council for Scientific and Industrial Research (CSIR) to conduct a diagnostic assessment, root cause analysis (RCA) and implementation of remedial action on its modernisation infrastructure and application architecture (Live Capture System), which was implemented from the 2012/13 financial year. The CSIR was strategically selected for its familiarity with the Department's ICT services environment, including the Automated Biometric Identification System (ABIS), National Identification System (NIS) Specification Development, and Smart ID Card Specification Development, which are core to the Department's modernisation programme.

Our analysis of the ICT organisational structure has ensured alignment across Chief Directorates, Directorates, and Sub-Directorates, enhancing operational efficiency. By identifying human resources needs and implementing tailored training programmes, the IT workforce has been fortified for evolving ICT challenges. By investigating system operations interference, day-to-day efficiency is also continuously improving.

On transitioning to network optimisation, progress includes site selection refinement and system downtime mitigation, supported by fibre installations and ongoing testing efforts. Concerning applications, despite deployment delays, notable strides have been made in implementing monitoring systems. Cybersecurity's completion of threat hunting and governance's establishment of robust frameworks further fortify the resilience of our projects. As the Enterprise Architecture blueprint nears completion, our collective efforts drive us toward a smarter, more resilient future, underscoring our commitment to excellence.

The Department acknowledges challenges stemming from outdated technology and infrastructure, which hinders optimal performance and accessibility and leads to system downtime and service interruptions. To address these obstacles, a comprehensive strategy has been formulated, targeting capacity building, technology refresh, security enhancement, and connectivity upgrades. Expansion through the Modernisation Programme, coupled with intensive project focus, has resulted in lagging technology and infrastructure updates, exacerbating system downtime. A comprehensive intervention plan, including frontline officer IT troubleshooting training and technology refresh initiatives, is in place to bolster capacity and modernise infrastructure, ensuring enhanced service delivery and reliability.

Furthermore, initiatives such as Uninterrupted Power Supply (UPS) and generator monitoring technology investigation, information security enhancement, and connectivity upgrades will fortify the Department's operational resilience. These interventions, coupled with ongoing collaboration with the CSIR and other stakeholders, are poised to mitigate system downtime, improve service delivery and ensure the reliability and security of the Department's operations. Effective implementation, supported by ongoing monitoring and evaluation, will be pivotal in assessing intervention effectiveness and making the necessary adjustments for sustained operational excellence.

Stable power supply

The Department requires a stable power supply to ensure network stability and connectivity. To mitigate the risk from load shedding and prolonged power outages, the Department installed generators and UPS at all modernised offices, although challenges remain. These include the high cost of generators, UPS units and batteries; age and overuse of backup units; and our reliance on mobile telecommunication service providers who also depend on a stable power supply. The Department is hopeful that South Africa's electricity interventions will lead to a reliable power supply, we will continue to mitigate this risk through execution of the generator monitoring technology investigation and an upscaling of our generator maintenance programme.

In 2022/23 the Department cancelled a bid for service providers to install, repair and service generators as a result of the collusion of some bidders on pricing. A new bid was issued and awarded on 23 November 2023. The new service provider performs regular maintenance and support for the Department's existing fleet of generators and UPS.

Branch Appointment Booking System (BABS)

The Branch Appointment Booking System (BABS) was established to alleviate wait times at Home Affair's modernised offices. BABS is accessible through the Home Affairs website and provides citizens the option to book a date and time for their Home Affairs visit, with emphasis on Smart ID card and Passport applications. The System is linked to the National Population Register (NPR) for additional security.

BABS has been rolled out to 198 modernised offices countrywide with over 1.5 million booking appointments honoured during 2023/24. While clients are encouraged to make use of BABS, all offices continue to accommodate walk-ins to ensure that no citizen is turned away.

Mobile units

The Department uses mobile units to provide access to Home Affairs services for all communities. An additional 100mobile units were procured during the year under review, staffed by 100 mobile drivers and 100 mobile clerks. The total mobile unit fleet, at the end of the financial year, was 227 units. The Department intends to procure additional mobile units over the Medium Term Expenditure Framework (MTEF) should funding become available.

New offices

The Department is dependent on the Department of Public Works and Infrastructure (DPWI) for the expansion of its physical footprint through the introduction of fit-for-purpose offices on state owned land. In 2023/24, the Department lodged a complaint about the delays in finalisation of the capital works projects at Mokopane, Thohoyandou, Taung and KwaDukuza/Stanger, which were scheduled for hand-over by December 2023 but remained incomplete as at 31 March 2024.

The Department moved into the Mokopane office after the reporting period (May 2024). DPW&I cancelled the contract with its contractor for the Thohoyandou site and ceded the contract to the Development Bank of Southern Africa (DBSA) to complete the outstanding work. The DPW&I has committed to project completion and hand-over for the KwaDukuza/Stanger and Taung projects in Quarter 2 of 2024/25.

Opening offices in shopping malls

Shopping malls were identified as an ideal location for DHA offices, as they provide adequate parking, security and backup power, with added convenience for clients. The new office in Menlyn Mall, Tshwane, which was opened in 2023, is a premier example of this approach. This office provides ample waiting room and a separation of collection and application functions, to improve queue management, and was the first office to provide a web-based live-capture system.

Following on the success of the Menlyn office, the Department acquired office accommodation at the Pavilion (eThekwini), Cresta (Randburg), Tyger Valley (Cape Town) and Southgate (Johannesburg) malls. The Cresta and Pavilion mall offices opened after the reporting period, in April and May 2024 and the opening of Tyger Valley and Southgate is planned for later in 2024/25. The turnaround time for opening these and other offices in malls is within the Department's control.

Capacitating the Department with staff

New offices and mobile units require service delivery staff which is a challenge given current capacity constraints. The Department's approved functional organisational structure and post establishment provides for 18 456 posts, of which 7 417 are filled (as at 31 March 2024). This translates to a Department capacitated at 40.18%, representing a downward trend from previous years.
Following the submission of a comprehensive business case in 2021/22, National Treasury responded to the Department's request for additional capacity, allocating R266 million in the 2022/23 financial year for the appointment of additional staff. This allowed the Department to fund 742 unfunded posts, with a bias towards Citizen Affairs. Of the 742 posts advertised, 654 were posts in the provinces and 88 in Head Office. Except for three Deputy Director-General (DDG) posts, all posts were filled in the 2023/24 financial year.

The Department further prepared a second business case for submission to National Treasury. The purpose of this business case is to increase the overall capacity of the department from the current 40.18% to at least 62%. This would require

Digitisation of records

In the State of the Nation Address, on 10 February 2022, the President of South Africa announced that the Department will recruit 10 000 unemployed young people for the digitisation of paper records, thereby enhancing their skills and modernising the Department's back-office.

A business case was prepared and submitted to National Treasury. Treasury subsequently funded the business case in the amount of R500 million for 2023/24. The requested funding will enable implementation of the digitisation of all birth records and amendments and rectifications. These categories form the basis for the administration of other subsequent enabling documents, such as citizenship, passports and identity documents. Digitisation of these records will ensure the attainment of integrity of the National Population Register (NPR) as digital records are more secure than paper-based records.

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

Combatting fraud and corruption

The zero-tolerance approach to fraud and corruption is making an impact on the Department. In the year under review, several officials were dismissed, inter alia, for fraudulent issuance of permits, enabling documents and for accepting bribes. Unfortunately, our officials remain vulnerable to exploitation by criminal syndicates. There is also the ongoing challenge of citizens selling their birth right and identity to unscrupulous foreigners. The Department will open criminal cases against citizens who facilitate photo swops and marriages of convenience.

The Minister of Home Affairs established a Ministerial Advisory Committee on the issuance of permits and visas in 2022. The Committee was chaired by Dr Cassius Lubisi, the former Director-General in the Presidency. The mandate of this Committee was to review the issuance of permanent residence permits, business visas, corporate visas, critical and exceptional skills visas, study visas, retired persons visas and citizenship by naturalisation between 12 October 2004 and 31 December 2020. The Lubisi Committee concluded its investigation on 10 June 2022 and submitted its report with recommendations.

Based on the recommendations of the Lubisi Report, the Department established a Multi-Disciplinary Task Team (MDTT) which became fully operational on 1 March 2023 and is divided into the following teams:

- Disciplinary Legal Implementation team;
- Data Analytics team;
- Case Management team;
- Disciplinary investigative team;
- Criminal investigative team; and
- Contingent liability / SOP / Training team.

The MDTT is focused on 25 areas such as appeals, the Visa Adjudication System (VAS), and visas and permits. The data used to analyse foreign national applications for investigations and for building profiles on officials for internal disciplinary action consists of more than 11 billion records/rows.

As a result of the Lubisi Report, the Minister requested the President to issue a proclamation to the Special Investigating Unit (SIU) to investigate visa issues at the Department. In response, the President issued Proclamation R.154 of 2024 on 16 February 2024. In terms of this Proclamation, the SIU is empowered to investigate:

- alleged serious maladministration in connection with the affairs of the Department,
- improper or unlawful conduct by officials or employees of the Department,
- unlawful appropriation or expenditure of public money or property,
- intentional or negligent loss of public money or damage to public property, and
- offences in terms of the Prevention and Combating of Corrupt Activities Act, 2004 which took place between 12 October 2004 and the date of publication of the Proclamation (16 February 2024) relating to the issuance of permits / visas and citizenship by naturalisation and the installation of IT firewalls.

The department is cooperating fully with this investigation and we therefore welcome initiatives such as the inaugural meeting of the Border Management and Immigration Anti-Corruption Forum (BMIACF) held on 8 April 2024.

Overview of the financial results of the Department

The department obtained a qualified audit outcome on financial statements and material misstatements on the performance information against the planned targets and material non-compliance with key laws and regualtions for the period under review. This is a regression from the previous unqualified audit outcomes that were achieved by the department. The Department is concerned about the regression on the qualified audit opinion with material findings. Steps were taken to improve on the audit outcome and we remain committed to achieving an improved audit outcome in 2024/25.



The following tables provide an overview of the annual appropriation, expenditure and revenue collected over the 2023/24 financial year.

Annual Appropriation - R12. 380 billion

Table 5.1.4: Baseline allocation by National Treasury (2022/23 vs 2023/24)

BASELINE ALLOCATION BY NATIONAL TREASURY	2023/24 R'000	2022/23 R'000
Baseline Amount	**11 094 482**	**9 405 958**
Home Affairs functions	8 211 803	6 840 091
Electoral Commission	2 232 334	2 223 790
Represented Political Parties Fund	650 345	342 077
Border Management Authority	1 341 225	167 938
Additional funds	**1 285 472**	**1 690 274**
Self-financing	1 047 000	798 000
Home Affairs functions (COLA)	0	92 274
Digitisation Project	0	500 000
Roll Over for Digitisation	38 472	
Represented Political Parties Fund	200 000	300 000
Final Appropriation	**12 379 954**	**11 096 232**

The budget allocation for 2023/24 (R12.380 billion) shows a marginal increase of 12% compared to the previous financial year 2022/23 (R11.096 billion). The increase is primarily due to an approved roll-over of funds of R38.472 million for the Digitisation Project and Self-Financing which increased from R798 million to R1.047 billion in the 2023/24 financial year, which were used for issuing official documents, which is defrayed by revenue generated. The 2023/24 budget did not provide for an increase in inflation or to fill vacant posts as a result of natural attrition.

The Department was allocated R200 million as a result of the Second Adjustments Appropriation Act, 2024, gazetted on 7 May 2024, which allocates funds to the Independent Electoral Commission (IEC) for the RPPF. In terms of section 3(a) of this Act, the appropriations and the expenditure thereof, incurred by 31 May 2024, must be regarded as appropriations and expenditure for the 2023/24 financial year. The Department transferred R200 million to the IEC on 7 May 2024. The transaction was accounted for in accordance with the guidance provided by National Treasury.

Appropriation vs Expenditure

Table 5.1.5: Appropriation vs Expenditure (2022/23 vs 2023/24)

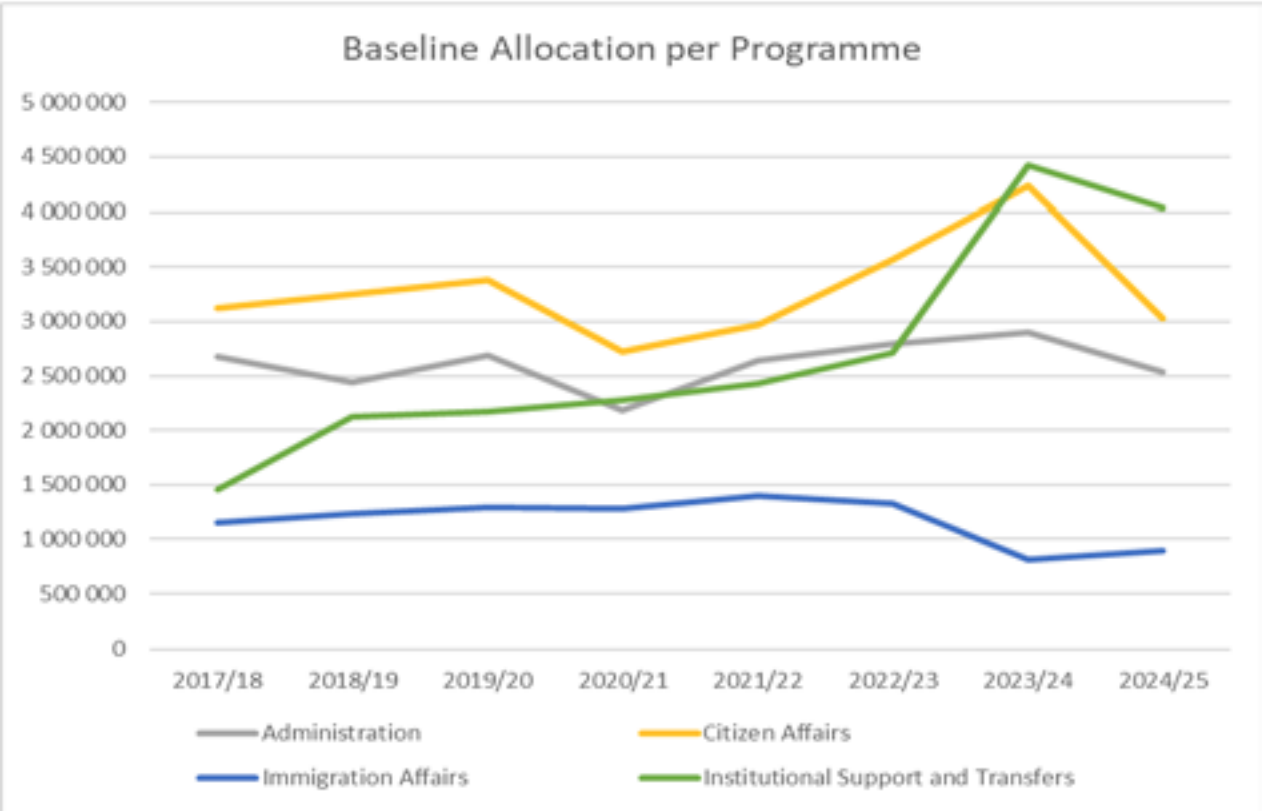
Per Economic Classification

	2023/24			2022/23		
	Final Appropriation	Actual Expenditure	Variance	Final Appropriation	Actual Expenditure	Variance
	R'000	R'000	R'000	R'000	R'000	R'000
Current payments	**7 241 183**	**6 957 777**	**283 406**	**7 801 641**	**7 399 190**	**402 451**
Compensation of employees	3 526 565	3 524 954	1 611	4 263 129	3 903 617	359 512
Goods and services	3 713 958	3 509 360	281 795	3 537 399	3 494 460	42 939
Interest and rent on land	660	660	-	1 113	1 113	-
Transfers and subsidies	**4 446 453**	**4 448 322**	**(1 869)**	**2 890 570**	**2 590 570**	**300 000**
Provinces and municipalities	2 041	3 910	(1 869)	2 049	2 049	-
Departmental agencies and accounts	4 424 054	4 424 054	-	2 866 627	2 566 627	300 000
Households	20 358	20 358	-	21 894	21 894	-
Payments for capital assets	692 318	894 387	(279 266)	404 021	404 021	-
Payment for financial assets	-	1 580	(1 580)	-	4 250	(4 250)
Total	**12 379 954**	**12 379 263**	**691**	**11 096 232**	**10 398 031**	**698 201**

The Department's main cost drivers, by economic classification, are transfers and subsidies with R4.448 billion followed by the COE, amounting to R3.525 billion in actual expenditure, and goods and services at R3.509 billion. The composition of actual expenditure changed from the 2022/23 financial year, when expenditure on goods and services at R3.494 billion far exceeded expenditure on transfers and subsidies at R2.591 billion. This increase in expenditure on transfers and subsidies is a result of the function shifts to the BMA and the additional allocations to the IEC and RPPF. Actual expenditure on payment for capital assets amounted to R894 million in the year under review, compared to R404 million in 2022/23. The significant increase in capital expenditure is attributed to expenditure relating to the digitisation project.

The following graph shows the baseline allocations per programme from 2017/18 to 2024/25. Three programmes, Administration, Citizen Affairs, and Institutional Support and Transfers received an increased allocation in 2023/23, followed by a reduction for the 2024/25 financial year, while the Immigration Affairs programme saw their budget reduced in 2023/24 followed by a slight increase for 2024/25.

Figure 2: Baseline allocation per programme (2017/18 to 2024/25)



Departmental receipts

Revenue collected increased significantly by approximately R222 million (22%) to R1.251 billion compared to the revenue collected in the previous financial year (R1.029 billion). The revenue target of R1.229 billion for the year under review was exceeded by R22 million or 2.0%.

The increase in revenue collected is attributed to the increase in the sale price of passports and travel documents. These initiatives, linked to the efforts of our front office staff in Civic Services, contributed to revenue collected increasing. In addition, the Department strengthened internal controls in the revenue administration by, amongst others, encouraging of payment by card and electronic funds transfers emanating from payments by clients using e-channel and BABS platforms.

Foreign revenue collected for the year under review is R192.7 million. Of this amount, R175.3 million was paid into the National Revenue Fund (NRF) by DIRCO on behalf of the Department. During the year under review, DIRCO also paid into the NRF R30.9 million in respect of prior years, leaving DIRCO with a balance of approximately R65 million owing to the Department.

Table 5.1.6: Departmental revenue (2022/23 vs 2023/24)

Departmental receipts	2023/24			2022/23		
	Estimate 2023/24	Actual Amount Collected 2023/24	(Over)/Under Collection 2023/24	Estimate 2022/23	Actual Amount Collected 2022/23	(Over)/Under Collection 2022/23
	R'000	R'000	R'000	R'000	R'000	R'000
Sale of goods and services other than capital assets	**1 000 699**	**1 217 679**	**(216 980)**	762 322	998 073	(235 751)
Fines, penalties and forfeits	**14 240**	**12 167**	**2 073**	10 850	8 869	1 981
Interest, dividends and rent on land	**12 858**	**3 829**	**9 029**	9 850	360	9 490
Sale of capital assets	**2 858**	**643**	**2 215**	2 178	6 840	(4 662)
Financial transactions in assets and liabilities	**16 798**	**16 292**	**506**	12 800	14 965	(2 165)
Total	**1 047 453**	**1 250 610**	**(203 157)**	**798 000**	**1 029 107**	**(231 107)**

Tariffs and fees

The 2022/23 approved tariffs were still applicable for the current financial year, as the review of the visa and immigration tariffs is underway and adjustment thereof will be implemented during 2024/25 subsequent to the completion of the review process.

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 provided free of charge.

Programme Expenditure

The Department utilised 99.99% of the budget appropriated for the 2023/24 financial year. The Department was allocated an additional R200 million for the RPPF in terms of the Second Adjustments Appropriation Act, 2024, gazetted on 7 May 2024. In accordance with this Act, the

appropriations and the expenditure thereof, incurred by 31 May 2024, must be regarded as appropriations and expenditure for the 2023/24 financial year.

Table 5.1.7: Programme expenditure (2022/23 vs 2023/24)

Programme expenditure

	2023/24			2022/2023		
	Final Appropriation	Actual Expenditure	Variance	Final Appropriation	Actual Expenditure	Variance
	R'000	R'000	R'000	R'000	R'000	
Programme						
Administration	2 752 418	2 751 767	651	2 795 080	2 795 065	15
Citizen Affairs	4 362 538	4 362 498	40	3 889 636	3 562 164	327 472
Immigration Affairs	841 094	841 094	0	1 400 643	1 329 929	70 714
Institutional Support and Transfers	4 423 904	4 423 904	0	3 010 873	2 710 873	300 000
Total	**12 379 954**	**12 379 263**	**691**	**11 096 232**	**10 398 031**	**698 201**

At programme level, Programme 1: Administration underspent its budget by R651 000.

Expenditure per economic classification

Per Economic Classification						
	2023/24			2022/23		
	Final Appropriation	Actual Expenditure	Variance	Final Appropriation	Actual Expenditure	Variance
	R'000	R'000	R'000	R'000	R'000	R'000
Current payments	**7 241 183**	**6 957 777**	**283 406**	**7 801 641**	**7 399 190**	**402 451**
Compensation of employees	3 526 565	3 524 954	1 611	4 263 129	3 903 617	359 512
Goods and services	3 713 958	3 423 163	281 795	3 537 399	3 494 460	42 939
Interest and rent on land	660	660	-	1 113	1 113	-
Transfers and subsidies	**4 446 453**	**4 448 322**	**(1 869)**	**2 890 570**	**2 590 570**	**300 000**
Provinces and municipalities	2 041	3 910	(1 869)	2 049	2 049	-
Departmental agencies and accounts	4 424 054	4 424 054	-	2 866 627	2 566 627	300 000
Households	20 358	20 358	-	21 894	21 894	-
Payments for capital assets	**692 318**	**971 584**	**(279 266)**	**404 021**	**404 021**	**-**
Payment for financial assets	**-**	**1 580**	**(1 580)**	**-**	**4 250**	**(4 250)**
Total	**12 379 954**	**12 379 263**	**691**	**11 096 232**	**10 398 031**	**698 201**

At economic classification level, the allocation for COE was fully spent. The underspending on Goods and Services was necessary to cover the overspending on Capital Assets required for the digitisation project.

Virement

During the year under review, the Department shifted funds between programmes and economic classification in line with the PFMA, 1999, not exceeding the set virement threshold of 8%. The following virements were approved by National Treasury:

Table 5.1.8: Adjusted appropriation / virement per programme (2023/24)

Per Programme	Adjusted Appropriation	Virement	% of Virement	Final Appropriation
	R'000	R'000	%	R'000
Administration	2 904 061	(151 643)	-5%	2 752 418
Citizen Affairs	4 241 011	121 527	3%	4 362 538
Immigration Affairs	810 978	30 116	4%	841 094
Institutional Support and Transfers	4 423 904	-	0%	4 423 904
Total	**12 379 954**	**-**	**0%**	**12 379 954**

	Programmes				
	Administration	Citizen Affairs	Immigration Affairs	Institutional Support and Transfers	Total
	R'000	R'000	R'000	R'000	R'000
Economic Classification					
Compensation of Employees	1 611	0	0	0	1 611
Goods and Services	620	281 175	0	0	281 795
Interest and rent on land	0	-	0	0	0
Transfers and subsidies	0	(1 869)	0	0	(1 869)
Payment for capital assets	0	(279 266)	0	0	(279 266)
Payment for financial assets	(1 580)	-	0	0	(1 580)
Total	**651**	**40**	**0**	**0**	**691**

The Department received the final 2023 ENE allocation letter from National Treasury on 22 February 2023 which allocated R1.342 billion to the Border Management Agency. For the ENE to be in line with the Departments' budget allocation, a virement amounting to R 3.911 million was moved from Programme 1as follows: R3.908 million was moved to Programme 3 and R3 000 to Programme 2.

Approval was granted by National Treasury on 27 September 2023 to un-earmark the Passenger Name Recognition (PNR) System R225.519 million and utilise R75.519 million in savings for COE. The remaining R150 million was used to fund various Goods and Services related items. In addition, R24.481 million in savings was taken from Information Services towards COE.

The Department had a shortfall in the Chief Directorate: Communication Services for Ministerial Outreach Programmes (R7 million), and in the Branch: Human Resource Management and Development (R3 million) for training purposes. In response, an amount of R1.130 million was moved from Programme 2 (Citizen Affairs) to Programme 1 (Administration) and R5.415 million was moved from Programme 3 (Immigration Affairs) to Programme 1 (Administration). The remaining R3.455 million was cut from Programme 1 (Administration) through the shifting of funds and therefore did not require virement approval.

Approval was granted by National Treasury on 22 March 2024 for savings under Goods and Services of R28 million to be used for the shortfall in COE as a result of salary increases, overtime and pay progression.

Rollover

The Department has spent 99.99% of the budget allocated for the 2023/24 financial year. As the Department utilised its full allocation, no requests to rollover funds were submitted to National Treasury.

Unauthorised expenditure

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

Irregular expenditure

The Department incurred irregular expenditure in the amount of R466.131 million in 2023/24 (R32.873 million in 2022/23). This includes R34.875 million for the ABIS contract, which comes from prior years, R1.114 million for the Foursight firewall contract, also coming from prior years, and R2 900 for an official trip that took place without approval. This figure also includes the expenditure relating to digitization project, discussed more fully below. With the exception of the IT firewalls case, all the procurement done by means of a SITA Regulation 17.6.1 deviation is disclosed as irregular expenditure. In addition, an amount of R202.3 million is disclosed as irregular expenditure for construction related expenditure at the digitization sites due to non-compliance with the CIDB regulations.

National Treasury condoned expenditure relating to the Foursight matter in the amount of R51.701 million on 27 March 2024. This matter relates to the procurement of IT firewall licenses, maintenance and support for the Department, which was procured through an open competitive bidding process and not through SITA.

The Department also requested National Treasury to condone the expenditure relating to cleaning services (R12.934 million) and the ABIS contract (R307.934 million). National Treasury declined, but advised the Department to use the provisions in the UIF PFMA Framework to request that the Accounting Officer remove the expenditure from the irregular expenditure register. After considering the facts, the Accounting Officer approved that these two cases be removed from the register.

Towards the closure of the 2022/2023 financial year audit, the Department was issued a finding by the Auditor General South Africa (AGSA) relating to bid number DHA11-2022 for the procurement of Professional Services for the Digitisation of Civic Services records. In this finding, the AGSA stated that there is no evidence that the professional services required for the digitisation project were procured from or through SITA, that there is non-compliance to the SITA Act 88 of 1998, and that the resultant expenditure should be disclosed as irregular expenditure. The Department disagreed with the finding, but the matter could not be resolved before sign-off of the 2022/2023 audit report.

The Departmental Loss Control Committee has followed the process prescribed in Chapter 4 of the Compliance and Reporting Framework (Annexure A: National Treasury Instruction No. 4 of 2022/23). The alleged irregular expenditure was reported to the Director-General. The Departmental Loss Control Committee confirmed on 1 November 2023 that the expenditure is not irregular expenditure. In addition, the Departmental Loss Control Committee also determined, ex abudande cautela, that no loss was incurred; that there are no allegations of fraudulent, corrupt, or other criminal conduct, or any breakdown in the designated internal control systems. The Director-General accordingly referred the matter to National Treasury on 8 November 2023.

National Treasury responded to the Department on 21 May 2024 and indicated that no evidence was provided during the audit to confirm that the Department complied with all SCM prescripts and concluded that the procurement process followed by the Department is irregular.

Fruitless and wasteful expenditure

A total amount of R30 000 (R78 000 in 2022/23) is recorded as fruitless and wasteful expenditure in the year under review. The bulk of this expenditure relates to penalties and arrears incurred on the transfer of vehicle licensing between provinces.

Fruitless and wasteful expenditure cases are referred to the Departmental Loss Control Committee for its consideration in accordance with the Fruitless and Wasteful Expenditure 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.

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.

Public private partnerships

The Department has registered the following Public-Private Partnerships (PPP) with National Treasury:

Table 5.1.9: Public-Private Partnerships

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 Request for Proposals (RFP) was submitted to National Treasury in March 2022 for approval. Treasury granted TAIIA approval of the RFP on 5 May 2023. The Department issued the RFP to the market on 3 September 2023 with a closing date of 4 March 2024. As a result of a request from the market, the submission date was extended by the BAC on 14 December 2023 to 4 July 2024.
Permanent Head Office	Build, operate and transfer new head office complex	R1 billion	20 years	The feasibility study (TA 1 approval) has been approved by National Treasury. The transaction adviser 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. Given current budget constraints, the Department must first find an alternative source of funding to address the unitary payment shortfall before proceeding further with this PPP.
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 (TA) 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 (JV) appointed in May 2023. The project lead on the new TA made material misrepresentations and the appointment of the TA was cancelled on 14 February 2024 by the BAC. A new SCM process to appoint a TA will commence in Q1 of 2024/25.
Refugee Reception Centre at Lebombo	Build, operate and transfer a refugee reception centre close to the border	R233 million	20 years	A feasibility study was submitted in 2018/19. The project has been put on hold to allow ASM working with the United Nations High Commissioner for Refugees (UNHCR) to develop an alternative approach. Current funding pressures hamper options in this regard.

None of the above PPP's have progressed to the signed agreement stage.

Discontinued key activities / activities to be discontinued

Due to the establishment of the BMA as a schedule 3A public entity effective from 01 April 2023, the Department ceded the ports of entry function and associated staff and budget to the BMA.

New or proposed key activities: The establishment of the BMA

The BMA was established as a Schedule 3A entity on 1 April 2023. As the BMA did not have a fully functional financial system during the year under review, the Department continued to assist the BMA with the procurement of goods and services and payment of suppliers. For accounting purposes, this support is reflected

under the principal agent relationship, with the Department being the agent for the procurement of goods and services on behalf of the BMA.

The BMA managed its own payroll with effect from 1 April 2023.

The Department did not embark on or plan any other major new key activities in the 2023/24 financial year.

Supply Chain Management (SCM)

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 97% 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, SCM practitioners must sign the code of conduct per financial year, which includes disclosure of their financial interests.

The Department's bid administration and management structures are in place and are functioning in a manner that promotes government supply chain management principles. In accordance with the BAC terms of reference, the tenure of the current members expired on 31 March 2024. New BAC members were appointed and inducted in April 2024.

The levels of fraud and corruption in public sector procurement exposes suppliers and officials alike. In this regard, SCM officials are aware that they must be vigilant and maintain the highest ethical standards in dealing with suppliers. It is therefore concerning to note the level of indebtedness among staff, especially those at lower levels, and the 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.

Gifts and Donations received in kind from non-related parties

Donations in kind to the State for the year under review total R596 000 (R710 000 in 2022/23). The bulk of this relates to sponsorships to cover travel and accommodation for Department officials attending international engagements and a donation of two scan flow printers by the UNHCR.
The Department is also the beneficiary of Criminal Assets Recovery Account (CARA) funding, created in terms of the Prevention of Organised Crime Act, 1998. In this regard, the Department received R70 million in the 2018/19 financial year for four law enforcement related projects. Of the first drawdown of R28 million, R21.860 million was expensed in the 2018/19 financial year and a further R3.5 million in the 2019/20 financial year, to procure vehicles. During the year under review, additional equipment and furniture to the value of R14 million were procured for the Refugee Reception Centres, however 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.

In the year under review, the Department again received R100 million from CARA. This allocation is to enable the Immigration Branch to support actions to combat illicit mining and illegal migration. This allocation is divided as follows:

- R39 million for vehicles (including busses and prison vans to deport illegal immigrants)
- R5 million for handheld devices
- R56 million for operations, including overtime, to combat illicit mining

Operations by the Immigration Branch are ongoing. Handheld devices are being tested to ensure compatibility and effectiveness in field situations. Orders for the vehicles were issued and delivery is expected in 2024/25.

CARA funding is accounted for as aid assistance received, the details of which are set out in the annexures to the financial statements.

The Department entered into a multi-year partnership agreement with the UNHCR on 1 April 2021 for support to the refugee's appeals authority to address the backlogs facing refugees. The partnership enables the Department to appoint additional legally qualified members to the refugees appeals authority and provides funding to cover the salary costs, expertise and equipment. The contribution of the UNHCR in the year under review was R18, 032 million, of which the full amount was expensed. The Project is expected to run until December 2024.

In cases of distress, the Department considers the waiving of fees for ID replacements, and birth, marriage and death certificates. This usually happens where residents of informal settlements lose their belongings and identity documents due to fire or floods. In the past, the waiver of fees in such instances was accounted for as gifts / donations made by the State. This is now accounted for under the note 9.1 transfers and subsidies. For the current financial year, the amount waived for fees for IDs and enabling documentation is R449 000 (R539 000 in 2022/23).

Further details regarding gifts, donations, and sponsorships are provided in Annexure 1J of the Financial Statements.

Exemptions and deviations received from the National Treasury

The Department did not apply for exemptions or deviations from National Treasury during the year under review.

Investigations

The Department has initiated a number of investigations on its own accord. These investigations include:

Courier services

As reported in previous financial years, the Department is participating in a transversal contract (RT5-2020) for courier services. During the 2020/21 financial year, billing inconsistencies and fraudulent transactions were discovered on two accounts of one of the service providers on the contract. These findings were brought to the attention of the service provider and National Treasury as custodian of the transversal contract. The fraudulent transactions involve a supplier 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 forensic 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 15.4 kgs. Furthermore, a significant portion of the single waybills with multiple items collected from the same collection point and delivered to the same destination point were charged separately at 15.4 kgs per item, resulting in over-billing by the service provider in the amount 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, financial experts met on several occasions agree on the amount to be paid by the service provider. This process is now concluded with the quantum in dispute determined. The Department is engaging National Treasury as custodian of the transversal contract on the way forward with this matter.

IP Granite Firewall

The Department initiated an investigation following complaints received from the sub-contractor alleging that the main contractor wishes to cancel the subcontract agreement. The main contractor then alleged that a Departmental official unfairly intervened and delayed payment of its invoices for services rendered. It was further alleged that the brother of the official works for the sub-contractor. The Department appointed an audit firm to investigate. 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 Combating of Corrupt Activities Act, and contraventions of the B-BBEE 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, while the criminal investigation by the Hawks is continuing.

The matter is now the subject of a Special Investigating Unit (SIU) investigation. This follows the gazetting of Proclamation No. R154 of 2024 (Gazette No. 50129) dated 16 February 2024 by the President. The Department is cooperating fully with the SIU investigation.

Lindela Repatriation Centre

National Treasury briefed a firm to conduct a forensic investigation into the Department's appointment of a facility manager for the Lindela Repatriation Centre. 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 SLA between the Department and the facility management company should be reviewed and amended where necessary in accordance with the recommendations in the report. These recommendations were attended to by the Department.

The service provider (Bowman Gilfillan) submitted its final report on leg 3 of its forensic investigation to National Treasury on 30 June 2023. Treasury submitted the report to the Department on 15 March 2024.

Following the escape of 69 illegal immigrants detained at the Lindela Repatriation Centre on 17 March 2024 and an attempted escape on 18 March 2024, the Department intervened by deploying additional armed private security officers to the facility. The incidents were reported to the SAPS and the criminal investigation is ongoing. The investigation into alleged failures by management and the service provider to prevent future escape attempts is ongoing and complicates the finalisation of the SLA.

DIRCO receivable / NRF payable

Prior to 1 April 2016, the Department and DIRCO had an agreement in terms of which DIRCO would collect revenue for products sold at our missions and pay over such monies to the Department. The Department would record this non-cash amount in its books and on the disclosure note and make a further disclosure when these were paid over to the National Revenue Fund (NRF). In total, a dormant balance of R522.279 million, representing foreign revenue recorded, was collected at the missions prior to 2014/15. Some of these transactions lacked a cash element and thus the balance did not necessary represent cash received when it was restated to accommodate the new accounting treatment in the 2015/16 financial year.

During November 2021, National Treasury appointed a service provider (Fundudzi) to conduct a forensic investigation into allegations of maladministration of revenue collected by DIRCO on behalf of the Department at South African missions abroad. In this regard, it was alleged that as of 22 December 2020, a total of R846 million collected by DIRCO was not deposited into the NRF. This amount comprised 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 Department engaged National Treasury and DIRCO during the financial year under review with a view to resolve the issue of the 'dormant' DIRCO balance of R522.279 million. Treasury advised the Department to de-recognise this amount as it is clear that DIRCO does not have such funds in its account. The DIRCO 'dormant' balance was accordingly de-recognised during the year under review, thus concluding this matter.

Contingent liabilities

Contingent liabilities of R268.907 million (R239.500 million in 2022/23) are disclosed in note 18 to the financial statements. 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 legal amount, however, this is not a reliable estimate 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 nature of contingent liability for the Department is as follows:

Labour disputes estimated at: R153,7 million

The labour contingent liability pertains to labour disputes against the Department which are still in the arbitration process. The disputes are mainly due to unfair labour practice and unfair dismissals. The settlement amount is dependent on a ruling by the General Public Service Sectoral Bargaining Council. Public Service Co-ordinating Bargaining Council, and/or 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 in the amount of R115 million.

Contingent legal cases

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 and non-issuing of unabridged birth certificates, ID documents and fraudulent use of IDs and passports resulting in the arrest and detention of the lawful owners.

The summons value of legal claims against the Department is R2.182 billion. The amount of successful claims stemming from these summonses cannot be reliably estimated due to historic trends that indicate significant differences between the summons amounts and awarded amount, the length of time to resolve cases, the number of cases abandoned during the process, and the legal complexity of cases. These estimates are therefore not disclosed in the financial statements. An analysis of the contingent liabilities for the financial years 2019/20 to 2021/22 was performed. The analysis examined the number and value of cases and the number and value of awards made. It found very little correlation as well as variable correlation between the amounts claimed per category of contingent liabilities and the amounts awarded. The table below indicates:

- The total number of cases greater than 10 years old, which are regarded as dormant. In these cases, the State Attorney received only a summons and there has been no action on the matter since.
- The total number of cases within 10 years, which are regarded as dormant. In these cases, the state attorney received only a summons and there has been no action on the matter.
- The total number of cases less than 10 years old, which are regarded as matters that are still active.

Table 5.1.10: Value of contingent legal cases per category

Categories	>10 years (R'000)	Within 10 years (R'000)	<10 years (R'000)	Total (R'000)	>10 yrs & within 10 yrs) (R'000)	% of dormant cases
Immigration	112 031	43 306	1 162 511	1 317 849	155 338	11.79%
Civics	1 545	7 246	613 993	622 785	8 791	1.41%
Tenders & Contracts	185 356	12 988	4 630	202 975	198 344	97.72%
Others	1 682	1 056	35 873	38 611	2 738	7.09%
Totals	**300 616**	**64 597**	**1 817 008**	**2 182 222**	**365 213**	**16.74%**

- Inspectorate: Immigration Services (IMS) cases to the value of R155 million (>10 year and within 10 years old), which is 11.79% of the total cases value is considered dormant.
- Civic cases to the value of R8.7 million which is 1.41% of the total cases is considered dormant.
- Tenders and Contract cases to the value of R198 million, which is 97.72% of the cases is considered dormant.
- Other cases to the value of R2,7 million, which is 7.09% of the total cases is considered dormant.

The Department divides contingent liabilities into the following five categories:
- Immigration
- Civics
- Tenders and contracts
- Labour
- Others

The number and value of cases and the number and value of awards made across the five categories are set out in the table below:

Table 5.1.11: Contingent liabilities and amount awarded (2019/20 – 2023/24)

CONTINGENT LIABILITIES AND AMOUNT AWARDED		
	Percentage of cases awarded number	Percentage of cases awarded value
Average range of all five categories 2023/24	3.31% - 15.44%	0.06% - 6.40%
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%

The reasons for the variances across the five categories are:

- 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.; and
- Uncertainty inherent in predicting the outcome of the legal process.

Table 5.1.12: Reasons for variance across categories (2023/24)

2023/24	Immigration	Civics	Tender & Contracts	Other	Labour
All cases – number	242	47	19	68	149
All cases – value (R'000)	1 317 849	622 785	202 975	38 611	153 707
Exceptionally large cases – number	7	4	2	1	41
Exceptionally large cases – value (R'000)	1 034 848	491 000	181 650	20 000	126 171
% of exceptionally large cases – number	2.89%	8.51%	10.53%	1.47%	27.52%
% of exceptionally large cases – value	78.53%	78.84%	89.49%	51.80%	82.09%

Table 5.1.13: Reasons for variance across categories (2022/23)

2022/23	Immigration R'000	Civics R'000	Tender & Contracts R'000	Other R'000	Labour R'000
All cases – number	245	45	21	68	93
All cases – value (R'000)	1 302 959	613 785	218 142	38 361	124 300
Exceptionally large cases – number	7	4	2	1	34
% of exceptionally large cases – value (R'000)	1 024 848	491 000	186 639	20 000	108 241
% of exceptionally large cases – number	2.86%	8.89%	9.52%	1.47%	36.56%
% of exceptionally value – value	78.66%	80.00%	85.56%	52.14%	87.08%

In comparison to the 2022/23 financial year, the number of cases decreased by three, while the value of cases increased from R1.302 billion to R1.317 billion. The value of the seven exceptionally large cases increased from R1.024 billion to R1.034 billion.

The top five exceptionally large cases by Rand value are:

- Case 1: IMS: Yusuf Ibrahim Ismail and Another / Minister of Home Affairs and Another, Ref: LIT2021/12/5111 for R514,948,000.00 (Claim for loss of income following unlawful arrest and detention). Claim 4 of the summons is an alternative claim should claims 1 to 3 of the first plaintiff fail.
- 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 and 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 awards were made by the courts during the period under review:

Table 5.1.14: Legal awards (2023/24)

2023/24	Immigration	Civics	Tender & Contracts R'000	Other R'000	Labour R'000
Cases awarded - number	8	-	2	5	26
Cases awarded – value (R'000)	R772 000	-	R10 055	R146	R9 844
% of cases awarded – number	3.31%	0.00%	10.53%	7.35%	15.44%
% of cases awarded – value	0.07%	-	5.54%	0.73%	6.40%

The bulk of the awards (26 out of 41) stem from the Labour Relations category. No awards were made in the Civics environment, while eight awards were made in Immigration. The two awards under Tenders and Contracts relate to the Halifax matter which was settled at R10 million and the Powerdock Investments matter settled at R55, 011.58.

The following eight awards were made in the year under review in Immigration Services:

Table 5.1.15: Legal awards made in Immigration Services (2023/24)

Litigant	Summons amount (R)	Rand value of award (R)
Rogers Joseph // Minister of Home Affairs	R200 000	R127 147.68
Bawala Djale Nadine // Minister of Home Affairs	R400 000	-
Roland Ngoki Achidi // Minister of Home Affairs	R600 000	R295 350.00
Loreen Mapuranga // Minister of Home Affairs	R400 000	R119 750.78
Seraphine Boka // Minister of Home Affairs	R500 000	-
Alima Mkundjili Balayi // Minister of Home Affairs	R400 000	-
Evelyn Mlambo // Minister of Home Affairs	R750 000	R110 000.00
Tamrat Tadesse Bunte // Minister of Home Affairs	R600 000	R119 923.25
TOTAL	**R3 850 000**	**R772 171.71**

The following top six awards were made in the year under review (in order of descending value) in Labour Relations:

Table 5.1.16: Legal awards made in Labour Relations (2023/24)

Litigant	Subject matter of claim	Summons amount (R'000)	Rand value of award (R'000)
Persal no:22553835	Labour relations: unfair dismissal	1 372	1 372
Persal no: 22881913	Labour relations: unfair dismissal	1 365	1 365
Persal no: 22095209	Labour relations: unfair dismissal	488	488
Persal no. 22519386	Labour relations: unfair dismissal	228	228
Persal no:23022116	Labour relations: unfair dismissal	207	207
Persal no: 22698248	Labour relations: unfair dismissal	207	207

In accordance with the Movement Control System (MCS), the Department used the expected value method to calculate the probability of a pay-out for large populations as follows:

Table 5.1.17: Probability of a legal payout across categories

	Total value of contingent liabilities (R'000)	Average cases settled (R'000)	Probability of the pay-out (Average actual pay-out) (R'000)
Immigration	1 317 849	43 565	217 214
Civics	622 785	-	-
Tenders & Contracts	202 975	21 366	32 229
Others	38 611	2 839	2 925
TOTAL:	**2 182 222**	**67 770**	**252 368**

Financial management improvements

The 2023/24 financial statements of the Department was qualified. The basis for the qualified audit opinion was the following:

- Cash and cash equivalents: The Department did not recognise all bank balances in its control and as a consequence cash and cash equivalents was understated by R16 million;
- Immovable assets: The Department did not derecognise all immovable assets that are no longer under its control. These assets are now under the control of the BMA, but still reflect on the capital asset register of the Department. This also impacted the transfer of function disclosure note.
- Related party disclosure: The Department did not properly disclose all related party transactions. This relates to the BMA receivables, payables and in-kind services
- Transfer of function: The Department did not fully disclose the transfer of function to the BMA fully and failed to account for all assets and liabilities relating to

the BMA as at1 April 2023.

- Receivables: The Department was unable to provide sufficient audit evidence for the claims recoverable from the BMA for goods and services procured on behalf of the BMA during the year under review.
- Contingent liabilities: The Department did not account for all the legal claims against the Department.

The Department is taking drastic steps to address the regression in audit outcome.

With the moratorium on the filling of posts and budget constraints, the Department could not capacitate critical areas in Finance and SCM. As a result, officials and managers were assigned additional responsibilities to ensure the full spectrum of functions remains covered. Unfortunately, this is not a sustainable solution.

Events after the reporting date

The Department received the material irregularity recommendation on 29 July 2024. The Department developed an action plan to address the recommendations. The first progress report is due on the 24 September 2024.

The Public Procurement Act, Act No. 28 of 2024 was gazetted on 23 July 2024.The provisions of the Act are not yet in force. The President will bring the provisions of the Act into operation through a proclamation in the Gazette.

Dr Leon Schreiber, MP was appointed as Minister of Home Affairs on 3 July 2024. The Department is looking forward to realising the incoming Minister's vision of a digitally transformed Department and taking Home Affairs services to the comfort of the homes of our citizens.

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

Acknowledgement/s or Appreciation

The Department wishes to thank the former Minister, Dr Aaron Motsoaledi, MP, the Deputy Minister, Mr Njabulo Nzuza, MP, 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 making the Department and South Africa a better place for all is immeasurable.

Conclusion

The Department looks forward to improving service delivery for all.

Approval and sign off

The annual financial statements set out on pages 219 to 359 have been approved by me as accounting officer.



L.T. MAKHODE
ACCOUNTING OFFICER
DEPARTMENT OF HOME AFFAIRS
31 May 2024

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.

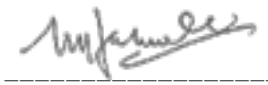
The Accounting Officer is responsible for the preparation of the annual financial statements and for the judgements made in this information.

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 2024.

Yours faithfully



L.T. MAKHODE
ACCOUNTING OFFICER
31 MAY 2024

7. STRATEGIC OVERVIEW

7.1. Vision

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

7.2. Mission

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

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

7.3. Values

The Department of Home Affairs is committed to being:

- People-centred and caring
- Patriotic
- Professional and showing leadership
- Effective, efficient and innovative
- Ethical and having integrity
- Security conscious
- Development oriented

8. LEGISLATIVE AND OTHER MANDATES

BIRTHS, MARRIAGES AND DEATHS

- Births and Deaths Registration Act, 1992 (Act No. 51 of 1992);
- Regulations on the Registration of Births and Deaths, 2014;
- Marriage Act, 1961 (Act No. 25 of 1961);
- Regulations made under the Marriage Act, 1961;
- Recognition of Customary Marriages Act, 1998 (Act No. 120 of 1998);
- Regulations made under the Recognition of Customary Marriages Act, 1998;
- Civil Union Act, 2006 (Act No. 17 of 2006);
- Civil Union Amendment Act, 2020 (Act No. 8 of 2020);
- Civil Union Regulations, 2006; and
- Alteration of Sex Description and Sex Status Act, 2003 (Act No. 49 of 2003).

IDENTITY DOCUMENTS AND IDENTIFICATION

- Identification Act, 1997 (Act No. 68 of 1997); and
- Identification Regulations, 1998.

CITIZENSHIP

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

TRAVEL DOCUMENTS AND PASSPORTS

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

LEGISLATIVE MANDATE: IMMIGRATION

- Immigration Act, 2002 (Act No. 13 of 2002);
- Immigration Regulations, 2014;
- Refugees Act, 1998 (Act No. 130 of 1998); and
- Refugees Regulations, 2000.

OTHER PRESCRIPTS RELEVANT TO THE MANDATE OF HOME AFFAIRS

- The Constitution of the Republic of South Africa, 1996;
- Promotion of Access to Information Act, 2000 (Act No. 2 of 2000);
- Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000);
- The Universal Declaration of Human Rights as adopted by the General Assembly of the United Nations on 15 December 1948;
- The basic agreement between the Government of the Republic of South Africa and United Nations High Commissioner for Refugees (UNHCR), 6 September 1993;
- The 1951 United Nations Convention Relating to the Status of Refugees;
- The 1967 Protocol Relating to the Status of Refugees;
- The Organisation for African Unity Convention Governing Specific Aspects of Refugee Problems in Africa, 1996;
- The UNHCR Handbook and Guidelines on Procedures and Criteria for Determining Refugee Status, 1997; and
- Protection of Personal Information Act, 2013 (Act No 4 of 2013).

OTHER LEGISLATIVE MANDATES

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

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

- The Government Printing Works (GPW) – Government Component

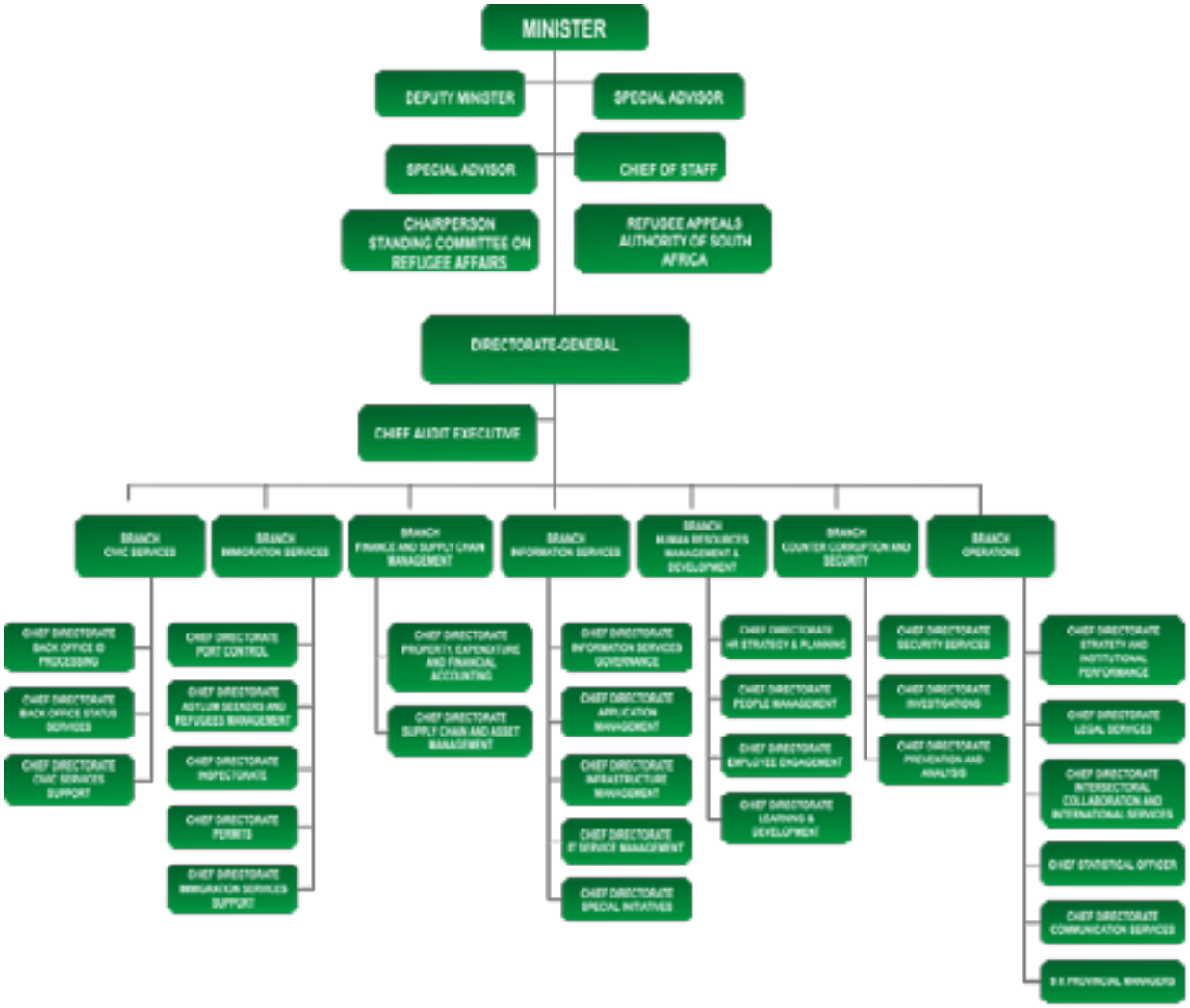
- Border Management Authority (BMA)
  - Border Management Authority Act, 2020 (Act No. 2 of 2020).

The BMA was classified as a Schedule 3A Public Entity on 1 April 2023. The GPW is currently self-funding, although it has retained strong links with the DHA as a government component and the Minister will continue to exercise oversight.





9. ORGANISATIONAL STRUCTURE



10. ENTITIES REPORTING TO THE MINISTER

The table below indicates the entities that report to the Minister of Home Affairs.

Table 10.1.1: Entities reporting to the Minister

Name of Entity	Legislative Mandate	Financial Relationship	Nature of Operations
Government Printing Works (GPW)	The GPW operates as a government component in accordance with the proclamation in Government Gazette No. 32616, dated 9 October 2010.	GPW prints passports, identity documents, and face value forms for the Department. The Department pays GPW for such goods and services.	The functions of the GPW include the following: • Compiling, editing, printing and distribution of the Government Gazette and Provincial Gazette. • Procuring and stocking departmental forms and face value forms. • Provisioning a printing service pertaining to high security documents and printed matter of a general nature. • Administering the Publications section to provide for the stocking of government publications and the selling thereof to government institutions and the public, as well as institutions abroad.
Border Management Authority	The BMA was established as a Schedule 3A entity in terms of the Border Management Authority Act, 2020. It is responsible for the execution of frontline border law enforcement functions related to inter alia port health, immigration control, access control, biosecurity, food safety and phyto-sanitary control, land border infrastructure development and maintenance, and border information and risk management.	In the financial year under review, the Department assisted the BMA with the procurement of and payment for goods and services as the BMA did not have a fully functional financial system effective 1 April 2023. Appropriated funds earmarked for the BMA are transferred to the BMA monthly basis in accordance with its cash drawdowns.	• The administration and the powers or functions, entrusted by legislation, 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.



PART B

PERFORMANCE INFORMATION

1. AUDITOR-GENERAL'S REPORT: PREDETERMINED OBJECTIVES

The AGSA currently performs certain audit procedures on the performance information to provide reasonable assurance in the form of an audit conclusion. The audit conclusion on the performance against predetermined objectives is included in the report to management, with material findings being reported under the Predetermined Objectives heading in the Report on other legal and regulatory requirements section of the auditor's report.
Refer to page 209 of the Report of the Auditor-General, published as Part F: Financial Information.

2. OVERVIEW OF DEPARTMENTAL PERFORMANCE

2.1 Service Delivery Environment

The South African Census showed a population increase from 51.7 million in 2011 to 62 million in 2022, representing an average annual growth rate of 1.8%, which is the largest since 1996. This growth is reflected in an increase in the number of people who required identity documents such as birth certificates and smart ID cards during the 2023/24 reporting period. Over this period, the Department registered a total of 900 258 births, of which 744 588 were registered within 30 calendar days, and issued 2 822 231 smart ID cards, an increase of 8% (208 983) from the previous financial year.

The Department also issued 61% (69 of 113) of business visa's and 10% (577 of 5,546) of general work visas within eight weeks for applications processed within South Africa. This is a regression compared to 2022/23, when 62.8% (437 of 696) of business and general work visas (measured together) were issued by the Department within eight weeks. 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, leaving Immigration Services with staff shortages while turnaround times remained unchanged. The Department further introduced stringent measures to scrutinise applications, which led to prolonged processes.

In 2023/24, the Department issued 52% of Critical Skills Visas (1,163 out of 2,242), compared to 7.6% in 2022/23 and 92% of Permanent Residence permits (1,141 out of 1,238) compared to 38.8% in 2022/23. This improvement is attributed to the operations management tools implemented by the Department.

The Department is committed to 'take services to the people', achieved through investments in office renovations, new offices, and the following service delivery channels:

- 325 frontline offices of which 203 have been modernised to issue Smart ID cards and passports,
- 169 health facilities equipped with online birth registration systems,
- 27 banks hosting DHA service points using the online e-HomeAffairs platform,
- 32 missions abroad that have DHA staff and 77 missions where DIRCO staff assist with DHA work,
- 4 centres in malls, including two in Gauteng, one in KwaZulu-Natal and one in the Western Cape,
- 4 premium visa and permit centres,
- 12 visa facilitation centres (in South Africa),
- 5 refugee reception offices and 1 repatriation centre, and
- 227 mobile offices to service rural and remote areas. These are equipped with a live capture system for processing and issuing Smart ID cards and passports.

The Department did not amend fees for identity, passports and travel documents in the 2023/24 financial year. The most recent fee increase occurred in 2022, which was the first fee increase since 2011. The first-time issue of the birth certificates and IDs continued to be subsided by government and only reissues are changed at a fee.

The Department operated under very difficult conditions in 2023/24 as a result of both the internal and external environment, which impacted the performance of the Department. Key challenges encountered in the 2023/24 financial year include:

- The budget reduction and cost containment measures which restricted the Department's performance capacity,
- Loss of production hours due to load shedding and system downtime,
- Network instability and downtime, which continue to hamper the Department,
- Challenges with SITA data centres, which negatively impact DHA services across the country,
- Inconsistency in the functionality of the live capture birth registration system, and
- Capacity challenges in the permitting environment.

In 2023/24, the Department continued to:

- Work with SITA to stabilise the network and reduce system downtimes,
- Invest in resolving inconsistencies in the system that are used for birth registration, and
- Increase the capacity of staff for adjudication of application by appointing provincial officials to assist in addressing the permitting environment.

Service Delivery Improvement Plan

The tables below highlight the Department's Service Delivery Improvement Plan and the achievements to date. Table 2.2.1. presents the Department's main services and standards, by quantity and quality.

Table 2.2.1: Main services and standards

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quantity				
Birth Registration	RSA children RSA parents	779,012 births registered within 30 calendar days	740,000 births registered within 30 calendar days	744 588 births were registered within 30 calendar days
Identity Documents (first issue)	RSA citizens PR Holders Naturalised citizens	94.40% 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	91.88% IDs (first issues) were issued within 54 working days
Identity Documents (re-issue)	RSA citizens PR Holders Naturalised citizens	96.70% 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	96,13% IDs (re-issue) were issued within 47 working days
Identity Documents (smart ID cards)	RSA citizens	2,613,248 smart ID cards issued to citizens 16 years of age and above	2,500,000 smart ID cards issued to citizens 16 years of age and above	2,822,231 smart ID cards were issued to citizens 16 years and older

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quantity				
Permanent Residence Permits	Foreign nationals residing within and outside South Africa who require permanent residency in the country	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)	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.	92.2% (1,141 out of 1,238) of permanent residence applications for Critical Skills (S27b), General Work (S26a) and Business (S27c) adjudicated within 8 months for applications collected within the RSA per year.
Permanent Residence Permits	Foreigners	Those applications that failed to comply with the notice have been closed	Project launched to finalise pending permanent residence applications received prior 1 June 2014	The backlog project was initiated to focus solely on the adjudication of backlog applications. This is a turnaround project that would include the implementation of all necessary operations management tools and principles.
Permanent Residence Permits	Foreign nationals residing within and outside South Africa who require permanent residency in the country	All applications where finalised and those that failed to comply with the notice have been closed	Number of permanent residence applications received prior 1 June 2014 resolved	All applications were finalised and those that failed to comply with the notice have been closed
Temporary Residence Visas	Foreigners	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)	90% of business and general work visas per year adjudicated within eight (8) weeks for applications processed within RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)	61% (69 out of 113) of business visa applications adjudicated within 8 weeks for applications processed within the RSA per year 10% (577 out of 5,546) of general work visa applications adjudicated within 8 weeks for applications processed within the RSA per year
Permanent Residence Permits, Temporary Residence Visas	Foreigners	A feasibility study in relation to the foreign mission office will take place once funds have been secured	Roll-out of approved findings to identified missions	The feasibility study could not take place in 2023/24 due to lack of funding

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quantity				
Temporary Residence Visas	Foreigners	BMCS has been successfully rolled out to 34 Ports of Entry	EMCS with biometric solution implemented in line with new Immigration Regulations at identified Ports of Entry	Biometric Movement Control System (BMCS) implemented in all 68 operational Ports of Entry in the country in line with Immigration Regulations
Temporary Residence Visas	Foreigners	e-Permit solution enhanced to meet all IMS needs	e-Permit solution implemented Number of applications finalised	e-Permit solution improved by adding new capabilities to apply for study, business and intra-company permits. Only business and intra-company permits were piloted in 3 countries. Total of 47,803 applications were finalised through the e-Permit solution during the 2023/24 financial year

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quality				
Birth Registration	RSA children RSA parents	3.1 million birth records were digitised in collaboration with StatsSA in 2022/23	Digitisation of birth, marriage and death records	The number of records scanned, indexed and retrievable at the end of March 2024 was 181,396
Birth Registration	RSA children RSA parents	The number of litigation cases emanating from birth registration increased from 23 cases in 2021/22 to 30 cases in 2022/23	Reduction in the number of litigations	30 litigation cases in 2023/24 were received and processed
Birth Registration	RSA children RSA parents	Subsequent to the updating and approval of the Birth Registration SOP, training was provided by the Learning Academy	Training on birth registration business process (SOP)	The Late Registration of Birth (LRB) SOP was recently updated and approved and the Learning Academy plans to roll-out the training on the LRB SOP in the second and third quarter of 2024/2025

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quality				
Birth Registration	RSA children RSA parents	110 online verification scanners installed in priority 1, 2, 3 and 5 health facilities. A total of 400 online verification scanners were procured in 2022/23 and await distribution and installation.	Installation of online verification scanners	Online verification scanners were installed in 76 priority 2 and 3 health facilities during the 2023/24 financial year for verification and authentication of clients applying for birth certificates for their children
Birth Registration	RSA children RSA parents	The process evaluation on LRB was conducted and recommendations were handed over to Civic Services for implementation	LRB process evaluated to identify possible vulnerabilities of fraud, corruption and security breaches	A change request for the development of registration restrictions and controls is under development. User acceptance testing and implementation are earmarked to take place during the 2024/25 review period.
Identity Documents	RSA citizens PR holders Naturalised citizens	The fingerprint capability was released into production successfully. Facial recognition and latent search were developed and tested. ABIS project Phase 2 (iris, palm print and footprint recognition capability for identification, verification and latent search) will be completed in the 2023/ 24 financial year.	Support and maintenance of ABIS	ABIS fingerprint capability was implemented successfully and is currently the primary verification system. Phase 2 (iris, palm print and footprint recognition) is still under development to ensure integration with all frontend systems. Integration will be completed in the 2024/25 financial year.
Identity Documents	RSA citizens PR holders Naturalised citizens	The Department could not proceed with the preferred procurement modality due to PFMA constraints. The asylum seeker and refugee management system was developed into live capture.	NIS operational	No progress on the NIS procurement model. Department in talks with the CSIR regarding possible support. The Department continues to automate and enhance existing processes such as the e-Permit solution.
Identity Documents	RSA citizens PR holders Naturalised citizens	The National Identification and Registration Bill was submitted to Cabinet and approved for public consultation	The National identification and Registration Bill submitted to Cabinet to obtain approval for tabling in Parliament	The Bill was not approved by the MMM for onward transmission to Cabinet

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quality				
Identity Documents	RSA citizens PR holders Naturalised citizens	4 DHA business processes were evaluated to identify possible vulnerabilities to fraud, corruption and security breaches	2 DHA Business processes evaluated to identify possible vulnerabilities to fraud, corruption and security breaches	16 DHA business processes were reviewed to identify vulnerabilities to fraud, corruption and security breaches (per year)
Permanent Residence Permits	Foreigners	The feasibility study in relation to the foreign mission office will take place once funds have been secured	Roll-out of approved findings to identified missions	The feasibility study could not take place in 2023/24 due to lack of funding
Permanent Residence Permits	Foreigners	BMCS rolled out to 34 ports of entry successfully	EMCS with biometric solution implemented in line with new Immigration Regulations at identified Ports of Entry	BMCS implemented in all 68 operational Ports of Entry in the country in line with Immigration Regulations.
Permanent Residence Permits	Foreigners	e-Permit Phase 1 module enhanced to fix bugs and align to business requirements (23,597 permits finalised)	e-Permit solution implemented Number of applications finalised	e-Permit solution improved by adding new capabilities to apply for study, business and intra-company permits. Only business and intra-company permits were piloted in 3 countries. PRP not implemented into the permitting platform as yet. Temporary Residence visas are prioritised.
Permanent Residence Permits	Foreigners	Development of eVisa Phase 2 module was delayed to stabilise Phase 1 module	eVisa Phase 2 module developed onto live capture and deployed in quality assurance environment for Permanent Residence Permits (Retirement, Section 27 (e) and Financially Independent Permits)	The study module was not tested in any of the target countries because there were no applicants at the time of pilot.
Temporary Residence Visas	Foreigners	Development of eVisa Phase 2 and 3 modules were delayed to stabilise Phase 1 module	eVisa Phase 4 module developed onto Live Capture and deployed in quality assurance environment for Temporary Residence Visas (Relative's Visa, Treaty Visa, Exchange Visa, Retired Person's Visa)	The study module was not tested in any of the countries because there were no applicants at the time of pilot.

Table 2.2.2. presents the Department's current and actual arrangements for consultation, service standards, access, courtesy, information, openness and transparency, dealing with complaints, and giving best value, in line with the Batho Pele principles.

Table 2.2.2: Batho Pele arrangements with beneficiaries

Current/actual arrangements	Desired arrangements	Actual achievements
Consultation		
The Communication Strategy for the Department was implemented through the following: • 71 media engagements • 18 outreach engagements • 4 campaigns • 9 online notes from the DG's desk • 4 Home Affairs Today newsletters • 4 publications of the Ikhaya internal newsletter • 1 budget vote speech	Communication Strategy to inform the public and Home Affairs staff about services and products. Strategy delivered through training and campaigns developed and implemented with a focus on corporate communications, media relations and public awareness engagements.	Communication Strategy was implemented through the following: • 55 media engagements • 23 outreach engagements • 5 campaigns
Health facility service points were not established during the 2022/23 financial year due to budget constraints. Suggestion/complaints boxes in 160 health facilities were maintained and feedback used for improvement of services where applicable.	Complaint/suggestion boxes placed in all hospital service points with a standard feedback form to capture client's suggestions and feedback.	Complaints boxes installed in 85 health facilities to capture feedback from clients on the services received in health facilities.
Complaints forms designed and shared with 100 offices identified for the rollout of the strategy. 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 district and provincial meetings.	Standard forms for complaints and suggestions designed and placed in front offices for use by clients. Capturing of complaints and suggestions in front offices.	Standard forms for complaints were designed, discussed and agreed to by management in the provinces. Templates were shared with 100 offices targeted for the 2023/24 performance year. All 100 front offices utilise both the complaints registers and suggestion boxes as per the complaints management guidelines. Complaints from front offices are escalated to HACC management for resolution and feedback to both the clients and provincial management structures.
A business case based on the research conducted will be developed and sent for approval in the 2023/24 financial year. An automated complaints management system is utilised in the contact centre. There are plans for the system to be upgraded in the 2023/24 financial year. Automation of front offices is still in the planning phase.	Automated complaints and suggestion boxes.	Due to delays in implementing planned upgrades to the Contact Centre and the proposed changes to some of the functionalities of the system, the business case could not be concluded in the 2023/24 financial year and will be concluded in 2024/25 together with the upgrades.

Current/actual arrangements	Desired arrangements	Actual achievements
Consultation		
The business case for the rollout of the health facility project, which informs the request for funding, was presented to Exco and MMM and approved. Various sources of funding were identified and allocated. Some of the 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.	Digitised gadgets for registration of complaints and suggestions in health facilities.	Funding for the health facility project confirmed during the third quarter, which prevented plans for automation of complaints and suggestion boxes in connected health facilities. The concept for automation of suggestion boxes will be developed during 2024/25.
Communication Strategy was implemented through the following: • 71 media engagements • 18 outreach engagements • 4 campaigns	Communication interventions of the Communication Strategy, as outlined in APP, implemented in respect of corporate communication services, media relations and public awareness engagements.	Communication Strategy was implemented through the following: • 55 media engagements • 23 outreach engagements • 5 campaigns
180 assessed front offices have complaints registers and suggestion boxes in their client waiting areas.	Complaint/suggestion boxes placed in all front offices with standard collection questionnaire to capture client's suggestions and/or complaints about the services DOH provides.	280 assessed front offices have complaints registers and suggestion boxes. Standard templates developed and approved for use in all front offices.
Consultation done with JCPS, GSCID and ICTS clusters.	New legislation implemented.	Consultation done with JCPS, GSCID and ICTS clusters.

Current/actual arrangements	Desired arrangements	Actual achievements
Service Standards		
The current system issues experienced in the 27 piloted offices were noted and will be addressed through the end to end BMD Web, which will be rolled out to 30 offices in 2023/24.	Improving service delivery standards through the rollout of live capture for birth registration in front offices, including health facilities for improved processing times	Automation of birth process still under development with the plan of rolling it out to 54 health facilities in 2024/25.
A total of 161,399 unabridged birth certificates were finalised in 2022/23, of which 80,548 (49.91%) were finalised within eight weeks and 80,851 (50.09%) were finalised over more than 8 weeks.	70% of unabridged birth certificates issued within 8 weeks.	87,15% of unabridged birth certificates were issued within 8 weeks.

Current/actual arrangements	Desired arrangements	Actual achievements
Service Standards		
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.	LBR processed and birth certificates issued within turnaround times.	155,648 births were registered in the age category 31 days 15 years. 12,933 births were registered in the age category 16 years and above.
The Department could not proceed with the preferred procurement modality due to PFMA constraints.	Advance implementation of the modernisation programme by developing an uninterruptible, efficient and secure digital system, the core of which will be the NIS.	The Department could not proceed with the preferred procurement modality due to PFMA constraints.
System integration between front office toolkit application and DHA system not yet implemented	Front office toolkit enhanced to improve performance in all offices.	Automation of Front Office Toolkit developed, and the system integration schema provided to IS to allow for the development of system integration between the automated Front Office toolkit and DHA system. System integration not yet developed by IS.
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.	Revised Service Standards incorporated into the Service Charter.	Revised Service Standards for permanent residence permit incorporated into the Department's Service Delivery Charter.
System integration between front office toolkit application and DHA system not yet implemented.	Front office toolkit to improve performance and operations management of Front Office Operations implemented in all IMS offices.	Automation of Front Office Toolkit developed and the system integration schema provided to IS for the development of system integration.

Current/actual arrangements	Desired arrangements	Actual achievements
Access		
In 2022/23 an audit established that the 28 offices where the live capture birth registration system was piloted were not fully functional.	Increase the number of offices and health facilities registering births and deaths using the new automated process.	The number of offices with the live capture birth registration system has not increased. The system is currently under development to enhance its functionality.

Current/actual arrangements	Desired arrangements	Actual achievements
Access		
Due to the unavailability of funding 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 births and issue birth certificates on the spot.	Rollout of online birth registration system in public health facilities with maternity wards	8 out of the 91 health facilities were equipped with an online birth registration systems (issuing birth certificates on the spot).
Funding for the health facility project remained an impediment to project implementation. Thus, there was no funding for procurement and installation of signage and no signage installed in health facilities during the year under review.	Signage (internal and external) in hospital service points.	By the end of the 2023/24 financial year, signage (internal and external) was installed in approximately 80 health facilities.
Funding for the health facility project remained a challenge and impediment to project implementation. Thus, there was no funding for procurement and installation of signage and no signage installed in health facilities during the year under review.	Directional signage installed in all hospital service points with a DHA presence.	By the end of the 2023/24 financial year, directional signage was installed in approximately 80 health facilities.
An 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.	Increase number of offices with capabilities to support the replacement of the green ID book with the smart ID card, including roll out to banks.	An additional 100 mobile units were procured in 2023/24.

Current/actual arrangements	Desired arrangements	Actual achievements
Access		
Monthly mobile unit deployment plans / schedules were received from the nine provinces as per the annual target. A total of 865 visitation areas were completed in terms of the DHA hybrid access model and over 3,840 public high/secondary schools were visited to collect smart ID card applications for learners/clients and other services. Ten high impact outreach programmes were conducted in all nine provinces to further bring services closer to clients. The mobile units received 204,317 smart ID card applications in 2022/23. This accounts for 8.43% of smart ID card applications collected.	Mobile solution rolled out to the remainder of offices.	Monthly mobile unit deployment plans / schedules were received from the nine provinces as per the annual target. A total of 1,734 visitation areas were done in terms of the DHA hybrid access model. High/secondary schools were visited to collect smart ID card applications for learners/clients and other services. 16 high impact outreach programmes were conducted in all nine provinces to further bring services closer to clients. The mobile units received 241,309 smart ID card applications in 2023/24. This accounts for 8.73% of smart ID card applications collected. 20 additional mobile units were procured and deployed during the review period. The procurement of 100 additional mobile units was at an advanced stage at the end of the review period.
Business units and other supporting units are responsible for the implementation of the DHA hybrid access model, including HR and Finance. Strategies for the implementation of the DHA hybrid access model are developed including strategic accommodation requirements which determine the budgetary requirements for the implementation of the hybrid access model. The strategic accommodation requirements for the 2024/25 financial year were compiled and approved by the DG. The approved document was submitted to DPWI for determination of the budgetary requirements and procurement option analysis.	DHA Access model implemented.	The Business case for bidding for infrastructure funding was approved by EXCO and submitted to National Treasury for consideration. National Treasury responded to the Department's bids with guidance for sourcing infrastructure funding.
For the financial year under review, the Department installed signage at 30 front offices.	Signage (internal and external) in all front offices.	Signage was installed in 120 offices in 2023/24.

Current/actual arrangements	Desired arrangements	Actual achievements
Access		
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 during the reporting period.	Accessible rails installed 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
No work was done in the period under review.	Directional signage installed for all front Offices.	No directional signage was installed for the period under review.
12 VFS centres are fully operational in all nine provinces and their online platform is accessible to all applicants. Applications are adjudicated via the VAS.	Applications submitted online and at 12 VFS global visa facilitation centres within South Africa.	The online applications are fully functional at 12 VFS global visa facilitation centres within South Africa.
All four premium VFS centres are fully operational and their online platform is easily accessible by applicants.	Applications are done at two Premium VFS global visa facilitation centres within South Africa.	All four premium VFS centres are fully operational and their online platform is easily accessible by applicants.
The e-Permit Phase 1 module was enhanced to fix bugs and align to business requirements. The e-Permit will be extended to 20 additional countries in the new financial year. 23,597 e-Permits were finalised in the reporting period.	e-Permitting solution implemented. Number of applications finalised.	e-Permit solution improved by adding new capabilities to apply for study, business and intra-company permits. Only business and intra-company permits were piloted in 3 countries. E-Permitting solution implemented for Temporary residence visas for the category of visitors visas. A total of 47,803 applications were finalised in 2023/24.

Current/actual arrangements	Desired arrangements	Actual achievements
Courtesy		
During the 2022/23 financial year, the Learning Academy planned to conduct three development interventions to support high impact leaders within the DHA (junior, middle and senior). This target was achieved, with 15 development interventions implemented to support high impact leaders including training in: Ethics in the public service (14), Investigating 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 in the public service (75), Coaching leadership development (25), 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), and the Introduction to mentoring for public service managers workshop (24).	100% of nominated staff trained.	By the end of the financial year 2023/2024, the Branch: HRM&D conducted all training interventions.
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.	Hospital Service Charter displayed in all health facilities with a DHA presence,	By end of the 2023/24 financial year, the Service Delivery Charter specifically for health facilities was displayed in 80 health facilities.
Updated the Details of top management on the Department's website.	Updated details of top management displayed on the Department's website	Updated details of top management displayed on the Department's website.
The Contact Centre environment was migrated to the new environment with 10 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 the latest application software upgrade licenses for the other modules is underway. The complaints management framework is now rolled out in 180 offices. The project is ongoing.	Approved Three-Year Rolling plan for HACC enhancement implemented.	Due to the IS Security team having to verify all cloud security architectures and protocols with relevant bodies before implementing the licenses, the upgrade to CRM D365 will take place in 2024/25. The framework is now rolled out in 280 offices. The project is continuing.

Current/actual arrangements	Desired arrangements	Actual achievements
Courtesy		
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 the perception and practice of a cohort of "High impact leadership" to improve service delivery and the reputational image of the Department. Initiatives and Coaching and Mentoring Frameworks for the Department are earmarked for roll out and implementation in 2022/23. In line with this target, the Learning Provisioning Directorate has trained a total of 350 managers (junior, middle and senior) in the following: • 959 officials trained in transversal programmes • 615 nominated officials trained in the modernisation • programme • 401 officials trained in migration management • programmes • 581 officials trained in citizenship management • programmes • 300 officials trained in the ICT programs • 18 officials trained in National Certificate: Home Affairs Services • 21 officials received border management authority training • 63 foreign mission training initiatives to support	2,000 employees participating in learning and development interventions (training, coaching, mentoring, seminars) to professionalise the DHA (improved qualifications, skilling and reskilling). 100% of nominated staff trained.	For the 2023/24 financial year, a total of 3,505 training programmes were conducted to improve employee skills within the DHA. The quantitative interventions included: • 16 employees trained on Coaching for Leadership • 43 employees trained on Mentoring for Public Service Managers • 9 employees trained on Introduction to Mentoring • 273 employees trained on the Professionalisation of DHA Officials. • 26 employees trained on Ethics in the Public Service
The Department's Service Delivery Charter was revised and approved by the Minister on 7 December 2022.	Revised Service Charter displayed on the DHA website and front offices.	The Revised Service Delivery Charter has been displayed in DHA website.

Current/actual arrangements	Desired arrangements	Actual achievements
Courtesy		
During the 2022/23 financial year, the Learning Academy planned to conduct three development interventions to support high impact leaders (junior, middle and senior). This target was achieved as a total of 15 development interventions were implemented with training in 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), Leading change by championing (4), DHA supervisory (97), Introduction to policy formulation and implementation (1), Policy and PILIR (1), and the Introduction to mentoring for public service managers workshop (24). A total of 350 DHA managers were trained during the reporting period.	Managers (junior, middle and senior) trained on customer-related services through implementation of the Service Charter.	273 managers participated (junior, middle and senior) in training on customer-related services.
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.	Service Charter displayed in all Front Offices.	The revised Service Delivery charter displayed in 203 Front Offices by the end of the 2023/24 financial year.
Details of top management are displayed on the Department's website.	Updated details of top management displayed on the Department's website	Updated details of top management displayed on the Department's website.
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 the service provider are in the process of upgrading licences.	DHA contact centre solution implemented as per project plan.	Due to the IS Security team having to verify all cloud security architectures and protocols with relevant bodies before implementing the licenses, the upgrade to CRM D365 will take place in 2024/25.

Current/actual arrangements	Desired arrangements	Actual achievements
Information		
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.	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.	The revised Service Delivery charter is displayed in 203 front offices by end of the 2023/24 financial year.
Service Charter and the requirements for application of DHA services, including tariff per service, are published on the DHA website. Pamphlets for various services are provided in offices for access to clients.	Citizens are given complete and accurate information about the services they are entitled to receive through the Departmental Service Charter displayed in Front Offices.	The revised Service Delivery charter is displayed in 203 front offices by the end of the 2023/24 financial year.
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.	Information about the services of the Department available on the Department's website. Not everyone has access to the Department's website.	Information tools include the DHA website, Contact Centre live agents, Front Office brochures and Service Charters.
The SDC of the Department was revised and approved by the Minister on 7 December 2022. The SDC Charter will be displayed in all service delivery footprints in the next financial year.	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 on the Department's website.	The revised Service Delivery Charter is displayed in 203 front offices by the end of the 2023/24 financial year.

Current/actual arrangements	Desired arrangements	Actual achievements
Openness and Transparency		
All officials are issued with name tags upon request and are expected to wear them, especially when engaging with clients.	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 engaging with clients.

Current/actual arrangements	Desired arrangements	Actual achievements
Redress		
Leader charts consisting of the photo and contact details of the provincial manager, the district operations manager and the office manager are displayed in all functional offices.	Leadership Charts in all Front Offices and escalation resolved.	Leadership 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.
The 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 the latest applications software to upgrade other modules is under way. The complaints management and redress framework is rolled out to 180 front offices. The project is still continuing.	Approved the Three-Year Rolling Plan for HACC enhancement, inclusive of redress mechanisms implemented.	Due to the IS Security team having to verify all cloud security architectures and protocols with relevant bodies before implementing the licenses, the upgrade to CRM D365 will take place in 2024/25. The framework is now rolled out in 280 offices. The project is continuing.
A dedicated team has been appointed to deal with all IMS queries.	Redress Mechanism developed in line with the Service Charter.	A team comprising of Contact Centre staff and Immigration Services staff have been appointed to manage IMS queries. Redress mechanisms are implemented where applications are beyond the set service standards.
Undesirable appeal investigations: Cases received = 2,407 Finalised within 28 days = 1,594 Prohibition and good cause investigations: Cases received = 529 Finalised within 28 days = 415	Approved timeline of 25 working days for the resolution of a query or complaint.	Approved timeline of 28 working days for the resolution of an appeal: Cases received = 2,506 Finalised cases = 1,668 Percentage of cases completed within 28 working days = 67%
Applicants can track their application status by contacting the Home Affairs contact centre (HACC) or by using the VFS online tracking system.	Customers can follow the processing of their application through the Department website.	Applicants can track their application status by contacting the Home Affairs Contact Centre which checks the statuses on both the VISA Adjudication System and the VFS application system.

Current/actual arrangements	Desired arrangements	Actual achievements
Value for money		
982,407 first issue unabridged certificates were issued free of charge to customers during the review period.	First issue of unabridged Birth Certificate issued free of charge.	744,588 first issue unabridged certificates were issued free of charge to customers during the review period.
94,4% of ID first issues were issued within 54 working days.	Increase the issuance of first issue ID's to citizens.	91,88% of IDs (first issues) were issued within 54 working days.
96,7% of ID re-issues were issued within 47 working days.	Reduce the number of ID's reissued to citizens.	96,13% of IDs (re-issues) were issued within 47 working days.
Weekly error reports and letters sent to offices for feedback.	Reduce the 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 on errors.
The strategy for the discontinuation of the green barcoded identity documents was developed and presented to Exco for consideration and recommendation to the Minister.	Strategy for "Discontinuation of the Green Barcoded identity Document" implemented (phased approach).	The Department is currently expanding the issuing of Smart ID cards to naturalized citizens. A pilot was commenced in the last quarter of 2023/24. To achieve the Green ID discontinuation, all categories of residents (citizens & permanent residents) must be able to apply for Smart ID cards on the live capture system.
Standard operating processes are reviewed regularly and QC is done by supervisors.	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
Time		
49.91% of UBCs were finalised within 8 weeks during the 2022/23 financial year. 80,548 UBCs were finalised within 8 weeks and 80,851 over more than 8 weeks. The total finalised in 2022/23 was 161,399.	Unabridged birth registration processed and birth certificates issued within 8 weeks.	66.32% of UBCs were finalised within 8 weeks during 2023/24. 77,887 UBCs were finalised within 8 weeks and 39,549 in more than 8 weeks. The total finalised was 117. 436
Unbridged birth certificates are linked to the birth registration process and are provided on demand at local offices.	Unabridged birth certificates for new births issued in one day.	Unbridged birth certificates are linked to the birth registration process and are provided on demand at local offices.
94,4% of IDs (first issues) issued within 54 working days for applications collected and processed within the RSA.	First Issue: First Issues to be issued within 54 days.	91.88% of IDs (first issues) issued within 54 working days for applications collected and processed within the RSA.
96,7% 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.	96.13% of IDs (re-issue) issued within 47 working days for applications collected and processed within the RSA.
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.	Smart ID Card: 13 days	2,822,231 smart ID cards issued to citizens 16 years of age and older, of which 1,037,681 (36,78%) were issued within 13 working days and 1,783,384 (63,22%) were issued in more than 13 working days.
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 issued with eight (8) months.	92.16% (1,141 out of 1,238) of permanent residence applications for critical skills (S27b), general work (S26a) and business (S27c) adjudicated within 8 months for applications collected within the RSA per year.

Current/actual arrangements	Desired arrangements	Actual achievements
Cost		
R75 was charged for unabridged certificates in respect of persons born before 1 March 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 1 March 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 1 March 2013.	R70 charged for re-issue of unabridged birth certificate.	R75 was charged for unabridged certificates in respect of persons born before 1 March of 2013.
ID first issue was issued free of charge for first time applicants. R140 charged for re-issue (citizens are still partially subsidised).	ID First Issue was issued free of charge for first time applicants. R140 charged for re-issue (citizens are still partially subsidised).	ID first issue was issued free of charge for first time applicants R140 charged for re-issue (citizens are still partially subsidised).
R1,520 DHA Processing Fee for permits (work and business permits).	R1,520 DHA Processing Fee for permits (work and business permits).	R1,520 DHA Processing Fee for permits (work and business permits).
R1,550 handling fee charged for applications through VFS.	R1,350 handling fee charged for applications through VFS.	R1,350 handling fee charged for applications 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. presents the Department's current and actual information tools, desired information tools and actual achievements for the period under review.

Table 2.2.3: Service delivery information tool

Current/actual information tools	Desired information tools	Actual achievements
Information about the services of the Department is available on the Department's website and updated on a monthly basis.	Information about the services of the Department is available on the Department's website. Not everyone has access to the Department's website.	Information tools include the DHA website, Contact Centre live agents, Front Office brochures and Service Charters.

Table 2.2.4. presents the Department's current and actual complaints mechanism, desired complaints mechanisms and the actual achievements for the year under review.

Table 2.2.4: Complaints mechanism

Current/actual complaints mechanism	Desired complaints mechanism	Actual achievements
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.	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.	280 assessed Front Offices have complaints registers and suggestion boxes with complaints and suggestions templates.
Complaints management forms designed and shared with 100 identified offices. Automation of front offices is still in the planning phase.	Standard forms for complaints and suggestions designed and placed in front offices for use by clients. Capturing of complaints and suggestions in Front Offices.	Standard templates developed and approved for use in the 280 Front Offices.
Automated complaints management system is rolled-out in the Contact Centre. Business case for the automation of suggestion boxes and client rating cards to be developed in the 2023/24 performance year and system procured in the 2024/25 financial year.	Automated complaints and suggestion boxes.	Due to the delays in implementing the planned upgrade in the Contact Centre and the proposed changes to some of the functionalities of the system, the business case could not be concluded in the 2023/24 financial year. It will be concluded in 2024/25 together with the upgrades.
The business case for the rollout of the health facility project which informs the request for funding was presented to Exco and MMM and approved. Various sources of funding were 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.	Digitised gadgets for registration of complaints and suggestions in health facilities.	Funding for the health facility project confirmed during the third quarter which prevented plans for automation of complaints and suggestion boxes in health facilities connected. The concept for automation of suggestion boxes will be developed during the 2024/25 financial year.

2.3 Organisational environment

In the 2023/24 financial year the Department operated under very difficult conditions emanating from the internal and external environment. Key challenges encountered in the year under review relate to budget reductions and cost containment measures, load shedding, network instability, inconsistent functioning of the live capture birth registration system and capacity challenges.

Despite these challenges the Department achieved 24 out of 34 planned annual targets, translating to 71% achievement in 2023/24 financial year. The Department has been operating and functioning with minimal resources both human and financial. The department is committed in delivering the best services to the citizens and foreigners by ensuring that the services rendered are accessible.

Gender-based Violence and Femicide

The Minister of Home Affairs approved the DHA Implementation Plan for Gender-based Violence and Femicide (GBVF) in the 2022/23 financial year. The DHA allocated R896,000 towards raising awareness on GBVF for the 2024/25 financial year. The GBVF Plan for the DHA was reviewed and circulated throughout the Department on 21 September 2023 under the Human Resource Management Circular (HRMC) 62 of 2023.

The DHA undertakes monthly monitoring of progress against the implementation of the GBVF Plan as well as reporting to the Department of Women, Youth and Persons with Disability. The DHA's reviewed Sexual Harassment Policy, which was approved by the Director-General on 29 June 2023, was circulated to all employees via email. The development of business processes and standard operating procedures on the reporting and management of sexual harassment cases is underway. Focus will be placed on:

- Increased awareness of harassment through the launch of women's forums across the DHA,
- Undertaking a survey on issues related to GBVF,
- Strengthening the DHA Sexual Harassment Policy (once the DPSA finalises the review of the Public Service Sexual Harassment Policy Guidelines),
- Hosting sessions aimed at empowering employees on harassment, especially at lower-levels, and
- Creating a dedicated email for reporting cases of harassment.

This intensified focus will contribute significantly to rooting out GBVF against women in the DHA and will promote equality for women in general. Ongoing assistance and support are provided for reported cases of sexual harassment/assault, through the Department's Employee Wellness Unit as well as the Department's ICAS service provider. Socialisation sessions on the Code of Good Practice on the Elimination of Harassment in the Workplace, ICAS's service offerings, Progressive Discipline as well as the Grievance Procedure are underway throughout the DHA. Six cases of sexual harassment/assault reported during the 2022/23 financial year were concluded.

The DHA's approved Employment Equity Policy (2022) and Plan (2023 – 2026) were circulated via email to all Departmental staff on 21 September 2023, under HRMC 63 of 2023. Concerning the empowerment of women through skills development programmes, 62% of bursaries were awarded to women for the 2023 calendar year. A total of 228 employees benefitted from skills development initiatives, of which 129 (56,58%) were women.

In addition to other legislation the DHA adheres to the following in managing matters relating to gender, the youth and persons with disabilities:

- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
- Convention on the Elimination of All Forms of Discrimination Against Women, 1979
- Protocol to the African Charter on Human and People's Rights on the Rights of Women in Africa
- SADC Protocol on Gender and Development
- Convention on the Rights of Persons with Disabilities
- Protocol to the African Charter on Human and People's Rights on the Rights of Persons with Disabilities in Africa
- Gender, Youth and Persons with Disabilities

The DHA released HRMC 37 of 2022, which articulated the DHA's employment equity objective of achieving 2,5% employment of people with disabilities. As part of HRMC 37, the DHA set targets to ensure that it achieves the 50/50 parity for employment of women in senior management positions. Refer to the Part D Human Resource

Management of this Annual Report for details on the employment of women, youth and people with disabilities.

The DHA is looking at setting targets for persons with disabilities for Departments. Numerical representation of women at senior management service level, as well as persons with disabilities, are monitored and reported at relevant departmental forums.

According to Census 2022, the percentage of people with disabilities decreased from 7.4% in 2011 to 6.0% in 2022. The DHA does offer services to clients with disabilities, but its current systems are not able to detect whether a client is disabled. The smart ID card programme, rendered through mobile offices, assists with applications for smart ID cards in conjunction with the Disability Rights Forum at head office. This includes visiting disability schools as well as disability centres to assist adults/elderly persons to replace green ID books with smart ID cards. Smart ID cards have partial disability features for persons who read braille.

The DHA's Bursary Policy dictates that 60% of recipients should be women and 10% should be people with disabilities. Table 2 below depicts the allocation of bursaries per gender and salary level, while table 3 depicts the distribution of bursaries per gender and race for 2023/24.

Table 2.3.1: Allocation of bursaries for 2023/24 per gender and salary level

Awarded bursary allocation breakdown for 2023/24			
Salary level	**Male**	**Female**	**Total**
3	0	7	7
5	0	1	1
6	37	56	93
7	4	4	8
8	3	3	6
10	1	2	3
Total	**45**	**73**	**118**

Table 2.3.2.: Distribution of bursaries for 2023/24 per gender and race

Distribution of bursaries per gender and race			
Race	**Male**	**Female**	**Total**
African	35	59	94
Coloured	9	11	20
Indian	1	2	3
White	0	1	1
Total	**45**	**73**	**118**

The following table provides an overview of training delivered to women, youth and persons with disabilities in 2023/24:

Table 2.3.3.: Training for women, youth and persons with disability

Name of training	Female	Male	Total
Transversal training – Diversity management	155	126	281
Adhoc training – Alteration of sex	113	73	186

The following table provides the gender breakdown of participants in the DHA Cadet Programme in 2023/24:

Table 2.3.4.: Breakdown of gender for the Cadet Programme

Gender	Number of cadets
Female	46
Male	14
Total	**60**

The DHA Youth Desk supports organisational operations and change management programmes through youth forums at national and provincial levels. Furthermore, the youth form part of the DHA decision-making structures, while ongoing development programmes geared towards youth empowerment remain a priority. The DHA will continue to explore youth development opportunities in the form of internships and work-integrated learning.

The DHA Youth Desk drives the youth campaign which targets identity document applications for matriculants supported by the Deputy Minister, in collaboration with other relevant institutions such as the Presidency and non-governmental organisations such as the South African Youth Council. The Youth Desk supports the presidential youth working group initiatives driving the DHA programmes in mostly rural areas by ensuring that young people are documented, including disabled youth, and commemorates youth month annually. The Youth Desk has a budget of R361,000.

The Department has set aside R836,000 for the provision of assistive devices for employees with disabilities. The DHA has functional disability forums, national and in all provinces, with a budget of R460,000. The Transformation and Gender Directorate has an annual budget of R1.3 million for goods and services. Less than 1% of the Departmental goods and services budget is allocated to initiatives targeting GBVF, gender, youth and persons with disabilities.

2.4 Key policy developments and legislative changes

During the period under review, the Department developed the following policies which are currently being translated to legislation:

- 2019 White Paper on Home Affairs (Repositioning of the Department) was approved by Cabinet in March 2019 and has been translated to the DHA Framework Bill;
- 2023 White Paper on Marriages in South Africa was approved by Cabinet in March 2024 and has been translated to the Marriage Bill;
- 2023 (OSBP) Policy was approved by Cabinet in March 2023 and has been translated to the OSBP Bill;
- 2023 Official Identity Management Policy was approved by Cabinet in May 2023 and has been translated to the National Identification Registration Bill
- 2024 White Paper on Citizenship, Immigration and Refugee Protection was approved by Cabinet in April 2024 and will inform the drafting of a single legislation for citizenship immigration and refugee protection.

During the period under review, the Department developed the following legislations, Bills and Regulations:

- Marriage Bill: The Bill was approved by Cabinet on 29 November 2023 and thereafter introduced by the Minister to Parliament;
- OSBP Bill: The Bill was approved by Cabinet on 29 November 2023 and thereafter introduced by the Minister to Parliament;
- National Identification Bill: The Bill was gazetted for public comments during the 2023/24 financial year and will be submitted to Cabinet for approval in the 2024/25 financial year.
- Electoral Amendment Act, 2023 (Act No. 1 of 2023): The Bill was assented to, and signed into law, by the President on 13 April 2023;
- Electoral Matters Amendment Bill, 2023: The Bill was introduced into Parliament, and was processed and approved by the National Assembly for the second reading;
- Immigration Amendment Bill, 2023: The Bill was approved by Cabinet on 29 November 2023 and thereafter introduced by the Minister to Parliament;
- Second Amendment of the Immigration Regulations, 2014.

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), Information Services and Human Resource Management and Development. The report will enable the JCPS Cluster to take any required decision in order to strengthen service delivery. The table outlines 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 2023/24 APP	Actual achievement 2023-24
Social Cohesion and Safer Communities	Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Risk-based approach to managing international migration implemented	**White Paper** **2020-21:** Consultation was only undertaken with Nedlac in May 2020 and could not be undertaken with the JCPS Cluster as the target has been discontinued. **2021-22:** The Green Paper was approved by the Clusters for submission to Cabinet, however the Minsters requested that it be taken for further consultation before final submission to Cabinet for approval for public consultation. **2022-23:** Green Paper: Citizenship, International Migration & Refugee Protection was submitted to minister for approval **2023-24:** White Paper on Citizenship, Immigration and Refugee Protection (towards a complete overhaul of the migration system) submitted to Cabinet for approval) **Biometric Movement Control System** **2020-21:** • BMCS Servers were installed and configured in two airports • User theoretical training was provided • Service provider for IT equipment contracted **2021-22:** Procurement of IT equipment completed. The following equipment was received: 1. Webcams 2. Fingerprint scanners 3. Passport scanners 4. Servers Awaiting delivery of PCs. The estimated time of arrival is 26 April 2022. **2022-23:** 34 ports of entry equipped with biometric functionality. **2023-24:** 100% of identified ports of entry successfully equipped with biometric functionality.

MTSF Priority	Outcome	Five Year Target (Reviewed) – as in the 2023/24 APP	Actual achievement 2023-24
			Advance Passenger Processing **2023-24:** Research on best practices conducted and the collation of best practice finalised. Study finalised and submission signed off by A/DDG: IMS **Inspections** A total of 3,232 inspections/law enforcement operations were conducted from 1 April 2020 – 31 March 2024.
	Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Developmental approach to managing international migration implemented	**e-Visa roll out** **2020-21:** APP integration has been completed and communication is now enabled between the APP system and BMCS and communicated between APP and e-Visa, to exchange the e-Visa generated by the system. **2021-22:** e-Visa Phase 2 developed onto live capture at QA environment. e-Visa system rolled out to 14 countries (tourism module). **2022-23:** Enhanced e-Visa system released into production on 17 March 2023. **2023-24:** e-Visa system for business visas was successfully piloted in Germany and the intra-company transfer visa was successfully piloted in 2 countries (Japan and France). **Compliance with set targets for adjudication of visas and permits** **Permanent Residence** A total of 3,332 permanent residence applications were adjudicated within 8 months since 1 April 2020 – 31 March 2024: 3,332 out of 6,163 (54.06%) **Business and General Work Visas** A total of 2,465 business and general work visas were adjudicated in 4 weeks between 1 April 2020 – 31 March 2024: 2,465 out 7,949 (31.01%) **Critical Skills Visas** A total of 6,582 critical skills visas were adjudicated in 4 weeks since 1 April 2020 – 31 March 2024: 6,582 out 13,974 (47.10%)

MTSF Priority	Outcome	Five Year Target (Reviewed) – as in the 2023/24 APP	Actual achievement 2023-24
Social Cohesion and Safer Communities	Secure population register to empower citizens, enable inclusivity, economic development and national security Efficient asylum seeker and refugee system in compliance with domestic and international obligations	Single view of citizens and foreigners	**2020-21:** The Department planned to appoint a service provider to develop an asylum seeker and refugee system; however, this was not achieved and was rolled over to the 2021/22 financial year **2021-22:** The Department had planned to appoint a service provider to develop an asylum seeker and refugee system; however, this was not achieved. The following progress was achieved: • User requirements were developed and approved by DDG: IMS • Technical specifications were developed and approved by DDG: IS • The prototype was developed at QA environment **2022-23:** Asylum seeker and refugee system developed onto live capture, aligned to functional designed specifications that were approved. 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. The Department could not proceed with the preferred procurement modality due to PFMA constraints. **2023-24:** Asylum seeker and refugee system was developed and successfully implemented in all 5 refugee centres and 2 statutory bodies. The system was further integrated with Case Management System.
Capable, Ethical and Developmental State Economic Transformation and Job Creation Social Cohesion and Safer Communities	Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Minimum of 13,508,754 enabling documents issued to citizens by 2025 • Births 3.8 million • Smart cards 9,708,754	**Birth Registrations** 3,072,875 births registered within 30 calendar days during the period 1 April 2020 – 31 March 2024. **Smart ID Cards** A total of 9,038,478 Smart ID Cards issued from 1 April 2020 – 31 March 2024.

MTSF Priority	Outcome	Five Year Target (Reviewed) – as in the 2023/24 APP	Actual achievement 2023-24
Capable, Ethical and Developmental State	DHA positioned to contribute positively to a capable and developmental state	DHA policies and legislation aligned to a repositioned DHA	**2020-21:** **White Paper** - Consultation was only undertaken with Nedlac in May 2020 and could not be undertaken with the JCPS Cluster as the target has been discontinued. DHA Bill - 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 the Bill must be submitted to the Minister instead of publication in the Gazette. This had impact on other documentation that were required to obtain Cabinet approval. **2021-22:** The Marriage, Official Identity Management (OIM) and OSBP Policies were submitted to Cabinet for approval. **Green Paper** - The Green Paper was approved by the Clusters for submission to Cabinet, however, the Minsters requested that it be taken for further consultation before final submission to Cabinet for approval for public consultation **DHA Bill** –The DHA Bill was submitted to the Minister on or before 22 October 2021 for consideration and approval and for aCabinet Memo. **2022-23:** **The Marriage Policy,** OSB Policy and National Identification and Registration Bills were approved for public consultation. **Green Paper** - Green Paper: Citizenship, International Migration and Refugee Protection was submitted to the Minister for approval **DHA Bill** - 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. **2023-24:** **The Marriage and OSBP Bills were submitted to Cabinet to obtain approval for tabling in Parliament.** National Identification and Registration Bill was not approved by Minister **White Paper** - White Paper on Citizenship, Immigration and Refugee Protection (towards a complete overhaul of the migration system) submitted to Cabinet for approval **DHA Bill** - Preliminary certification of the revised Bill not received from the Office of the chief State Law Advisor (OCSLA).

MTSF Priority	Outcome	Five Year Target (Reviewed) – as in the 2023/24 APP	Actual achievement 2023-24
		Operating model aligned to the repositioned DHA as outlined in the White Paper on Home Affairs	**2021-22** 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. A time and motion study was conducted in 20 modernised offices and geographic access norms, service standards, internal capacity standards and facility standards were 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. **2022-23** Footprint development strategy approved by the Minister on 28 March 2023 **2023-24** The “As-is” diagnostic report was developed and signed off on 31 July 2023. The DHA Operating Model “to be” state report was drafted and signed off on 31 August 2023. The diagnostic report, including the “As-is”; gap analysis; and “to-be” state was developed and approved on 27 September 2023. The Draft Operating Model reports were submitted and approved on 31 October 2023 and 30 November 2023. The operating model was drafted and presented to EXCO for adoption on 24 April 2024.

4. INSTITUTIONAL PROGRAMME PERFORMANCE INFORMATION

4.1. PROGRAMME 1: ADMINISTRATION

The Administration Programme covers all functions that support the DHA's core business, such as policy, governance, finance, Human Resource (HR) management and security. It is also responsible for the provision of Information and communications Technology (ICT) infrastructure, accommodation, transport and the keeping of records.

The Programme also encompasses large transversal IT systems and key systems in the modernisation programme, 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 renders support to the Director-General (DG) in the execution of his daily functions, and his engagement with the Office of the Minister, other executive structures of government as well as stakeholders.

Communication Services, Internal Audit Services and Legal Services are each headed by a Chief Director. These business functions have been re-assigned within the organisational structure to reside and report on all administrative matters within a centralised environment of the Office of the DG, which is overseen by a Chief Director, as well as two Directors for Administrative Support and Functional Support.

The respective Chief Directors account on their operational or business-related mandates to the Director-General. This organisation matrix was instituted as a recommendation of the Audit Committee (AC) to ensure that, within the purvey of the Accounting Officer, that there is independency of audit, streamlined media and communications as well as integrity of legal functions. These critical areas reside within an immediate span of control of the Accounting Officer, whilst core business functions are managed under respective

programmes and branches headed by a Deputy Director-General.

Progress Matters:
Ministerial Committees, appointed under the authority of the Minister, are coordinated at an administrative and reporting level within the Office of the DG. The Ministerial Committee on Permitting conducted its work in the 2022/23 reporting cycle. The Committee recommended the appointment of a Multi-Disciplinary Task Team (MDTT) to further investigate and coordinate prosecutorial measures against officials implicated in corrupt activities. The work of the MDTT is being advanced based on forensic findings and evidence derived through these processes. There is also collaboration with other law enforcement bodies, including the Special Investigation Unit (SIU), which is now mandated under a Presidential Proclamation (R154 of 2024) dated 16th February 2024 and provides for investigation of serious maladministration in connection with the affairs of the Department.

The Department continues with drafting the DHA Framework Bill which is instrumental to the repositioning of how services are delivered within, and by the Department. This Bill will be presented to the Cabinet of the 7th Administration. If approved, it will proceed to Parliament for approval to proceed with public consultation with the intent to table it as an Act. Similarly, other legislative matters such as the National Identification and Registration Bill, the Marriage Bill and OSBP Bill will also be advanced seeking conclusion on the current legislative drafts undertaken within the 2023/24 reporting cycle. These were identified as APP performance targets and therefore progress against the tabling, consultation-process and certification of the Bills was closely monitored, with the result that appropriate foundation is now provided.

A key focus area of the Department is the expansion of its footprint to reach all sectors of society, including in rural and remote areas. The Department's efforts were advanced through the building of mobile office capabilities, aligned to the remodelling of service delivery beyond urban-based, brick and mortar offices. The Department's Communication Services has ensured that campaigns and outreach events were modelled accordingly, and therefore placed emphasis on supporting the Minister and the DG in marketing our transition to these services, with a consequent increase in the number of outreach events across all provinces. Communication Services has also made inroads to the establishment of an internal radio broadcasting studio that will augment government's efforts to communicate purposeful content on services offered by the Department to a broader audience. The radio broadcasting studio will systematically increase its scope in collaboration with Government Communication and Information System. Communication Services also ensures that Home Affairs officials are kept informed of the Department's priorities.

Good governance and management towards a clean administration is, and remains, a key outcome for the Department, and is measured through structured and regular audit and oversight functions. To this end, the Department manages its Internal Audit under a Chief Audit Executive with audits focussed on critical risks identified by the AGSA, as well as that of the externally appointed Audit Committee (AC). Information Systems Audits have been prioritised, as they are relied on by the DHA in the execution of its mandate, and support the transformation towards modernised, digitised business processes. The IT audit coverage plan is therefore aligned accordingly.

Institutional Planning and Support

Strategy and Institutional Performance

During the year under review, the Chief Directorate oversaw the implementation of the following Strategic Projects:

Establishment of the Repositioning Programme Management Office (PMO)

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

- Three-year horizon (April 2019 – March 2022): Focuses 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 worked closely with the project managers in the Department to assist with project conceptualisation, planning and implementation 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)

The DHA continued to introduce measures that will enable compliance with POPIA, which came into effect on 1 July 2021. Key measures include the following:

- Awareness sessions were undertaken with officials from Head Office, provincial offices and ports of entry on the POPIA and its implications.
- The following POPIA documents were approved by EXCO for implementation:
- Auxiliary POPIA SOP, Auxiliary POPIA forms, and POPIA maturity model
- POPIA Champions Training and awareness session was undertaken and attended by most office representatives,
- An awareness session was held with officials from the Cape Town, Musina, Durban Refugee Reception Offices, and the Lindela Repatriation Centre.

Digitisation of Civic Services Records

The project for the digitisation of civic services records was announced by the President in his State of the Nation Address on 10th February 2022. On 24 May 2022 the Minister of Home Affairs made a similar announcement during his budget vote. The objectives of this project are to:

- Convert more than 340 million paper-based South African Civic Records into an electronically searchable format; and
- Create work opportunities for 10,000 unemployed young graduates. The Department conceptualised the Digitisation Project as a three-year initiative to allow for the procurement of digitisation facilities, equipment, service providers and the recruitment of 10,000 unemployed youth.

To operationalise the digitisation project, the following actions were taken:

- Appointment and training of a 1st cohort of 1,142 young graduates during the 2022/23 financial year;
- Appointment of the 2nd cohort of 2,550 young graduates during the 3rd Quarter of the 2023/24 financial year (3,692 total appointments, of which 3,000 remained employed as at 31 March 2024);
- Procurement of hardware and supporting technology, including digitisation scanners, computers, servers, barcode scanner and printers;
- Procurement of four vehicles specifically for the digitisation project; and
- Procurement and refurbishing four facilities for the digitisation project.

In total 29,730,032 records were digitised (paper records and microfilms) during the 2023/24 financial year, including

- 830,690 paper records
- 28,899,342 records from 21 032 micro-films

Policy Development

White Paper on Citizenship, Immigration and Refugee Protection: Towards a complete overhaul of the Migration System in South Africa

The White Paper on Citizenship, Immigration and Refugee Protection seeks to bring together issues on citizenship, immigration and refugee protection. The initial 2022/23 annual target was to submit the draft White Paper on the Management of Citizenship, Immigration 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.

Although there were delays in achieving the

target, a Recovery Plan was put in place and implemented in Q4 to ensure that the Annual Target was achieved. The extension of the call for public comments on the White Paper from 15 January 2024 to 31 January 2024 solicited additional public comments, however it negatively impacted on the timeframes for other activities relating to the achievement of the annual target.

- January 2024 was for Stakeholder engagements nationwide, including a National Colloquium held on the 31st January 2024.
- In February 2024, the public comments and feedback from Stakeholder engagement sessions were analysed, consolidated and the White Paper was reviewed in line with this, as well as the findings from the Socio-Economic Impact Assessment System (SEIAS) Report which was completed in the same month.
- In March, the White Paper was presented to the relevant clusters, with the International Cooperation and Trade Security (ICTS) and the Justice, Crime Prevention and Security (JCPS) Clusters recommending the White Paper for presentation to Cabinet for approval.

A SEIAS certification on the White Paper was received from the presidency on March 19, 2024, and the White Paper was submitted to Cabinet for approval by 27 March 2024.

Implementation Plans (Marriage, OIM & OSBP)

In March 2022, Cabinet approved three DHA policies for implementation, the (i) White Paper on Marriages in South Africa, (ii) the Official Identity Management (OIM) Policy and (iii) the One-Stop Border Post (OSBP) Policy. Policy approval has significant impact on the legislative framework of the DHA and other government departments as well as the operation of the Immigration and Civic Services and the BMA.

The Department has three Annual Operational Plan (AOP) targets for the 2023/2024 financial year, through which the Policy Development Directorate has the responsibility to ensure tracking and monitoring of the policy implementation plans and should ensure the following:

a. Approval of the implementation progress report: OIM Policy approved by the Director-General (DG) on a quarterly basis.
b. Approval of the implementation progress report: White Paper on Marriages in South Africa Policy by DG on a quarterly basis.
c. Approval of the implementation progress report: OSBP Policy by DG on a quarterly basis.

- **White Paper on Marriages in South Africa:**

Progress has been made on implementation of the White Paper on Marriages in South Africa, including drafting of the Marriage Bill, which is in parliament for processing. The Key Implementation Areas (KIA) are continuously monitored through SteerCo engagements.

- **One-Stop-Border Post Policy (OSBP):**

The progress on implementation of the OSBP policy was tracked and the status on pre-legislation activities that are not dependent on the OSBP Act was provided to the DG on a Quarterly basis. The reported progress shows that the well-timed and full implementation of the pre-legislation activities will ensure that the post legislation activities are not delayed subsequent to the approval of the OSBP legislation. Regular provision of timely and reliable insights into progress and challenges of implementing the OSBP policy (pre-legislation) will serve as a pathway to fully implement the OSBP post legislation and resolve any identified risks.

- **Official Identity Management Policy (OIM)**

The Key Implementation Areas (KIAs) were monitored on a monthly and quarterly basis. Most of these KIAs depend on the approval of the National Identification and Registration Bill, which was unfortunately put on hold by the Minister. Consequently not much progress has been achieved regarding the implementation of this policy.

Strategic planning

The Directorate Strategic Planning is responsible for ensuring that the management of the strategic planning function is aligned to the priorities and strategies of government as well as to the ongoing transformation of the Department. The Annual Performance Plan for 2024/25 was developed during the 2023/24 financial year and tabled in Parliament on 19 March 2024. The Annual Operational Plan was approved by the Accounting Officer on 26 March 2024.

The strategic planning process for the 2024/25

financial year was informed by national, regional and international commitments. The national commitments focused specifically on the contribution of the DHA to the National Development Plan (NDP), the revised Medium Term Strategic Framework (MTSF) for 2019 to 2024, the Economic Reconstruction and Recovery Plan (ERRP) of Government, the revised performance agreement of the Minister, commitments relevant to the DHA in the State of the Nation Address and key Departmental priorities such as the continued implementation of the information communication technology modernisation programme, DHA repositioning programme, digitisation of records and recommendations from ministerial advisory committees.

The Directorate coordinated and facilitated an extensive strategic planning programme in the 2023/24 financial year culminating in the tabling of the Annual Performance Plan for 2024/25. The planning programme included an EXCO Retreat, two departmental planning workshops involving senior managers and levels below senior management as well as eight head office branch planning sessions, including provincial priorities. Approval for the submission of the draft and final APP was obtained from the DHA Executive Committee and Executive Authority. The directorate provided continuous strategic planning and related guidance and support to the DHA and entities reporting to the DHA during the financial year. All prescripts related to the strategic planning process as prescribed by the DPME were complied with.

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 2022/23 was tabled in Parliament as per prescripts in September 2023 and subsequently presented to the Portfolio Committee.
- The four Quarterly Performance Reports on the APP 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 2023/24 financial year, the Directorate coordinated weekly meetings to track progress on targets identified to be at risk of not being achieved by the end of the financial year, resulting in improved achievement. Going forward, this intervention will be instituted earlier in the financial year to improve organisational performance.
- In the 2023/24 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 were reviewed and approved by the Director-General. The aim was to strengthen the weekly and monthly performance reporting system to track and improve performance across the Department.
- The Department has conducted an implementation evaluation on the administration of fines as outlined in Section 50 (2), (3) and (4) of the Immigration Act. The draft evaluation report was available by end of March 2024.

Research Management

The Research Management Directorate is responsible for driving the development and management of the research agenda in the Department. The Directorate manages and coordinates all research activities in the Department aimed at informing policy, strategic planning and promoting evidence-based decision making. During the period under review, the Research Management undertook the following activities:

- Undertaking of the research study on "Data Management and Utilisation in the Department of Home Affairs" aimed at assessing the management and utilisation of data within the Department of Home Affairs. The specific objectives of the study were to:
  - Identify all data sources within the Department of Home Affairs,
  - Document the availability and usability of data sources in the Department,
  - Analyse the legislative frameworks and

policy instruments for the management and utilisation of data in the Department,
- Identify the existing data collection, sharing (accessibility) and usage mechanisms within the Department and where applicable across Government Departments and other organisations,
- Assess the security measures in place for the management and preservation of data in the Department, and
- Advise and make recommendations to the Department on the management and utilisation of data in the DHA by proposing an implementation framework.

Undertake research on Birth Registration titled "A Comprehensive Analysis of the Birth Registration Processes, Procedures, Practices, Challenges and Possible Solutions". The purpose of the study was to:

- Conduct a comprehensive analysis on procedures and processes for Birth Registration (i.e. Early Registration of Births and Late Registration of Births) to identify challenges, opportunities and possible solutions,
- Identify gaps / inconsistencies in the existing legal and policy frameworks, regulations and Standard Operating Procedures (SOPs) for birth registration (including LRB) in DHA offices and recommend possible interventions,
- Identify best practices for accessing birth registration, especially late registration of birth, and
- Advise the Department on the implications of unregistered births or having no birth certificate and make actionable recommendations for improvements in birth registration in South Africa.

Secondary research on "Understanding the Socio-Economic Implications of Immigration Policies in South Africa", with the following objectives:

- Determine the extent to which South Africa's immigration policies negatively or positively impact on economic development in South Africa,
- Understand the value-added contributions made by immigrants in advancing economic and social development in South Africa, and
- Advise the Department on necessary measures to be taken in ensuring that immigration becomes a contributing factor towards economic development in South Africa.

Research study on "The Perceptions of Equity in the Department of Home Affairs", which sought to determine the extent to which perceptions of equity differ based on self-identified gender between males and females, specifically to isolate perceptions of women, youth and people with disabilities in the Department. Established Collaborative Partnerships with Research Organisations and Institutions of Higher Learning, including

- Collaborative Partnership entered into in 2023/24 with the Mapungubwe Institute for Strategic Reflections (MISTRA) on a MISTRA project to better understand the dynamics and impact of migration in South Africa. The research was based on three theme, i) Social Cohesion, Migration and Contemporary policy debates, ii) Migration and South Africa's political economy and iii) the State of Migration Governance.
- Discussions were held with the NGO, Save the Children on the establishment of a research partnership focusing on a rights-based approach in the management of identity for Unaccompanied and Separated Migrant Children (USMC) including an audit of all undocumented children in South Africa.

In addition, the Research Management Unit facilitates and manages the process for approving Research Requests received by the Department. During the year under review, a total of 19 research requests were received. Of these, eight were approved, and nine were rejected, including two which were rejected due to the sensitive nature of the research.

Intersectoral Collaboration and International Services

International Engagements

The Chief Directorate facilitated the Department's bilateral interactions with the following countries: Angola, Argentina, Austria, Bulgaria, Botswana, Canada, China, Croatia, Egypt, Germany, Ghana, India, Indonesia, Japan, Kenya, Lesotho, Lithuania, Netherlands, Nigeria, Oman, Romania, Seychelles,

Slovakia, Somalia, Turkey, Uganda, the United Kingdom, United Arab Emirates, USA, Vietnam, and Zimbabwe.

Engagements with these countries focused on legal and illegal migration, border management, airline liaison, 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, Global Forum on Migration Development, ICRC, ID4AFRICA, International Organization for Migration, Southern African Development Community, the Square Kilometre Array Organization and the United Nations.

Among the key achievements were the Department's participation in the Zimbabwe Elections Observer Mission, the granting of a visa waiver for ordinary passport holders of Ghana, the granting of a visa waiver for diplomatic and official/service passport holders of Sierra Leone, the signing of the Agreement with Lesotho regarding the Return of Nationals and Third Country Nationals and the coordination of the entry and exit of the BRICS Summit participants.

Integrated Governance – Clusters

DHA participated in the following Forum of South African Directors-General (FOSAD) Clusters and sub-committees:

FOSAD Clusters
- Justice, Crime Prevention and Security (JCPS)
- International Cooperation ,Trade and Security (ICTS)
- Economic Sectors, Investment, Employment and Infrastructure Development (ESIEID)
- Social Protection Community and Human Development (SPCHD)
- Governance State Capacity and Institutional Development (GSCID)

Subcommittees
- Development Committee (DevComm)
- Global and Continental Affairs Committee (GCAC)
- Trade Tourism Investment and Security (TTIS)
- GSCID Technical Working Group (TWG)

Several meetings were attended during 2023/24 and IC assisted with facilitation of the Department's presentations in respect of the following:
- Section 34 of the SA Immigration Amendment Bill
- Marriage Bill
- Electoral Matters Amendment Bill
- OSBP Bill
- White Paper on Citizenship Immigration and Refugee Protection

The presentations were endorsed by the Committee and successfully presented to the DG Cluster, Ministers Cluster and Cabinet.

Channel Management

The Directorate is responsible for the development, management and coordination of the footprint strategy and hospital services. Following the approval of the Department's DHA Hybrid Access Model and the Service Delivery Model, the directorate continued with its implementation during the period under review.

Implementation of the approved Service Delivery Model (SDM)

Following the approval of the Service Delivery Model by the Minister of Home Affairs in 2022/23, the Directorate adopted a phased approach implementation strategy and embarked on implementation of the model. During the 2023/24 financial year, the Directorate formulated the Service Delivery Model Policy (SDMP) with the intention to regulate activities and clarify the processes and procedures for the development and implementation of the SDM as part of the implementation of the Service Delivery Model. This process involved desktop research on the legislative framework governing the formulation of the SDM Policy in the public sector and regulations governing the development of the Business Model in the private sector. Formulation of the Department's SDM policy was benchmarked against these best practices. Through consultation with the Department of Public Service and Administration (DPSA), as the custodian of the Operations Management Framework that regulates the development of the SDM and policies for its implementation, the Directorate acquired adequate and appropriate directives and requirements for

the formulation of the SDM policy resulting in the approval of the policy by the Director-General during the period under review.

Following the approval of the SDMP, the directorate compiled the Service Delivery Implementation Framework to guide the implementation of the dimensions of the SDM. The dimensions of the SDM include the value proposition, customer segmentation, distribution channels, key services and resources, revenue streams, cost structures, key partners and customer relations for which the Department is required to reach certain standards of functionality to enable effective operations for realisation of the Department's service delivery objectives.

Implementation of the DHA Hybrid Access Model
The Minister of Home Affairs approved the Department's Hybrid Access Model during the 2021/22 financial year which was further refined in 2022/23 and since approved. The Directorate has embarked on implementation, which including the compilation of the Strategic Accommodation requirements and User Immovable Asset Management Plan (U-AMP) in which the Department is obligated to submit to the National Treasury for the purpose of infrastructure budget allocation as well as a copy to the DPWI for the purpose of compiling the National Custodian Immovable Asset Plan (C-AMP). The DHA Hybrid Access Model is the Department's access strategy for the provision of equitable access and improved service delivery. The Hybrid Access Model emphasises the need for an expanded footprint in various geographical areas, broadening of services in all its distribution channels, and the distribution of channels in optimal locations that can facilitate ease of access and coverage. The model further highlights geographical areas that are over-served, under-served and optimally served in relation to the provision of front offices and strategies to ensure optimal provision of distribution channels.

- *User Immovable Asset Management Plan (U-AMP) 2024/25 FY*

During the 2023/24 financial year, the Directorate compiled the U-AMP 2024/25 FY in line with the DHA Hybrid Access Model to ensure that the availability of immovable assets, which facilitates the achievement of the Department's service delivery objectives. The U-AMP 2024/25 FY was approved by the DG on 30 June 2023 and submitted to National Treasury for budget prioritisation and allocation for DHA infrastructure for the 2024/25 financial year. The U-AMP 2023/24 provides the overall strategic intent of the Department pertaining to the existing and long-term immovable asset requirements. Through the DHA Hybrid Access Model, the Department has set objectives to improve the efficient and effective utilisation of existing immovable asset as well as the accommodation needs to be acquired through the U-AMP.

The U-AMP further contains a summary of the current and proposed acquisition, proposed refurbishment and configuration of the existing immovable assets, repairs required to reinstate occupied offices to their original state, as well as surplus immovable assets that no longer support the Department's service delivery objectives. In addition, the U-AMP of the Department for the 2023/24 financial year highlighted the budget required to fund the immovable asset needed as identified through the DHA Hybrid Access Model. The U-AMP will enable the Department to deliver quality, asset-based services efficiently and effectively through allocation of infrastructure relevant to accommodation needs of the Department.

- *Strategic accommodation requirements for 2025/26 financial year*

The Directorate compiled the Strategic accommodation requirements for 2025/26 financial year during the period under review for submission to the DPWI in line with the Government Immovable Asset Management Act (GIAMA). According to GIAMA, the strategic accommodation requirements must be submitted to the DPWI in order to conduct feasibility studies to determine the budgetary requirements for the required office accommodation. The strategic accommodation requirement for the Department will allow DPWI to identify the most viable procurement methodology for the procurement of new, additional and alternative accommodation in the 2024/25 financial year. In this regard, the Department can use the outcome of the feasibility study and option analysis to apply for capital budgets from National Treasury to fund new procurement or purchase of accommodation.

The comprehensive strategic accommodation requirements for 2025/26 financial year were approved by the DG on 18 December 2023 and submitted to DPWI on 31 January 2024, meeting the deadline of 28 February 2024 set by DPWI. The compilation of the strategic accommodation requirements involved the alignment of service delivery objectives with office accommodation and into consideration the following documents which set the levels of service and norms and standards for the department:

- DHA Hybrid Access Model
- Model office design
- Footprint Development Strategy
- Revised footprint and office condition assessment
- Access standards, including service delivery access norms and standards, service standards, Internal capacity standards and facility standards

The above-mentioned standards were developed and approved by the Minister during the 2022/23 financial year and contains critical information required for the compilation of comprehensive strategic accommodation requirements. These documents assisted the Department to compile its first comprehensive strategic accommodation requirements for the 2023/24 financial year and maintained the standard for the strategic accommodation requirements for 2024/25 and 2025/26.

The strategic accommodation requirement captures the needs of the Department for office accommodation and included:

- Description of the requirements
- Details of the current accommodation
- Office required vs actual office space occupied
- The gap between office space requirement and space occupied
- Number of parking bays required
- The DHA Hybrid Access Model revealed consistency between the projected and current population distribution and concentration and therefore the optimal location of offices will remain largely consistent. Thus, there is a need to provide for permanent offices, with the following hybrid procurement options identified:
- Option 1: Acquisition of alternative office accommodation through leasing parallel to construction
- Option 2: Construction of new and alternative accommodation for existing offices.

The strategic accommodation requirements for the 2025/26 financial year revealed that the Department occupies a total office space of 226,689 m2 from all offices allocated, compared to the need for approximately 649,974 m2 of office space to meet its service delivery objectives, implying a shortfall of 423,284 m2. Thus, the feasibility study that will be conducted by the DPWI on behalf of the Department will reveal the budget required to fund the gap between the optimal and the existing accommodation.

- *Business Case for infrastructure funding in line with DHA Hybrid Access Model*

In anticipation of the outcome of the feasibility study, the directorate conducted a parallel exercise the determine the budget requirements for the implementation of the DHA Hybrid Access Model. The Directorate commenced the process with the compilation of the budget requirements and the costing model for the implementation of the DHA Hybrid Access Model, compiled following the compilation of the strategic accommodation requirements which outlined the total number of offices the Department requires to support its service delivery objectives. Following the approval of the business requirements and costing model, the business case to request infrastructure funding from National Treasury was compiled and approved by the DG on 28 March 2024 and immediately submitted to National Treasury. The bid for infrastructure funding from National Treasury is aimed at ensuring that the Department acquires fit-for-purpose infrastructure.

Rollout of online birth registration system in 91 priority 2&3 health facilities

The target to rollout the online birth registration system in 91 priority 2&3 health facilities was elevated to APP level during quarter 3 of the 2023/24 financial year. The online birth registration system was rolled out to eight health facilities by the end of the financial year. IT equipment was acquired, distributed and configured in health facilities falling within the scope. The use of 3G modems as an alternative and temporary method for network connectivity was adopted and the Directorate Footprint Development and Hospitals

delivered to 75 health facilities. Health facility service points requires printers as well for printing of online verification outcomes as part of the supporting document to be attached to the birth application form. In this regard, the directorate distributed and connected Xerox Printers in 37 health facilities during the during the 3rd and 4th quarter of 2023/24 financial year.

Service Delivery Improvement Plan (SDIP) Annual progress report for 2022/23 FY

The Directorate identified six key services for continuous improvement over the 2021/24 period and compiled the SDIP to measure improvements, or regress and to develop and implement strategies to address impediments to continuous improvement. The services identified includes Birth Registration, Identity Documents, Personal Amendments, Permanent Residence Permits, Temporary Residence Visa's and Appeals. The Directorate analysed all cases received on all Civic and Immigration services and the services with the highest number of cases received and escalated to the 2nd and 3rd tier were considered problematic and identified for continuous improvements.

The SDIP Annual Progress Report for the 2022/23 financial year was compiled in line with the quarterly and annual performance reports as well as the application of Batho Pele principles for improvement of identified services. Quarter 1, Quarter 2 and Quarter 3 SDIP progress reports for the 2023/24 financial year for all key services identified for continuous improvement were compiled and presented to EXCO on 12 February 2024.

Virtual Interactive Self-service KIOSK

The Virtual Interactive self-service machine (KIOSK) was conceptualised by the Directorate as an alternative channel to process applications for Smart ID Cards and Passports in non-modernised offices. The KIOSKs are designed for direct interaction with the clients for the application of Smart ID Cards and Passports and for the reprint of birth, marriages and death certificates. During the period under review, the Directorate was supported by the service provider appointed for the development and compiled the business user requirements which outlines the requirements for system integration between the KIOSK user interface and the Department's systems

The Business User requirements for the integration of the KIOSK user interface with DHA systems including Live Capture, HANIS, NPR for the processing of Smart ID Cards and passports as well as the reprints was developed and approved by the Deputy Director-General: Operations and his capacity as acting Chief Information Officer (CIO) during the period under review.

The Directorate further conceptualised the machine designs to accommodate all segments of the Department's clientele including people living with disabilities. The service provider Commerce Africa provided draft designs and various discussions on the designs were undertaken when two designs were adopted and approved by the DDG: Operations. The F8 model kiosk was designed for people living with disability and those who prefer sitting down, in particular the elderly, to enable comfortability in utilisation of the kiosk. The F4 is meant to service clients that prefer to stand and tall clients to ensure that they are also comfortable while interacting with the kiosk. Following the approval of the prototype kiosk, the Directorate ordered 91 machines consisting on 11 F4 and 78 F8 to be manufactured and delivered to the department before end of the financial year. By end of the financial year, all 91 machines were manufactured and a total of 12 machines delivered and 78 still awaiting shipping into the country.

Directorate: Home Affairs Contact Centre (HACC)

Purpose: The mandate of the Home Affairs Contact Centre is to ensure improved service delivery and enhanced customer experience through the resolution of queries, conduct and development of reports from trends and root cause analysis, input into the development of the service delivery improvement plan and to ensure that customer needs are represented and avenues are provided for their voices to be heard at both head office and front offices levels.

For 2023/24, the Home Affairs Contact Centre delivered two critical targets to realise its mandate:

- The rollout of the complaints management strategy in 100 front offices in line with the DPSA complaints management policy
- Resolution of 80% of queries within Tier 1 and

2's control within 25 working days as stipulated in the DPSA policy.
- The two targets were met in all four quarters of the 2023/24 performance year with the query resolution rate at 88% at the end of the year.

4.1.2. Corporate services

Counter Corruption and Security Services

Purpose: The mandate of the Branch: Counter Corruption and Security Services is to prevent and combat corruption to protect and promote the integrity of the Department, to ensure that DHA operations are conducted in a safe and corruption-free environment, and to safeguard all DHA employees, clients and assets.

Detailed information regarding fraud and corruption can be found under Part C of the Annual Report.

Human Resource Management and Development

Purpose: To provide strategic direction on human resource management and development operations to meet the strategic objectives of the Department.

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 provides 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 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 meetings and EXCO meetings.

Performance

The main focus of the branch is to improve the audit outcome. In this regard, the Department received a qualified audit opinion for 2023/24.

At an operational plan level, the branch was responsible for the 9 targets and 7 out of the 9 targets were achieved in the 2023/24 financial year. The Department did not meet the target of paying all invoices within 30 days of receipt, achieving 97.24% of the target, with 501 invoices not paid within this timeframe. The target of submitting the TA IIA to National Treasury for approval was also not achieved due to National Treasury not approving TA IA (Feasibility Study) due to an Affordability Gap.

Property, Expenditure and Financial Accounting

During the 2023/24 financial year, the Department submitted its quarterly interim financial statements on time to the National Treasury and AGSA as per legislated PFMA timelines. 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 utilize as an "add-value" document to ensure the completeness and accuracy of their inputs. Training workshops were also facilitated by a service provider on the application of the Modified Cash Standards, targeting junior officials within the Finance and SCM environment from the Head Office branches to the provinces.

The Department has an active Loss Control Committee at Head Office, which was replicated in all nine provinces during this financial year. The committee adjudicated many cases in order to

clear the backlog. Between quarter 2 and quarter 4, the HQ Committee held three meetings wherein 10 cases were finalised for irregular expenditure; five meetings wherein 27 cases were finalized for fruitless and wasteful expenditure and three meetings wherein 107 cases were finalized for damaged vehicles. The committee also reviewed its Management of Losses and Damages Policy and SOP during the financial year and the policy was approved by the Departmental Management Committee (DMC). The last revision of this policy was in 2023.

The expenditure management directorate continued to ensure 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.

Supply Chain and Asset Management

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 Departments bid administration and management structures are in place and are functioning in a manner that promotes government supply chain management principles.

In total, 12 bids were successfully concluded during the year under review. One bid was awarded by SITA on behalf of the department. One contract was subsequently cancelled due to legal matters that arose with the appointed TA during the contracting phase. The bid will be re-advertised and a new TA appointed before end of the next quarter. This was yet again a contract of a service provider who had been appointed on May 2023 as a transaction advisor to conduct a feasibility study and PPP procurement for VISA and permit application centre services through a Public Private Partnership (PPP). The TA will develop a feasibility study for submission to the National Treasury.

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 sign a code of conduct per financial year including the disclosure of their financial interest.

The Department submitted its procurement plan and the quarterly reports on the actuals against the procurement plan, any appointments through a deviation process as well as the appointments through contract variations/ extensions to the National Treasury as required.

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

The Constitutional Court ruling on public procurement and the absence of any other prescripts which promotes women empowerment created turbulence in the implementation of procurement targeting women, youth and persons with disabilities. The table below indicates the B-BBEE status levels of the successful bidders:

Table 4.1.1.1.: Bids awarded by B-BBEE status (2023/24)

Total number of bids awarded	14	
100% Black owned	9	64.29%
>51% Black owned	4	28.57%
<51% Black owned	1	7.14%
100% Black Women owned	1	7%
>51% Black Women owned	1	7%
<51% Black Women owned	6	42.86%
100%Black Youth owned	0	
>51% Black Youth owned	2	14.29%
<51% Black Youth owned	1	7.14%
B-BBEE status level 1	13	
B-BBEE status level 2	1	

The Department has included in its policy the specific goals that targets women and people with disability as per the new PPFA Regulation, 2022.

Revenue Management

Improvement was made in revenue collection by approximately R221 million (21 %) to R1,250 million compared to the previous financial year (R1,029 million), against a target of R1,229 million.

The Department is adjusting the revenue tariffs for immigration affairs enabling documents, which is envisaged to be implemented during the 2024/25 financial year subsequent to the completion of the adjustment process.

Budget Management

The Department used 99.9% of the budget allocated for the 2023/24 financial year. Through the Second Adjustment Appropriation Act, the Department received an amount of R200 million on behalf of the Independent Electoral Commission to defray expected excess expenditure by the Represented Political Party Fund (RPPF) for preparatory costs of the upcoming elections.

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.
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 to 68 ports including airports, maritime and land ports to date and some ports are currently running on parallel systems, both EMCS and BMCS. The augmentation to run the ports at 100% BMCS is underway and envisaged to conclude by September 2024.

Alternative network connectivity such as LTE has been established and installed in ports that has not been upgraded. The preferred mode of connectivity such as Fiber will be installed by December 2024 to replace the outdated and slow Diginet lines.

BMCS was rolled out to the following ports of entry: Peka Bridge, Sepapus Gate, Pontdrift, Platjan, Pafuri, Kruger Airport, Twee Revieren, Middelsputs, Port Elizabeth International Airport, Polokwane International Airport, Makhaleng, Waterkloof Airbase, Josefsdal, Bothashoop, Makopong, Magobiestad, McCarthysrust , Derdepoort, Bray, Rietfontein, Bloemfontein International Airport, Upington Airport, Saldanah Bay, Boesmansnek, Alexander bay, Ramatsiliso, Sendelingsdrift, East London Harbour, Onverwacht, Waverly, Port Elizabeth Harbour, Onskeepkans, Gemsbok and Ongeluksnek.

IMS Case Management System modules (Inspectorate and Deportation)

The Case Management System seeks to automate an integrated approach in dealing with cases across the whole spectrum in the DHA. The main objective of the system is to register, assign, manage, track and report on all cases in a seamless, accurate, reliable and secure manner in one integrated departmental system.

The IMS Case Management System module for Inspectorate and Deportation was developed and piloted successfully in four offices during 2023/24. The Pilot project was conducted and signed off in the following offices: Head Office, Pretoria Large Office, Epping Refugee Reception Centre and Lindela Repatriation Centre.

A fully integrated system will be developed by 2025/26 consisting of all modules functioning as part of a single Case Management system. The full integrated system will consist of the following modules from different branches: Immigration

Services, Counter Corruption & Security Services, Human Resources Management & Development and Legal Services.

Asylum Seeker Management and Refugee System
The Asylum Seeker Management and Refugee System replaced the outdated National Immigration Information System (NIIS). The system will administer the asylum process from registration to deportation or asylum recognition, including processes at statutory bodies (Standing Committee for Refugee Affairs (SCRA) and Refugee Appeals Authority of South Africa (RAASA)) in a predominantly paperless environment. The system will be able to register demographics and biometrics of asylum seekers and facilitate the adjudication of their cases with the option of referral to other bodies if denied. If the application of the refugee is approved, the process will be referred to live capture for the issuing of an ID document / travel document for a foreign national.

During the 2023/24 financial year, 100% of data was migrated from NIIS to the new system. The system is now rolled out to five Refugee Reception Centers and two statutory bodies which are: Cape Town, Gqeberha, Durban, Musina, Desmond Tutu, RAASA and SCRA.

Live Capture Roll-Out

The Department continues to roll out Live Capture to DHA offices and mobile units to increase its footprint to the citizens. Live capture technology has shown to reduce citizens' response times for service delivery. The Department with its counterparts has now embarked on an intervention to upgrade the network connectivity in all offices, hospitals and mobile units to address issues such as downtime and sow response rates.

The Department rolled out live capture to six additional offices during the 2023/24 financial year. The Department further installed network connectivity and implemented live capture to an additional 100 mobile units. This bears a very positive impact on bringing the DHA services closer to the people and reducing long queues in existing offices as the queues will now be reduced as the result of the newly rolled out offices with live capture.

Live capture has been rolled out to the following additional offices: Mapulaneng and Nkomazi in Mpumalanga, Taung and Molopo in North West, and Themba and Carletonville in Gauteng.

4.1.4. Office accommodation

The office accommodation provided by DPWI is generally not in line with the DHA needs, norms and standards. These offices are characterised with inadequate waiting areas for clients, inadequate area 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, contributing 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.

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 have been identified as priority for immediate improvement. To fast-track their implementation, the offices have been registered with the Presidential Infrastructure Coordinating Council (PICC) to obtain its financial and technical support. The PICC has identified various underutilised state-owned land and buildings which may be utilised and has provided the Department with a report on each site i. The next step is to do a feasibility on each site after which recommendations will be made to the Department on best available solution including rebuilds, refurbishments and Public-Private Partnerships (PPPs).

- 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 office improvement initiatives, the following progress in relocating/upgrading some of our major offices has been made:

- Needs analysis for an underutilised Post Office building in Gqeberha,

- Finalising the specification of bid documents for the Byron Place office in Pretoria,
- Successfully relocated the Polokwane Office to more suitable accommodation,
- DPWI advertised and is evaluating bids for the new office in Pinetown (Johannesburg),
- The Department and DPWI are working together to address issues at the office in Rustenburg,
- DPWI is constructing four purpose-built offices for the Department in Thohoyandou and Mokopane in Limpopo province, Taung in North West and in Stanger/KwaDukuza in Kwazulu-Natal,
- Work continues to build well-equipped offices in shopping malls, with plans to open offices in Cresta, Pavilion and Tygervalley malls in 2024/25,
- Work continues to establish a PPP for the development and consolidation of head offices in Pretoria. National Treasury requested that the Department review the Feasibility Study to assess affordability.

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 population register to empower citizens, enable inclusivity, economic development and national security
c. DHA positioned to contribute positively to a capable and developmental State
d. Efficient asylum seeker and refugee system in compliance with domestic and international obligations
e. Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations





The table below reflects performance information relating to originally tabled 2023-24 APP before the re-tabling.

Table 4.1.1.2: Original performance information for Programme 1: Administration

Programme 1: Administration									
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	***Actual Achievement 2023/2024 until date of re-tabling**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**	**Reasons for revisions to the Outputs / Output indicators / Annual Targets**
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Biometric functionality implemented at ports of entry equipped with the Enhanced Movement Control System (EMCS)	Number of selected ports of entry with biometric movement control system (BMCS) implemented	Not achieved Procurement of IT equipment completed. The following equipment was received: 1. Webcams, 2. Fingerprint scanners, 3. Passport scanners 4. Servers Still awaiting delivery of PCs and the estimated time of arrival is 26 April 2022	Achieved 34	38	**Not Achieved** Network was upgraded in 4 ports of Entry which are as follows: Port Elizabeth International Airport, Port Elizabeth Harbour, Waterkloof International Airport and Saldanha Bay. 20 ports of entry are ready for BMCS roll out and at 4Mbps bandwidth.	(38)	Slow SITA procurement process for the installation of data lines at the Ports of Entry. Majority of PoEs are on LTE which could not be upgraded hence the need for new data line installation.	Align with the Minister's performance agreement

Programme 1: Administration									
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	***Actual Achievement 2023/2024 until date of re-tabling**	**Deviation from planned target to Actual Achievement 2023/2024**	**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 / 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	Not achieved The Green Paper was approved by the Clusters for submission to Cabinet however the minsters requested that it be taken for further consultation before final submission to Cabinet for approval for public consultation	Achieved Green Paper: Citizenship, International Migration & Refugee Protection was submitted to minister for approval Green Paper will be submitted to Cabinet by 30 June 2023	White Paper on the Management of Citizenship, International Immigration and Refugee Protection submitted to Cabinet for approval	**Not Achieved** • The White Paper was approved by the Minister on 29 September 2023. • National Colloquium was not held with government and non-governmental representatives. However, a consultative workshop with traditional leaders and executive mayors from metropolitan and district municipalities was scheduled to take place on 16-17 October 2023.	White Paper on the Management of Citizenship, International Immigration and Refugee Protection was not submitted to Cabinet for approval	The Minister requested that further research be conducted in some areas of the Green Paper The White Paper required Cabinet approval for public consultation	To align with international best practice

Programme 1: Administration									
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	***Actual Achievement 2023/2024 until date of re-tabling**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**	**Reasons for revisions to the Outputs / Output indicators / Annual Targets**
DHA positioned to contribute positively to a capable and developmental state	Civic records digitised	Number of records digitised	N/A	New PI	18 000 Microfilm indexed	**Not Achieved** A total of 1 287 microfilms have been converted with 245 000 records by the end of September 2023	18 000 Microfilms were not indexed	The indicator / measure is not clearly defined	The change was required in order to avoid double counting of digitised records between this target and the target for 36 million digitised birth records

Table 4.1.1.3: Re- tabled performance information for Programme 1: Administration

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**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	All identified ports of entry equipped with biometric functionality by March 2024 (68 ports of entry)	Not achieved Procurement of IT equipment completed. The following equipment was received: 1. Webcams, 2. Fingerprint scanners, 3. Passport scanners 4. Servers Still awaiting delivery of PCs and the estimated time of arrival is 26 April 2022	**Achieved** 34	100% of identified ports of entry equipped with biometric functionality by March 2024 (68 ports of entry in total and 34 in 2023/24)	**Achieved** 100% of identified ports of entry equipped with biometric functionality successfully (34 in 2023/24)	None	None

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
Secure population register to empower citizens, enable inclusivity, economic development and national security	Functional Automated Biometric System (ABIS)	ABIS phase 2 completed (Functional Iris, infant footprint and palm-print backend recognition capability)	N/A	**Not achieved** Release of facial recognition and latent search was rolled back due ABIS database technical issues. ABIS Phase 2 delivery was deferred to 2023-24	ABIS phase 2 operational (Iris, infant footprint and palm-print backend recognition capability deployed into production)	**Not achieved** ABIS Phase 2 not achieved as it is dependent on all milestones to be completed. The below activities took place: • ABIS phase 2 system design and development completed. • MBIS software	ABIS modalities not yet deployed into production	Live Capture development work delayed with 5 weeks, which was planned to be completed on 19 January 2024. The actual completion date was 23 February 2024. Live Capture unit testing commenced on 08 March and experienced the errors/
DHA positioned to contribute positively to a capable and developmental state	Functional integrated case management system	Implementation of Integrated Case Management System by 2025-26	N/A	New PI	IMS Case Management System modules (Inspectorate and Deportation) piloted in 4 offices	**Achieved** IMS Case Management System modules (Inspectorate and Deportation) successfully piloted in 4 offices	None	None

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
Efficient asylum seeker and refugee system in compliance with domestic and international obligations	Asylum Seeker and Refugee System implemented	Number of refugee reception centres and statutory bodies with Asylum Seeker Management and Refugee System implemented by 2023-24	**Not achieved** User requirements specifications and technical specifications developed.	**Achieved** Asylum Seeker and refugee system developed onto live capture aligned to functional designed specifications that were approved	Asylum Seeker Management and Refugee System implemented in 5 refugee reception centres and 2 statutory bodies (RAASA and SCRA)	**Achieved** Asylum Seeker Management and Refugee System implemented successfully in 5 refugee reception centres and 2 statutory bodies (RAASA and SCRA)	None	None
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	e-Visa system rolled out in a phased approach to include study, business and intra-company transfers	Number of countries in which e-Visa System for study, business and intra-company transfer visas is piloted in 2023/24	**Achieved** e-Visa phase 2 developed onto live capture at QA environment	N/A	e-Visa system for study, business and intra-company transfer visas piloted in 3 countries	**Not achieved** eVisa system for business visas was successfully piloted in Germany and intra-company transfer visa was piloted successfully in 2 countries (Japan and France)	No transactional data for study visa	The study module was not tested in any of the countries because there were no applicants at the time of pilot.

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
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	**Not Achieved** Bill was submitted to minister on or before 22 October 2021 to consider and approve the Bill, and Cabinet Memo. Minister requested that the Bill be presented during MMM meeting of 15 December 2021. The Bill was removed from the Agenda (of MMM's meeting of 15 December 2021) due to time constraints. The Bill was presented to MMM on 17 February 2022.	**Not achieved** 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 tabled in Parliament	**Not achieved** Preliminary certification of the revised Bill not received from OCSLA	DHA Bill was not tabled in Parliament	Delay in receiving revised Bill from the service provider Delay in receiving the preliminary certification from the Office of the Chief State Law Adviser ("OCSLA")

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
			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. 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					
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 of Bill	**Achieved** Official Identity Management Policy was submitted to Cabinet for approval.	**Achieved** The National Identification and Registration Bill was approved by Cabinet for public consultation	National Identification and Registration Bill submitted to Cabinet to obtain approval for tabling in Parliament	**Not achieved** Bill not approved by Minister	National Identification and Registration Bill was not submitted to Cabinet to obtain approval for tabling in Parliament	The Bill was not approved by MMM leading to the Bill not processed further

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
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 of Bill	**Achieved** The draft Marriage Policy, Cabinet memorandum and presentation were submitted to the Cabinet secretariat	**Achieved** The Marriage Bill was submitted to Cabinet to request approval for public consultation	Marriage Bill submitted to Cabinet to obtain approval for tabling in Parliament	**Achieved** Marriage Bill approved by Cabinet, on 29 November 2023, for introduction into Parliament Marriage Bill tabled in Parliament	None	None
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Tabled One-Stop-Border-Post (OSBP) Bill in Parliament	Tabling of the OSBP Bill in Parliament for processing of Bill	**Achieved** OSBP Policy submitted to the Cabinet Secretariat for tabling to Cabinet	**Achieved** OSBP Bill submitted to Cabinet for approval for public consultation	OSBP Bill submitted to Cabinet to obtain approval for tabling in Parliament	**Achieved** OSBP Bill approved by Cabinet, on 29 November 2023, for introduction into Parliament OSBP Bill tabled in Parliament	None	None

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**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	Number of interventions implemented in support of Communication Strategy and Action Plan (per year)	**Achieved** 49 Media engagements conducted 19 Outreach engagements conducted 6 Campaigns conducted	**Achieved Media engagements** 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 **Outreach engagements:** 18 Campaigns: 4	DHA Communication Strategy and Plan implemented: • 20 Media engagements • 6 Outreach engagements • 3 Campaigns	**Achieved Media engagements** 64 Media engagements conducted **Outreach engagements** 16 Outreach engagements conducted **Campaigns conducted** 6 Campaigns	44 10 3	There were high demands for media engagements and campaigns based departmental programmes and projects. Due to the availability of our principals to engage community members in relation to service delivery.

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Immigration Amendment Regulations, 2014 gazetted to deal with the priority on the implementation of the recommendations of the work visa review	Changes made to the Immigration Regulations	N/A	N/A	Immigration Amendment Regulations, 2014 gazetted	**Achieved** Amendment of the Immigration Regulations, 2014 published in Government Gazette	None	None
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 in Parliament for processing	Not Achieved The Green Paper was approved by the Clusters for submission to Cabinet however the Minsters requested that it be taken for further consultation before final submission to Cabinet for approval for public consultation	**Achieved** Green Paper: Citizenship, International Migration & Refugee Protection was submitted to minister for approval Green Paper will be submitted to Cabinet by 30 June 2023	White Paper on Citizenship, Immigration and Refugee Protection (Towards a complete overhaul of the migration system) submitted to Cabinet for approval	**Achieved** White Paper on Citizenship, Immigration and Refugee Protection (Towards a complete overhaul of the migration system) submitted to Cabinet for approval	None	None

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
DHA positioned to contribute positively to a capable and developmental state	Revised Service Delivery Model implemented in line with a repositioned DHA as per set targets	Phased implementation of the revised Service Delivery Model (SDM)	**Achieved** SDM of the DHA was supported by Exco and approved by the DG and the Minister on 29 March 2022	**Achieved** Footprint Development Strategy approved by the minister on 28 March 2023	SDM Implementation Framework approved by the DG	**Achieved** SDM Implementation Framework was approved by the DG	None	None
DHA positioned to contribute positively to a capable and developmental state	DHA Access Model implemented	Compliance with submission of prescribed documents to facilitate the implementation of the DHA Access Model	**Achieved** The strategic accommodation requirements (Template 1 of the U-AMP) was submitted to DPWI on 28 February 2022 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	**Achieved** Strategic accommodation requirements for 2025-26 FY approved by the DG on 9 March 2023 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	U-AMP 2024-2025 submitted to National Treasury and copy to DPW&I	**Achieved** U-AMP 2024/25 submitted to National Treasury and copy to DPW&I on the 7th August 2023	None	None

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
DHA positioned to contribute positively to a capable and developmental state	DHA Access Model implemented	Compliance with submission of prescribed documents to facilitate the implementation of the DHA Access Model	**Achieved** 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	**Achieved** 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	Approved strategic accommodation requirements for 2025-26 submitted to DPW&I	**Achieved** Approved strategic accommodation requirements for 2025/26 submitted to DPW&I on the 30th January 2024	None	None
DHA positioned to contribute positively to a capable and developmental state	DHA Access Model implemented	Compliance with submission of prescribed documents to facilitate the implementation of the DHA Access Model	N/A	New PI	Budget requirements and option analysis for DHA Hybrid Model presented to National Treasury to secure funding for Access Model	**Achieved** Budget requirements and option analysis for DHA Hybrid Access Model was submitted to National Treasury through the Business case on the 28th March 2024	None	None

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
Secure population register to empower citizens, enable inclusivity, economic development and national security; and DHA positioned to contribute positively to a capable and developmental state	Online birth registration system rolled out to 252 health facilities by 2023/24	Number of health facilities equipped with online birth registration system	N/A	161 Priority 1,2 & 3 health facilities equipped with online birth registration system	91 health facilities equipped with online birth registration system (issuing birth certificates on the spot)	**Not Achieved** 8 out of the 91 health facilities were equipped with online birth registration system (issuing birth certificates on the spot)	(83)	Limited District Information Technology Officers (DITOs) to fasttrack the connectivity of IT equipment and 3Gs. The network connectivity was envisaged for completion by end of January 2024 and going forward, however it did not take place. The activation of 3Gs on VPN RAR did not happen.
DHA positioned to contribute positively to a capable and developmental state	Civic records digitised	Number of records digitised	N/A	New PI	36 million records digitised (Birth records)	**Not Achieved** 800 885 records digitised (Birth records)	(35 199 115)	The Department did not have facilities to

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
	Civic records digitised	Number of records digitised	N/A	New PI	18 000 Microfilm converted into images	**Achieved** 18 764 microfilms were converted into images	764	The human resources that were allocated to other digitisation of records were reassigned to focus on conversion of microfilms into images

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
DHA positioned to contribute positively to a capable and developmental state	DHA Gender-based Violence and Femicide Plan implemented	Implementation of DHA Gender-based Violence and Femicide Plan	**Achieved** 15 Awareness Sessions conducted on GBVF, gender and disability mainstreaming	**Achieved** 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 12 monthly progress reports have been submitted to DWYPD (April 2022 to March 2023) Awareness sessions were conducted throughout the year	DHA Gender-based Violence and Femicide Plan implemented	**Achieved** DHA Gender-based Violence and Femicide Plan implemented and progress monitoring on a monthly basis, as well as reporting to the Department of Women, Youth and Persons with Disability (DWYPD)	None	None
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 (per year)	New PI	**Achieved** 83% of misconduct cases concluded within 90 days during the performance cycle 2022-23	70%	**Achieved** 73%	3%	Improvement in monitoring and management of cases

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
DHA positioned to contribute positively to a capable and developmental state	Business processes reviewed as part of the implementation of the DHA Counter Corruption and Fraud Prevention Strategy	Number of DHA business processes reviewed to identify vulnerabilities to fraud, corruption and security breaches (per year)	**Achieved** 1 report that has incorporated all the findings and recommendations from Q1 to Q4 to be shared with the relevant stakeholders (PoE and BMA)	**Achieved** 4	16	**Achieved** 16	None	None
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 (per year)	**Achieved** 62%	**Achieved** 76,7% (158 of 206)	75%	**Achieved** 83.8%	8.8%	Constant monitoring of performance by sending reminders to Investigators to finalise the cases within 90 working day

Programme 1: Administration								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
DHA positioned to contribute positively to a capable and developmental state	Threat and Risk Assessments (TRAs) conducted as part of the implementation of the DHA Counter Corruption and Fraud Prevention Strategy	Number of Threat and Risk Assessments (TRAs) conducted per year in accordance with the requirements of Minimum Information Security Standards (MISS) and / or Minimum Physical Security Standards (MPSS)	**Achieved** 42	**Achieved** 89	40	**Achieved** 50	10	Deployment of Head Office officials to assist the provinces to improve performance
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 completed vetting files referred to State Security Agency (SSA) for evaluation (per year)	**Achieved** 369	**Achieved** 765	450	**Achieved** 516	66	The strategy to prioritise the finalisation of Confidential applications has proven to be a quick-win

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 decreased by 1.5% from R2.795 billion in 2022/23 to R2.752 billion in 2023/24. With marginal increases in the sub programmes: Ministry, the biggest increase in expenditure is for Management Support Services where expenditure increased by 15% from R277 million in 2022/23 to R319 million in 2023/24; Corporate

Services where expenditure increased by 6% from R810 million in 2022/23 to R858 million in 2023/24; and Transversal Information Technology Management where expenditure increased by 6% from R1.086 million in 2022/23 to R1.150 million in 2023/24. Expenditure for Office Accommodation decreased by 33 % from R592 million in 2022/23 to R396 million in 2023/24.

Table 4.1.1.4: Sub-Programme expenditure: Programme 1 Administration

Sub- Programme Name	2023/24			2022/23		
	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	29 286	29 286	-	28 869	28 869	-
Management Support Services	318 604	318 604	-	277 407	277 407	-
Corporate Services	858 124	858 124	-	810 021	810 021	-
Transversal Information Technology Management	1 150 666	1 150 015	651	1 086 574	1 086 559	15
Office Accommodation	395 738	395 738	-	592 209	592 209	-
Total	**2 752 418**	**2 751 767**	**651**	**2 795 080**	**2 795 065**	**15**

Strategy to overcome areas of under performance

Table 4.1.1.5: Strategies to overcome areas of under-performance

Indicator	Strategy to overcome under performance
ABIS in operation by2022/23 (Functional Iris, infant footprint and palm-print backend recognition capability)	The completion of ABIS Phase 2 was delayed by the development of Live Capture integration which was not concluded on time. To achieve the target, the Live Capture Service provider is to assign dedicated technical project resources with the required technical skills (developers and system Integrators) to be able to address the system Integration challenges between the two systems (Live Capture and ABIS). The intervention will ensure successful integration and deployment of the new modalities into production.
Number of countries in which e-Visa System for study, business and intra-company transfer visas is piloted in 2023/24	The study module is activated and will be tested by IMS in the identified countries whenever the applicants for study visa are available

Indicator	Strategy to overcome under performance
Tabling of DHA Bill in Parliament for processing of Bill	• Office of the Chief State Law Adviser ("OCSLA") provided the requisite preliminary certification of the DHA Bill. (Q1) on 28 March 2024 • The revised Bill will be presented to EXCO, MMM and Minister (Q2) • LS to, after the public consultation, analyse the public comments and revise the Bill accordingly • The revised Bill to be presented to EXCO, MMM and Minister (Q2) • Request SEIAS Report from the DPME (Q2) • Request preliminary certification from OCSLA • Bill to be submitted to JCPS cluster (Q3) • Bill to be submitted to Cabinet for approval to publish the Bill for public comments (Q3) • Once Cabinet provides the requisite approval, the Bill will be published in the Government Gazette, for public comments (Q4)
Tabling of the National Identification and Registration Bill in Parliament for processing of Bill	• Bill to be presented to EXCO and MMM, and thereafter the Minister for approval • Bill to presented to JCPS cluster • Bill to be presented to Cabinet • Bill to be introduced into Parliament
Number of health facilities equipped with online birth registration system	• Acquire space in Priority 2 & 3 health facilities • Ensure activation of 3Gs on VPN RAR in the new financial year • Network configuration and printing of birth certificates on the spot
Number of civic records digitised	Digitisation facilities will be ready in the first quarter of the 2024/25 financial year. The target has been rolled over to 2024/25 financial year.

4.2. PROGRAMME 2: CITIZEN AFFAIRS

Purpose

Citizen Affairs covers the activities of the Civic Services' branch at national and provincial level. This involves the provision and management of identity and status services for citizens, permanent residents and persons accorded refugee status. Clients are served at various sites, including local and mobile offices, health facilities and bank branches.

Sub-programmes

- Citizen Affairs Management
- Status Services (Back Office Status Services)
- Identification Services (Back Office ID Processing)

Purpose of the sub-programmes

Citizen Affairs Management provides for the overall management of the branch for both head office and frontline offices and provides policy direction, sets standards and manages back-office processes.
Status Services (Back Office Status Services) regulates all matters relating to the National Population Register (NPR). These include maintaining an accurate register of all citizens and immigrants who have acquired the right to permanent residence; registering births, deaths and marriages; amendment of personal particulars on the NPR; providing travel and citizenship documents; providing financial assistance to citizens abroad who wish to return to South Africa but have no means of doing so; and determining and granting citizenship.

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

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

4.2.1. Sub-Programme Status Services

Birth Registration

A key strategy coordinated by Civic Services is to ensure a credible, accurate and secure National Population Register (NPR) 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 plans in provinces,
- Intensification of birth registration at health facilities, and
- Daily performance updates on births registered to provincial and office management.

A total of 744,588 births were registered within 30 calendar days during the 2023/24 financial year, a decrease of 4,58% compared to 2022/23 financial year. Late registration of Birth; category 31 days to 14 years were 155 648 during the 2023/24 review period compared to 190 922 during the 2022/23 review period. This is a reduction of 22,66%. The registration category of 15 years and above marginally increased by 3,55% during 2023-24 compared to the 2022/23 review period. The percentage of reduction in early birth registration confirms reports by StatsSA (Statistics South Africa (2022) "Mid-year Population Estimates 2022", StatsSA, Pretoria) that the that the crude birth rate (CBR) has declined between 2009 and 2022.

The following graphs illustrate Birth Registrations within 30 days of birth ana all birth registrations over the last five reporting periods.

Figure 3 : Number of births registered within 30 days (2019/20 - 2023/24)

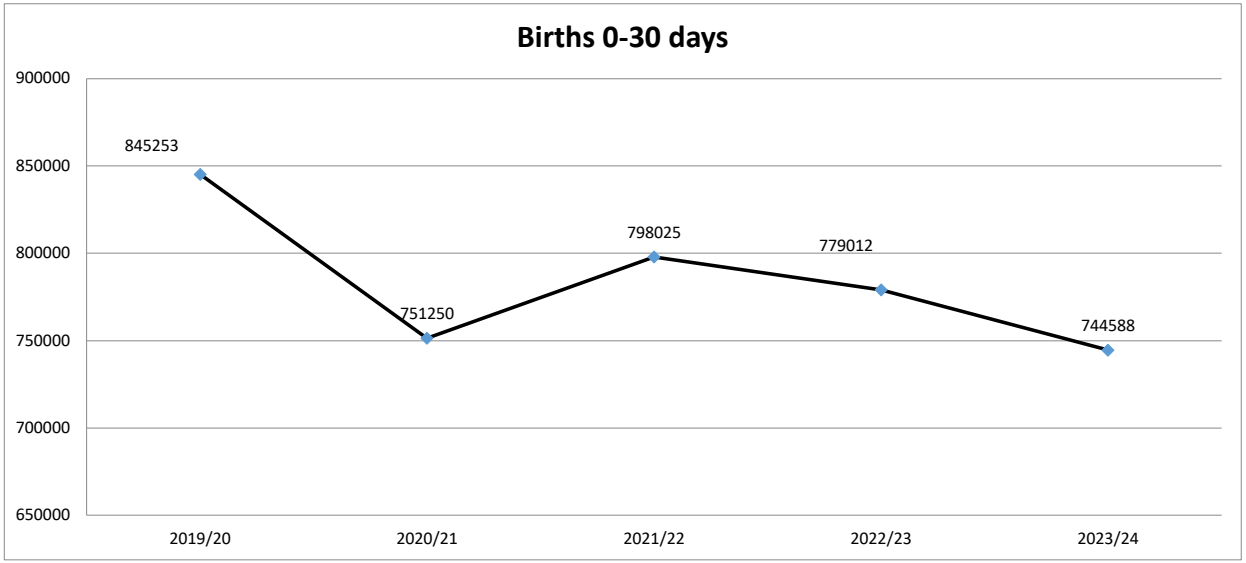
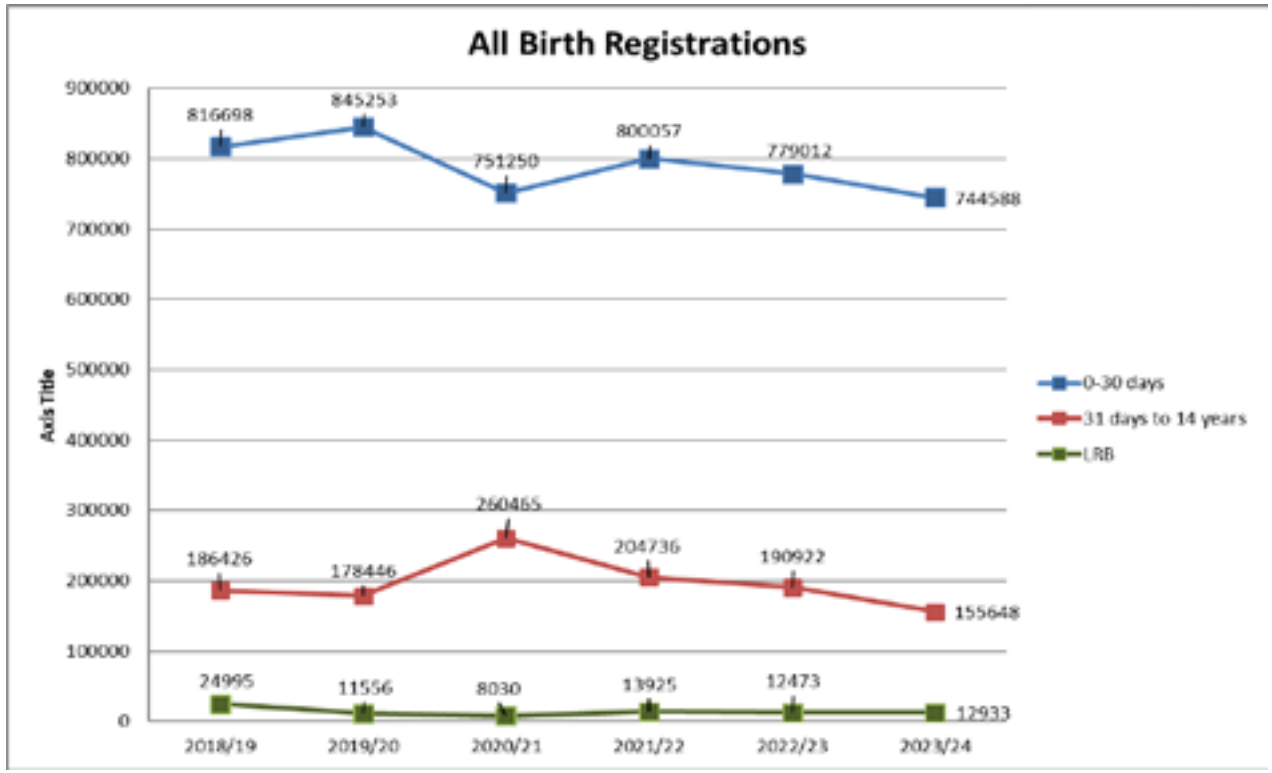


Figure 4 : Number of all births registered (2019/20 - 2023/24)



During the 2023/24 review period, the percentage of births registered within 30 calendar days compared against the total population of births registered was 81.54%. This percentage is up from 79.30% during the preceding review period. Late birth registrations for children aged 31 days to 14 years constituted 17.04% of all registrations, whereas registrations of birth for persons aged 15 years and older constituted 1.42%. The observed trends are indicative of the continued efforts by the department 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 the increased percentage of early birth registration. The Department continued with initiatives to address this, including:

Outreach programmes: Minister and DHA Senior Managers visited provinces and health facilities to encourage birth registration. DHA had regular meetings with the Department of Health to acquire birth occurrence reports from the Department 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 ensured that where DHA has a footprint within health facilities, officials are permanently deployed where there is connectivity and also work rotationally where there is no fully functional connectivity for birth registration. The Department is also actively rolling out registration functionality at additional high volume maternity wards at health facilities across the country.

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.

4.2.2. Sub-Programme Identification Services

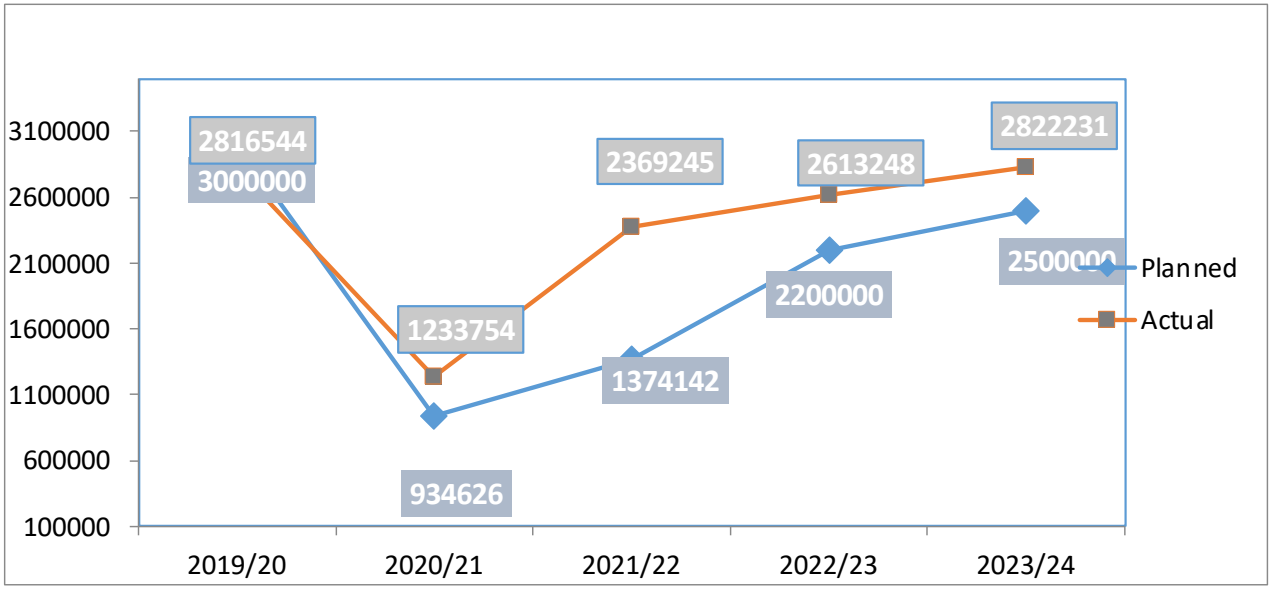
Issuance of Smart ID Cards to citizens

The Department issued 2,822,231 Smart ID cards to citizens against a target of 2.5 million during the review period. Notwithstanding this achievement, the live capture system continued displaying technical challenges that limited operations in some offices.

As part of our multi-channelled strategy to take services to the people, 127 functional mobile units contributed to the annual achievement by collecting 112,364 Smart ID card re-issues and 117,052 Smart ID first-issues applications during the review period totalling to 229,416 applications as compared to 204,317 applications during the 2022/23 review period. The Department has further procured additional 100 mobile offices in 2023/24 which will assist in bringing services closer to the people and close the gap on DHA footprint. A total of 49,651 Smart ID card re-issues and 23,713 Smart ID first-issue applications were received through 33 bank branches during the review period, totalling 73,364.

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 to citizens (2019/20 - 2023/24)



By the end of March 2024, a total of 24 629 007

South African citizens had been issued with Smart ID cards since inception in 2013.

Institutional Outcomes that Programme 2 Contributes to

a) Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations.



Table 4.2.1.1: Performance information for Programme 2: Citizen Affairs

Programme 2: Citizen Affairs								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**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	**Achieved** 560 972 **Achieved** 42 407 **Achieved** 194 646	**Achieved** 779 012 births were registered within 30 calendar days	800 000	**Not achieved** 744 588 births were registered within 30 calendar days	(55 412)	• 70 376 children who were born within the 2023-24 review period and were not registered within the regulated 30 calendar day period, despite an early birth registration campaign being conducted during the review period. • NPR system downtimes contributed to non-achievement of the target.

Programme 2: Citizen Affairs								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
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	**Achieved** 1 880 542 **Achieved** 79 901 **Achieved** 408 802	**Achieved** 2 613 248 ID Smart cards were issued to citizens 16 years and older	2 500 000	**Achieved** 2 822 231 Smart ID cards were issued to citizens 16 years and older	322 231	• The mobile units outreach programmes contributed to the increased issuance of 220 773 Smart ID cards during the review period. • Continuous monitoring of the live capture system, in particular the monitoring of internal and external stakeholders and monitoring the scanning of dispatched and delivered enabling documents at front line. • There were four additional working days due to voter registration

Programme 2: Citizen Affairs								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
Secure and efficient management of citizenship and civil registration to fulfil constitutional and international obligations	Adult passports issued as per set standards	Percentage (%) of machine readable adult passports (live capture system) issued within 13 working days for applications collected and processed within the RSA per year	**Achieved** 99,22% machine readable passports were issued within 42 working days. 49 140 were issued within and 384 above. A total of 49 524 adult passports were issued in this level	**Achieved** 96,08% machine readable passports were issued within 13 working days.664 016 were issued within and 27 067 above. A total 691 083 passports were issued during the review period	90%	**Achieved** 95,74% of machine readable passports (live capture system) were issued within 13 working days. 693 195 were issued within and 30 810 above. A total 724 005 Passports were issued during the review period.	5, 74%	Continuous monitoring of the live capture system, in particular the monitoring of internal and external stakeholders and monitoring the scanning of dispatched and delivered enabling documents at front line.
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 (live capture system) issued within 18 working days for applications collected and processed within the RSA per year	New PI	**Achieved** 99,25% machine readable passports were issued within 18 working days.162 569 were issued within and 1 223 above. A total 163 792 passports were issued during the review period	90%	**Achieved** 98,99% of machine readable passports (live capture system) were issued within 18 working days. 160 035 were issued within and 1 639 above. A total 161 674 passports were issued during the review period.	8,99%	Continuous monitoring of the live capture system, in particular the monitoring of internal and external stakeholders and monitoring the scanning of dispatched and delivered enabling documents at front line.

Linking performance with budgets

The budget as per the final appropriation versus actual expenditure reflects 100% spent for Programme 2: Citizen Affairs. The actual expenditure for Programme 2: Citizen Affairs increased by 22% from R3.562 billion in 2022/23 to R4.362 billion in 2023/24. The biggest increase is in the sub programme: Citizen Affairs Management increasing by 192% from R302 million in 2022/23 to R882 million in 2023/24; increase in expenditure for Service delivery to provinces by 5% from R2.260 million in 2022/23 to R2.392 million in 2023/24. Expenditure for Status Services increased by 9 % from R839.7 million in 2022/23 to R923 million in 2023/24; Expenditure for Identification Services increased by 10% from R150 million in 2022/23 to R165 million in 2023/24.

Table 4.2.1.2: Sub-programme expenditure: Programme 2: Citizen Affairs

Sub- Programme Name	2023/24			2022/23		
	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	881 952	881 914	38	629 631	302 159	327 472
Status Services	923 106	923 104	2	839 746	1 050 951	-211 205
Identification Services	165 224	165 224	-	160 001	285 243	-125 242
Service Delivery to Provinces	2 392 256	2 392 256	-	2 260 258	2 094 967	165 291
Total	**4 362 538**	**4 362 498**	**40**	**3 889 636**	**3 733 320**	**156 316**

Table 4.2.1.3: Strategies to overcome areas of under-performance

Indicator	Strategy to overcome under performance
Number of births registered within 30 calendar days per year	• The branch will partner with DHA Communications to implement a communications plan aimed at marketing early birth registration. • The Department will also implement a memorandum of understanding (MOU) with the Department of Cooperative Governance and Traditional Affairs during the 2024-25 review period. This MOU is aimed at collaborative efforts about DHA services with other stakeholders at the municipal level. • The Department will also finalise a memorandum of understanding with the Department of Health during the 2024/25 financial year. This MOU will focus on expansion of birth and death registration at health facilities. • The branch will also request the revival of the live capture birth registration process at select Home Affairs live capture offices.

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 RSA. 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 deports illegal immigrants in terms of the Immigration Act (2002); conducts investigations with other law enforcement entities; and provides policy directives on immigration matters.

Asylum Seekers considers and processes applications for asylum, issues enabling documents to refugees, and facilitates processes to find durable solutions to refugee problems in line with the Refugees Act (1998). The head office is responsible for providing strategic leadership, whereas refugee reception offices are responsible for operations.

4.3.1. Permits

The Department issued 61% (69 of 113) business visa and 10% (577 of 5,546) general work visas within eight weeks for applications processed within the RSA. This is a regression when compared with the 2022/23 performance for the business and general work visas that were issued by the department. Critical skills visas issued was 52% (1163 out of 2242). Critical skills visas for 2022/23 was 7.6%, the increase to 52% was due to additional operational management tools that was put in place. These tools will be utilised in the next year's cycle to achieve the targets. The impact of the report of the Ministerial Committee had also affected the outputs for 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 Zimbabwe Exemption Permit (ZEP) applications follows a different process which involves and creates dependencies on other stakeholders. The ZEP is a project which has its own challenges and the inclusion of the ZEP in the target had also contributed in impacting on achievement of the targets.

The Permanent Residence applications for 2022/23 was at 38.8% and in 2023/24 there was significant improvements made in achieving this target of 92% (1141 out of 1238). This can be attributed to the operations management tools implemented by the department.

The Branch IMS is currently addressing the backlog challenges experienced in the Permitting environment. The Chief Directorate has serious capacity and structural challenges which has plagued it for many years. These backlogs are affecting both the Department and the clients. The Permitting team had compiled a backlog management project plan, which was set in motion after the implementation of the revised delegations that was signed in December 2023.

In March 2024, the department appointed a Project Manager and a team of analysts. The team conducted an assessment of the backlogs. The approach aims to address the work for both current applications and backlogs, based on the recommendation of the assessment. This plan was presented and approved by EXCO and MMM. The approach includes officials from the Provinces and Head Office to assist to reduce and finalise the backlogs. The Project team comprises of senior managers who will lead identified streams that are affected by the backlogs. The introduction of operations management tools to assist in managing the permitting environment will continue in the next financial year. This will assist the department in eradicating the backlogs

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, operating 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.

The inspectorate unit continued to provide support to the newly established BMA by deploying inspectorate officials to the border with Lesotho, Mozambique and Zimbabwe during the festive period in December 2023 and January 2024. In 2023/24, 1,538 DHA-led law enforcement operations/ inspections conducted for targeted areas to ensure compliance with immigration legislation.

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. Critical services were also provided through an online solution. These services included the extension of asylum and refugee documents, applications for refugee ID and travel documents.

4.3.4. Management of admission services

The mandate of Admission Services is the regulation of migration through the extended border (API/ PNR), ports of entry and missions to secure the movement of persons to and from the RSA, confirm and provide enabling documents to bona fide foreign visitors to ensure they are legally residing in the Republic. While continuing to provide support to the BMA on policy and administration functions relating to Immigration Services in line with the Shared Service Agreement which ended on 31 March 2024.

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

Table 4.3.1.1: Performance information for Programme 3: Immigration Affairs

Programme 3: Immigration Affairs								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**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 DHA-led law enforcement operations/ inspections conducted for targeted areas to ensure compliance with immigration legislation per year	Achieved 294 law enforcement operations/ inspections conducted to ensure compliance with immigration legislation	Achieved 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	1 296	**Achieved** A total of 1538 business inspections/ operations conducted during the financial year 2023-24 Contribution breakdown: Head office: 346 Mpumalanga: 147 Northern Cape: 222 North West: 159 Western Cape: 127 Limpopo: 116 Gauteng: 97 Eastern Cape: 122 KwaZulu-Natal: 50 Free State:152	242	• The monitoring tool introduced through follow ups on email and whatsapp on the progress made regarding inspections and operations has assisted in achieving the target. • As management we were able to track and monitor the progress as well as submission of reports on time.

Programme 3: Immigration Affairs								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
								• There are accurate and complete records submitted as evidence for the achievement of the target. Head office is also assisting the provinces in joint inspections to provide support and guidance on collating evidence and compilation of the reports, furthermore participating in Natjoint and Provjoint initiated operations to address illegal migration and other crimes.

Programme 3: Immigration Affairs								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**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 for critical skills (S27b), general work (S26a) and business (S27c) adjudicated within 8 months for applications collected within the RSA per year	Achieved 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)	Not achieved 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)	85%	**Achieved** 92.% (1 141 of 1 238) of permanent residence applications for critical skills (S27b), general work (S26a) and business (S27c) adjudicated within 8 months for applications collected within the RSA per year.	7%	The Introduction of management monitoring tools and resources assisted to achieve this target. The reprioritisation work amongst officials also contributed to the achievement. However, the intake of applications versus the capacity still remains a challenge.

Programme 3: Immigration Affairs								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Critical skills adjudicated according to set standards	Percentage (%) of critical skills visa applications adjudicated within 4 weeks for applications processed within the RSA per year	Not achieved 57,2% (2 790 of 4 876) of critical skills visas adjudicated within 4 weeks for applications processed within the RSA	Not achieved 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)	95%	**Not achieved** 52% (1 163 of 2 242) of critical skills visa applications adjudicated within 4 weeks for applications processed within the RSA per year	(43%)	The additional two levels in the delegations contributed negatively on the outcomes, however the introduction of the new delegations going forward and the removal of the ZEP applications will now provide a relief in terms of the workload which will allow the unit to achieve a better result.
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Business and general work visas adjudicated according to set standards	Percentage (%) of business visa applications adjudicated within 8 weeks for applications processed within the RSA per year	Not achieved 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)	Not achieved 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)	90%	**Not achieved** 61% (69 of 113) of business visa applications adjudicated within 8 weeks for applications processed within the RSA per year	(29%)	The additional two levels in the delegations contributed negatively on the outcomes, however the introduction of the new delegations going forward and the removal of the ZEP applications will now provide a relief in terms of the workload which will allow the unit to achieve a better result.

Programme 3: Immigration Affairs								
Outcome	**Output**	**Output Indicator**	**Audited Actual Performance 2021/2022**	**Audited Actual Performance 2022/2023**	**Planned Annual Target 2023/2024**	****Actual Achievement 2023/2024**	**Deviation from planned target to Actual Achievement 2023/2024**	**Reasons for deviations**
Secure management of international migration resulting in South Africa's interests being served and fulfilling international commitments	Business and general work visas adjudicated according to set standards	Percentage (%) of general work visa applications adjudicated within 8 weeks for applications processed within the RSA per year	Not achieved 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)	Not achieved 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)	90%	**Not achieved** 10% (577 of 5 546) of general work visa applications adjudicated within 8 weeks for applications processed within the RSA per year	(80%)	The additional two levels in the delegations contributed negatively on the outcomes, however the introduction of the new delegations going forward and the removal of the ZEP applications will now provide a relief in terms of the workload which will allow the unit to achieve a better result.

Linking performance with budgets

The budget as per the final appropriation versus actual expenditure reflects 100% spent for Programme 3: Immigration Affairs. The actual expenditure for Programme 3: Immigration Affairs decreased by 37% from R1.330 billion in 2022/23 to R841 million in 2023/24. With a decrease in expenditure for the sub programmes: Admission Services by 63% from R892 million in 2022/23 to R334 million in 2023/24, Immigration Affairs Management decreases by 14% from R69 million in 2022/23 to R59 million in 2023/24, Asylum Seekers increases by 5% from R154 million in 2022/23 to R162 million in 2023/24, and Immigration Services increased by 33% from R214 million in 2022/23 to R286 million in 2023/24.

Table 4.3.1.2: Sub-programme expenditure: Programme 3: Immigration Affairs

Sub- Programme Name	2023/24			2022/23		
	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	59 294	59 294	-	85 725	69 110	16 615
Admission Services	333 912	333 912	-	908 987	892 403	16 584
Immigration Services	285 953	285 953	-	249 035	214 357	34 678
Asylum Seekers	161 935	161 935	-	156 896	154 059	2 837
Total	**841 094**	**841 094**	**-**	**1 400 643**	**1 329 929**	**70 714**

Table 4.3.1.2: Strategy to overcome areas of under performance

Indicator	Strategy to overcome under performance
Percentage (%) of critical skills visa applications adjudicated within 4 weeks for applications processed within the RSA per year	• Delegations reviewed to decrease the number of stages in the adjudication process • The removal of the ZEP from the target as it is a project where other stakeholders are involved in the adjudication process which causes delays in the processing of the applications • Increase in the 4-week period for processing of the application within the RSA per year will allow for this target to be achieved • Increase in capacity of staff for adjudication of application
Percentage (%) of business visa applications adjudicated within 8 weeks for applications processed within the RSA per year	• Delegations reviewed to decrease the number of stages in the adjudication process • The removal of the ZEP from the target as it is a project where other stakeholders are involved in the adjudication process which causes delays in the processing of the applications • Increase in capacity of staff for adjudication of application
Percentage (%) of general work visa applications adjudicated within 8 weeks for applications processed within the RSA per year	• Delegations reviewed to decrease the number of stages in the adjudication process • The removal of the ZEP from the target as it is a project where other stakeholders are involved in the adjudication process which causes delays in the processing of the applications • Increase in capacity of staff for adjudication of application

5 TRANSFER PAYMENTS

5.1. Transfer payments to public entities

The Border Management Authority (BMA) was established as a Schedule 3A public entity in accordance with the Border Management Authority Act, Act No. 2 of 2020. The BMA became fully functional as a standalone entity with effect from 1 April 2023. The BMA has its own accounting officer and management structures. The Department transfers funds monthly to the BMA in accordance with the BMA's cash flow drawdowns. It does not exercise oversight over the BMA and does not monitor spending of the monthly transfers made, but the transfers are subject to the condition that the entity establish and implement effective, efficient and transparent financial management and internal controls.

Table 5.1.1: Transfer payments to public entities (2023/24)

Name of Public Entity	Key Outputs of the public entity	Amount transferred to the public entity	Amount spent by the public entity	Achievements of the public entity
Border Management Authority	Border management and control	R1 341 225 000	See BMA Annual Report	See BMA Annual Report

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 Represented Political Parties Fund. As the IEC is a constitutional institution, the provisions of section 38(1)(j) of the PFMA does not apply. The Department therefore does not monitor the spending once the funds are transferred to the IEC.

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

The table below reflects the transfer payments made to all entities other than public entities for the period 1 April 2023 to 31 March 2024.

Table 5.2.1: Transfer payments to organisations other than public entities (2023/24)

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)
IEC	Constitutional institution	Elections	Not applicable	2 232 334
Political Party Fund	Fund under IEC	Funding political parties	Not applicable	850 345
Departmental officials	-	Transfer to households	Not applicable	20 357
Various municipalities	Municipality	Motor vehicle licenses	Not applicable	3 911
SABC	PFMA Schedule 2 entity	TV licences	Not applicable	150

All transfer payments which were budgeted for in the period 1 April 2023 to 31 March 2024 were made.

6 CONDITIONAL GRANTS

6.1. Conditional grants and earmarked funds paid

The Department does not make conditional grants. Funds earmarked for the IEC, BMA and Political Party Fund are paid as transfer payments.

6.2. Conditional grants and earmarked funds received

The Department did not receive any conditional grants.

7 DONOR FUNDS

7.1. Donor Funds Received

The Department received donor funding from the following two entities in the 2023/24 financial year: Criminal Asset Recovery Act (CARA) and the Reconstruction and Development Programme (RDP) Donor UNHCR (United Nations High Commissioner for Refugees).

The allocated amount for CARA in October 2017 was R70,685 million. In accordance with the allocation letter, the Department incurred the expenditure and then claimed the expenditure back from CARA. In this regard, the following expenditure was planned:

- R28,000 million received during the 2018/19 financial year to procure vehicles;
- R13,685 million during the 2022/23 financial year to procure for upgrade servers at ports of entry;
- R5 million for asylum seeker management (computer equipment);

- R14 million for interpretation services; and
- R10 million for a case management system and hand-held devices for the Inspectorate.

In the end, the Department could not procure the equipment for the interpretation services or the case management system for the Inspectorate. The Department accordingly returned R24 million to CARA in the 2023/24 financial year.

The Department received R100 million in the 2023/24 financial year from CARA. This allocation is to enable the Immigration branch to support the actions to combat illicit mining and illegal migration and includes:

- R39 million for vehicles (including busses and prison vans to deport illegal immigrants);
- R5 million for handheld devices to support operations; and
- R56 million for operations to combat illicit mining.

Orders for the vehicles were issued and delivery is expected in 2024/25.

For the RDP Donor UNHCR, the Department received an amount of R18,032 million during the current financial year, which was used to offset the salaries for the team members that form part of the Refugee Appeal Backlog project. An amount of R3,387 million remains as owed to the Department by the donor UNHRC at the end of the financial year.

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 immoveable property responsible for its acquisition, management and disposal. The Department of Home Affairs is thus dependent on the DPWI for its office accommodation provision.

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 under construction (2023/24)

Project	Current Stage	Expected Completion Dates
Mokopane (LP)	Under Construction	May 2024
Thohoyandou (LP)	Under Construction	See Footnote
Taung (NW)	Under Construction	See Footnote
Stanger (KZN)	Under Construction	See Footnote

Footnote: Completion dates are subject to projects plans from DPWI

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

- The Department spent R263.457 million on office refurbishments and modernisation infrastructure projects, of which R202 million was for the refurbishment of the three digitisation hubs, R41.817 million was on refurbishments, R4.191 million on signage and R15 million on new generators, UPS and air conditioners.
- R29.243 million was spent on general maintenance of offices throughout the country.
- DPWI spent R19.999 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 (2022/23 vs 2023/24)

Infrastructure projects	2023/2024			2022/2023		
	Final Appropriation R'000	Actual Expenditure R'000	(Over)/Under Expenditure R'000	Final Appropriation R'000	Actual Expenditure R'000	(Over)/Under Expenditure R'000
New and replacement assets	-	-	-	-	-	-
Existing infrastructure assets	-	-	-	-	-	-
- Upgrades and additions	-	-	-	-	-	-
- Rehabilitation, renovations and refurbishments	61 457	61 457	-	25 842	25 842	-
- Maintenance and repairs	29 243	29 243	-	41 484	41 484	-
Infrastructure transfer	-	-	-	-	-	-
- Current	-	-	-	-	-	-
- Capital	19 999	19 999	-	41 284	41 284	-
Total	**110 699**	**110 699**	**-**	**108 610**	**108 610**	**-**


Department of Home Affairs
We Care!
ISUZU
400
All children MUST be registered with Home Affairs
WITHIN 30 DAYS of being born
Civic Af



PART C

GOVERNANCE

1. INTRODUCTION

The Department is fully committed to uphold principles of Good Governance by ensuring the effective, efficient and economical management of public funds and resources in line with its mandate. The Accounting Officer's responsibilities, in respect of corporate governance requirements, are espoused by Section 38 and 40 of the PFMA. Pursuant of this legislative duty and responsibility towards sound governance, various Governance Committees have been established.

The Governance Committee's key responsibility is to ensure that governance structures are in place and functioning so that the Department's strategic agenda is delivered upon in an ethical and socially responsible manner. The Governance Committee's strategic agenda is grounded on the key principles of King IV to ensure that decision making is framed by good governance intent.

2. RISK MANAGEMENT

2.1. 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 09/12/2021. 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 2023. The RMC recommended the document for approval by the DG, who then duly singed it off as per recommendation.

2.2. 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. Identification of new and emerging risks was done on an ongoing basis, with any such risks, where identified, considered in the quarterly review, and reporting processes.

The process of risk assessments is centered around the Annual Performance Plan of the Department. As such, the risks were identified for each Departmental mandate at a strategic level and on the annual targets at an operational level.

2.3. Risk Management Committee

External Independent Members of the Risk Management Committee and the external independent Chairperson were appointed in consultation with the Minister at the beginning of the 2021/2022 financial for a three-year contract period. The Department's Risk Management Committee consists of senior management and the three 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 annual risk management implementation plan for the financial year and the progress on the project for Development and implementation of the Business Continuity Management process.

The Chairperson of the Risk Management Committee (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 2023, August

2023 and November 2023 and February 2024 were successfully held.

The RMC acknowledges that the risk profile for the Department is still showing areas of high risk that need to be managed, and as such, the DG and management have made a commitment to put measures in place to bring the level of the residual risk ratings down to acceptable levels of risk.

2.4. Risk Management Unit

The implementation of 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 when focusing on the past three financial years. In 2021/2022 the Department performance was 69% and improved to 71% in 2022/2023 financial year. The performance showed a stagnant performance at 71% achievement rate for 2023/2024 financial year.

To ensure the improvement of the Department's 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 71% of its APP targets, indicating some level of success in managing the risks associated with the annual targets.

The Risk Management unit has achieved 90% of level 3 of the Department-specific approved risk maturity model at the end of 2023/2024 which is the improvement from 87% in the 2022/2023 financial year. The unit recruited 2 additional Deputy Directors during the financial year. The staff in the Risk Management unit continued with the Business Continuity Management project to develop and implement the business continuity plans within the selected areas in the Department. The project aimed at, amongst others, the transfer of skills to the currently existing staff in the Risk Management unit.

The following are the top strategic risks identified for 2023/2024 financial year.

#	Strategic Risks	Risk mitigating strategies
1	Poor records and archive management / Loss of critical data / records.	· Review of the record management structure to include archive management of all the records of the Department. · Appraisal and Disposal of records at local offices and Missions abroad. · Procurement of service provider for the design of Record and Archive management IT system. · Review for approval the DHA Records and Archive management strategy. · Perform OHS Act compliance assessment in the selected records keeping storages.
2	Inability to have a single view to service our clients resulting in inefficiencies in operations	· Modernize and Decommission legacy systems through implementation of the following systems in phases: ABIS, ASM and BMCS. · Review current systems architecture with both SITA and CSIR to assist in finalizing the Enterprise Architecture (EA) blueprint and roadmap that will align with both the Departmental and IT strategies.

#	Strategic Risks	Risk mitigating strategies
3	Failure of corporate governance.	· Review of the functional organisational structure and post establishment, from SL 13 and below. · Appoint a service provider for the implementation of the recommendation of IA findings relating to Compliance and Corporate Governance. · Appointed service provider to design the process of consequence management for non-compliance to laws, regulations and SCM processes. · Implementation of the DHA Policy Repository Guidelines. - Identify nodal persons to liase with in various Branches. - Update and maintain policy database. - Update 2nd edition of the DHA policy booklet for approval by the CD and distribute Departmentally. (contains all approved internal and external policies). · Provide input on the DHA internal communication strategy on communication of policies, laws and regulations. · To implement the Planning integrated tool and templates developed to assist branches with integrated planning. Electronic tool for head office and provinces developed to assist with integrated planning. · Review the BCM policy to include outstanding information identified during the implementation and validation phase of the BCM project. · Appointment of the Service provider for implementation of the BCM rolling-out plan 2023/2024.
4	Inability to deliver on major / key DHA projects.	· All SMS attend training on project management and regular refresher training program developed. · The oversight structure to be established for regular reporting and monitoring of budget and expenditure on major / key projects. · The process and interval of project management assurance to be included in the project management process of the Department for compliance by project managers. · Training on the following: - Bid committees processes. - the development of the specification for tender process. - Contract management.
5	Insufficient capacitation of DHA to optimally deliver on its mandate.	· Complete the second capacitation business case to request additional funding from National Treasury. · Fill all-natural attrition posts. · To conduct the skills audit to determine if officials are correctly place based on their skills. · Continuous professional development of DHA officials through learning and development interventions in line with the Professionalisation of the Public Service framework. i.e. Security Training, Risk Management, Communication, Information literacy, Ethics, Multiple intelligence, Decision making, Problem solving, Critical thinking, Innovation and creativity. · Review of the functional organisational structure and post establishment, from SL 13 and below.

#	Strategic Risks	Risk mitigating strategies
6	Ineffectiveness of the Laws, Regulations, processes and systems to cater for the evolving challenges in the immigration services.	· The outcome of the investigations to be analysed to determine the need for amendment of the law or provision of the law. Document the end to end process of dealing with reported cases of illegal immigrants from contact centre to inspectorate to the finalisation. · Create awareness to report matters of immigration or illegal immigrants through the indicated e-mail (cle.investigation@dha.gov.za.) and contact centre. · Procurement of the handheld devices that will be used to verify the fingerprints of the foreign nationals to determine if they have defaulted the immigration laws or not. · Future strategy: To integrate all related DHA systems. i.e. MCS, NIIS, VAS, NPR. i.e through modernization programme. Thereafter a clear detection automated process will be mapped out. · Business Case presented to HR on the required capacity for Inspectorate. To be presented to National Treasury for approval. · Deployment of DHA staff at the missions. · E-Visa system introduced at some of the following high-volume missions; China, India, Nigeria and Kenya. · Deployment of DHA officials to identified missions. · IS to investigate the deployment of the DHA systems in the DIRCO space.
7	Abuse of refugee and asylum seeker system	· Case Management System has ability to search NIIS with a further deployment needed for CMS and NIIS to update interactively with the expectation on the enhancement to have real-time response when conducting searches for possible hits. (interphase of NIIS and Case Management System). · Clearing of the appeals and review backlog and ensuring there is no build-up of the new backlog. · Enter into the agreement with the Judge President to dedicate judges that will be properly trained in the field of refugee and asylum seeker, and will be the only one who undertake cases relating to asylum seekers and refugee.
8	Cyber-attacks on the critical systems	· Procurement of Anti-virus (AV) licences. (Dependency on SITA SCM processes). · Initiate the procurement process to establish Enterprise Operation Centre (EOC) inclusive of Network Operation Centre (NOC) and Security Operation Centre (SOC), this will assist with monitoring of the performance and security of the IT infrastructure. · Modernize and Decommission legacy systems through implementation of the following systems in phases: ABIS, ASM and BMCS, the activities are clearly outlined in the APP targets for 2023/24 FY. · Enforce implementation of Information Security and IAM policies through the governance office by conducting self-audit processes within the infrastructure against the policies. · Full implementation of encryption within the internal firewall systems. · Implementation of encryption at operating system level. · Conduct Surveys and simulated tests on internal users on a regular basis to assist in evaluating the impact of the annual security awareness campaign amongst IT end users. · Review and Update the patch management procedure for effective management of patches. · Implement the patch management procedure (patch installation). · Implementation of the Network Access Control (NAC) solution to detect unknown devices on the network. · Develop the Bring Your Own Device (BYOD) policy to provide guidance on the use of personal devices within the network. Develop the Mobile Device Management (MDM) policy to provide guidance on the use of mobile devices within the network.

#	Strategic Risks	Risk mitigating strategies
9	IT Systems unavailability	· Implement the recommendation of the network capacity management plan (investment plan). Recommendations a) Review replacement of devices that have reached Obsolete status in line with architecture strategy. b) Consider the replacement of hardware reaching EoCR/Ageing in-line with architecture strategy. c) Remediate network device software vulnerabilities. d) Upgrade IOS on all devices to maintain a consistency. e) Ensure failure coverage of devices through maintenance contract. f) Implement a configuration review in-line with best practice deployments and security objectives. · Build dedicated environment for 3rd parties access. · Review and enforce the MOUs. And hold parties accountable through SLA meetings. · Develop and implement infrastructure maintenance plan. · Procure the asset management module on manage engine. · Procurement of Anti-virus (AV) licences. (Dependency on SITA SCM processes). · Implement failover for core systems to ensure business continuity.
10	Population Register contamination and vulnerabilities resulting in compromised national security and negative economic development.	· To set up a data analysis unit at CC&SS for the purpose of performing analysis on the day-to-day data captured. This will serve as an early detection controls for unauthorised breaches. · Back Office NPR user access reviewed annually as per performance Agreement and implemented accordingly by IS. · SOP on user access review to be updated and clearly stipulate the review process. · NPR birth registration function authorization tiers (Segregation of LRB functions) to be initiated by CS implemented and reviewed annually by COO. · The dedicated LRB offices list to be reviewed annually by CS/ COO. · NPR and Live Capture system to be closed to prevent users from accessing systems after working hours if there is no authorization to work after hours. · Birth registration functions at Health Facilities to be limited to 0-30 days. · Implement the change request for the business process to be amended to ensure an IDN will only be generated on NPR after the parent(s)/informant(s) have been verified/validated. · Implementation of the change request for the separation of the multiple birth registration for all birth registration categories. · Change request to be developed for Twins registration function to be created to prevent twin registration on different days. · Implementation of checklists for marriages and deaths to detect the non-compliance of applications. · Births, Marriages & Death Registration automated and rolled out at all offices and Health Facilities (Functional Specifications CS). · Finalize an MOU with the Department of Health on birth and death registration as well as issues relating to data sharing. · Full implementation of the change request to prevent the system from allowing children to be linked to parents that have been deceased for longer than 9 months from date of birth. To put more control on the system so that the system does not allow linking of birth registration to deceased parents. · Constant review of User ID for function 005 to ensure that there is control and limited access. · All Dormant IDN on the system older than 120 years to be ring-fenced and removed from the NPR. These transactions to be archived and access provided only through special authorization by DDG : Civic Services. · Investigate the roll-out of the 10p-search system (IMS). · Digitization of records to ensure efficiencies and accessibilities.

#	Strategic Risks	Risk mitigating strategies
11	Fraud and corruption	· Development for approval and implementation of the whistle blower policy. · Develop for approval and implementation the SOP for investigations. · Capacitation of physical security (human and skills). Conduct a study for management to make determination on the type of security the Department need either in-house security or outsourcing or combination. · Replacement of old electronic security systems, procurement and installation of a new system. R10 Million for all identified 10 offices (to be confirmed) - 31 March 2023. (R50 Million for project to end of 2024/2025 FY. · Improvement of the relationship with the State Security Agency. Constant Liason with the SSA. - Resuscitate the forum with SSA that is operating under the terms of the SLA approved by the principals. · A guideline on reporting on security breaches and incidents is being drafted for approval and implementations. · Introduction of lifestyle audits by training conducted by the DPSA to be attended by the Branch. 3 Resources identified. 8. CC&SS messages relating to fraud and corruption to be displayed on PCs and TV screens in offices through the internal communication platform. · Awareness conducted to all officials on expectations of all us to prevent fraud and corruption. · Compile a business case for capacitation of the vetting unit for submission to HRM&D. · Establishment of the Head Quarter security committee. · Re- establishment of the National Security Committee). · Complete the Terms of reference for the NSC for approval and implemented. · Complete the NSC charter for approval and implemented. · Testing of the Abatus analysis tool for the utilisation and effectiveness of the tool. · Develop a mechanism to monitor implementation of recommendations, with Employee Engagement. (MOU) · Develop a mechanism to monitor implementation of recommendations, with Business.
12	Inability to detain and deport illegal foreigners due to scrapping of Sec 34 of Immigration Act.	· Timeous finalisation of the draft Bill. · Timeous submission of the draft Bill to JCPS and GSCID clusters. · Submission of the draft Bill to Cabinet.
13	Compromised personal information	· Privacy Policy to be developed for approval. · POPIA Compliance Framework to be developed for approval. · PAIA manual to be review to align with POPIA. · Assessment to be done to check if the SOPs in place are in compliant to POPIA. · Obtain the service provider to review all MOUs entered with third parties to ensure alignment to the requirement of POPIA.
14	Policy incoherence within government	· All the newly developed DHA Policies will be presented in all government clusters where all Departments are represented for them to take note of the need to amend their policies in their different Departments.

3. FRAUD AND CORRUPTION

Purpose: The mandate of the Branch: Counter Corruption and Security Services is to prevent and combat corruption to protect and promote the integrity of the Department, to ensure that DHA operations are conducted in a safe and corruption-free environment, as well as to safeguard all DHA employees, clients and assets.

The Branch: Counter Corruption and Security Services is responsible for enforcing Prevention, Detection and Investigation in combatting fraud and corruption, 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.



- Pillar 1: Prevention (Awareness, Security and Vetting).
- Pillar 2: Detection.
- Pillar 3: Investigations.
- Resolution/Prosecution resides with Employee Engagement or law enforcement agencies.

The Department has a Fraud Prevention Plan that is premised on the following core principles:

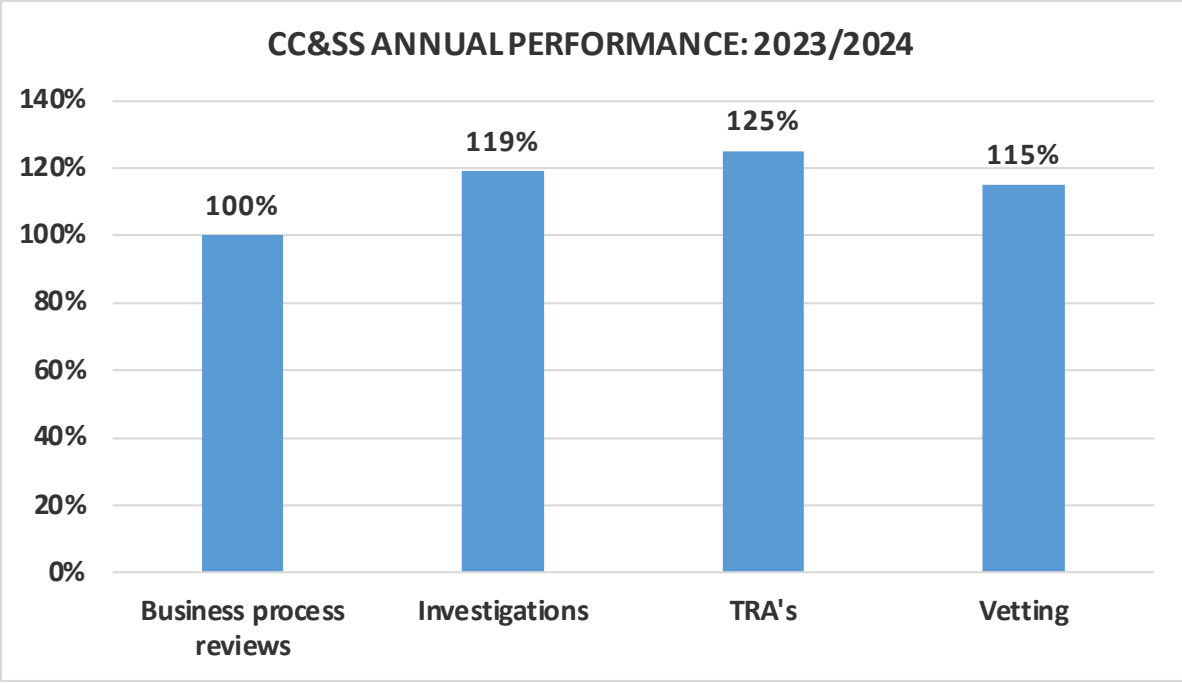
- o Developing and maintaining a culture which is intolerant to fraud and corruption.
- o Preventing fraud and corruption.
- o Detection of fraud and corruption.
- o Investigating detected fraud and corruption.
- o Taking appropriate action against fraudsters, such as disciplinary action, prosecution, and applying sanctions, which include redress in respect of financial losses.
- o 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 public, such as presentations, distributing posters, email alerts, face-to-face engagements during outreach programs and participation in Izimbizo, among others.
- Conducting business process reviews and evaluations to identify potential vulnerabilities and deficiencies in DHA business operations, aiming to propose effective strategies that mitigate the risk of fraud and corruption by closing loopholes and reducing opportunities for corruption among officials.
- Doing Threat and Risk Assessments to, amongst others, identify and determine the value of 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).
- Vetting officials whose duties or tasks necessitate access to sensitive information and areas designated as National Key Points. The completed files are referred to the SSA for evaluation once the DHA has completed the vetting fieldwork investigations.
- Investigate, whenever fraud and/or corruption is detected or reported and refer the matter, once finalised, 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 or directly to Investigators, supervisors or referred from the National Anti-Corruption Hotline. Once reported, they are then allocated to Investigations Officers to initiate the investigations processes.

The Branch performed well against its targets for the 2023/2024 performance cycle as per the breakdown below:



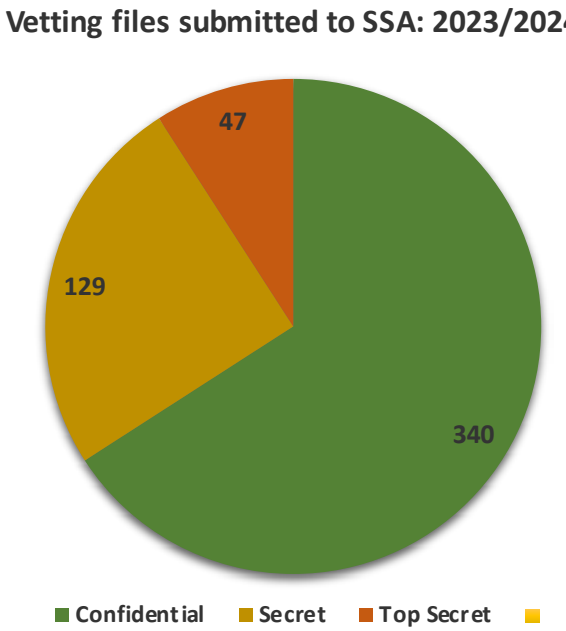
The Chief Directorate: Prevention and Analysis' performance for the 2023/24 financial year is as follows:

- 16 detection reviews/ security evaluations were conducted, as per the targeted number.
- 79 awareness interventions undertaken against a target of 32. This overachievement is attributed to unplanned initiatives which required urgent response as well as numerous new platforms being made available to promote awareness to a larger audience.
- Four Trend Analysis Reports 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.

- 516 vetting fieldwork investigations were finalised and submitted to State Security Agency (SSA) during the period under review, against a target of 450. The breakdown of performance is as below:

Figure 7: Vetting files submitted to the State Security Agency (2023/24)



The Chief Directorate: Security Services is tasked with ensuring adequate security measures and compliance within the Department. In carrying out this mandate, Threat and Risk Assessments (TRAs) are conducted in accordance with the requirements of Minimum Information- (MISS) and / or Physical Security Standards (MPSS). In 2023/24 50 TRAs were conducted against a target of 40.

The Chief Directorate: Investigations is the arm of the Branch that is mandated to investigate contraventions related to fraud and corruption involving Departmental officials. It is expected to identify, investigate and effectively deal with the incidents and perpetrators. The performance target for the 2023/2024 financial year was to finalise 75% of reported cases within 90 working days, and the achievement in this regard stands at 83.8%.

4. MINIMISING CONFLICT OF INTEREST

In terms of minimising conflict of interest, 121 Senior Management Service (SMS) members submitted their financial disclosures for the period under review, through e-disclosure, managed by the Department of Public Service and Administration (DPSA). Two SMS members submitted financial disclosures after the due date and two did not submit. One will be charged with misconduct, and three were pardoned because they were newly appointed in the month of April 2023.

In addition, 11 SMS members were appointed after April 2023 and therefore did not submit by April 2023.

Furthermore, 201 Middle-Management Service (MMS) members submitted their financial disclosures timeously, and 36 did not disclose. Additionally, eight members did not submit their financial disclosures because there were appointed after the disclosure period.

The AG provided the Department with information pertaining to 13 employees alleged doing business with organs of state during 2023/24 financial year and the cases are still under investigations. During 2023/24 a thorough investigation was conducted by the department for 14 cases relating to prior year and information received from the Municipalities and the Departments who are alleged to have conducted business with the employees were consulted. Out of the 14 cases, three employees were subjected to a disciplinary hearings and sanctions of salary suspensions were pronounced by the Chairpersons of the disciplinary hearings. Nine employees were cleared after the investigations because they were not employed by the Department at the time that their companies did business with organs of state. Investigations into two cases are ongoing.

The Department provided a report to the DPSA on the outcomes of a lifestyle audit conducted in respect of SMS and MMS members, during which it was established that their lifestyles were not congruent or commensurate with their remuneration earned. The Vetting Section within the Branch: Counter Corruption and Security Services identified fourteen officials who did not declare their interest in companies registered under their names. Investigations in this regard is still ongoing.

5. CODE OF CONDUCT

The implementation of the Code of Conduct as provided for in the Public Service Regulations, 2016, as amended, is mandatory. The Department of Home Affairs therefore applies the Code of Conduct and other legal frameworks as part of its strategic intervention as mechanisms to instill acceptable conduct within its workforce. To this end, counter corruption measures and disciplinary measures are applied.
In view of the Department's zero-tolerance stance against fraud and corruption, a commitment at an Annual Performance Plan level has been made that all reported cases be investigated, and or subjected to a disciplinary inquiry were warranted, and be conclude within 90 working days.

To this end, 108 disciplinary inquiries were initiated of which 79 (73%) were completed within the target timeline of 90 working days.

6. HEALTH, SAFETY AND ENVIRON-MENTAL ISSUES

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 (OHS) Act, 85 of 1993, and related frameworks, as part of the Department's holistic Employee Wellness Programme. Implementation of the Department's Safety Health Environment Risk Quality Management Policy is ongoing. Safety, Health and Environment (SHE) Committee meetings were held in all nine Provinces and within Head Office during the financial year. OHS audits were conducted to monitor compliance with OHS Legislation, undertake Hazard assessment and implement risk identification and mitigation measures. OHS audits were conducted in all nine provinces during the financial year to comply with OHS measures and introduce risk mitigation measures were required.

7. PORTFOLIO COMMITTEES

The table below provides information on the engagements the Department had with the Portfolio Committee on Home Affairs during the 2023/24 financial year.

Table 7.1.1: Summary of portfolio committee meetings (2023/24)

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
	Tuesday – 18 April 2023	Minister's update on the Thabo Bester matter	No matters were raised	Not Applicable
	Tuesday – 2 May 2023	Department provided its response to Private Members' Bill on the Registration of Muslim Marriages Bill from as presented by MP Mr Ganief Hendricks, leader of Al-Jama-ah	The Portfolio Committee requested that the Minister and MP Mr Ganief Hendricks, leader of Al-Jama-ah have a discussion regarding the submission of an Executive omnibud Bill.	In response thereto the Minister of Home Affairs also provided comments, to assist the Portfolio Committee on the desirability of the Private Member's Bill regarding the Registration of Muslim Marriages. Options were presented and the Committee chose to have an Executive Bill.
	Friday – 5 May 2023	Briefing from the Minister and the Department on the landing of the United Arab Emirates (UAE) President and his entourage of 500 at the Bulembu Airport in the Eastern Cape.	No matters were raised	Not Applicable
	Tuesday – 9 May 2023.	Status of the Biometric Movement Control System (BMCS) and Automated Biometric Identification System (ABIS) projects, DHA policy on consequential amendments to Party Political Funding Act (PPFA)	No matters were raised	Not Applicable
	Tuesday – 16 May 2023	DHA's third and fourth quarter performance for the 2022/2023 financial year	No matters were raised	Not Applicable
	Friday – 2 June 2023	Proposed amendments to Electoral Act, Electoral Commission Act & PPFA	No matters were raised	Not Applicable
	Tuesday – 6 June 2023	DHA, IEC, GPW response to Committee recommendations, Political Party Funding Act, Electoral Act proposed amendments	No matters were raised	Not Applicable

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
	Tuesday – 13 June 2023	A petition from the residents of Stellenbosch Municipality, calling on the Assembly to investigate the quality of service delivered by the Home Affairs Office in Stellenbosch. (Dr L Schreiber), Report on the DA's visit to the Graaf Reinet Office, petition by Mr A C Roos on behalf of SA Citizens abroad complaining about turnaround times for passports, IDs and birth certificates, and Congolese Civil Society of South Africa engagement on their petition, Zimbabwean Exemption Permit update,	The Portfolio Committee requested the Department to provide the deployment schedule for the mobile units.	The mobile unit deployment schedule for July / August was provided to the Portfolio Committee.
	Tuesday - 29 August 2023	Briefing by the Department on the implementation of the recommendations of the Lubisi Report and update on Committee oversight in March 2023	Status on the permitting backlog and update on the plan to eradicate the backlogs.	On 19 September 2023 the Department presented a progress report on permits without targets in the Annual Performance plan such as spousal permits.
	Tuesday – 5 September 2023	Briefing by the Department on the performance and expenditure for the first quarter for 2023-2024 financial year. Briefing by the BMA on the performance and expenditure for the first quarter for 2023-2024 financial year.	No matters were raised	Not Applicable
	Tuesday - 12 September 2023	Briefing and update by the Department on the implementation progress on the Automated Biometric Information System (ABIS).	No matters were raised	Not Applicable
	Tuesday – 19 September 2023	Update by the Department on recommendations contained in the State Capture Report and outstanding queries raised by members of the Committee. Progress on permits without targets in the Annual Performance plan such as spousal permits.	No matters were raised	Not Applicable
	Tuesday – 10 October 2023	Briefing on DHA & IEC 2022/23 Annual Reports; Briefing on GPW 2021/22 Annual Report	The Portfolio Committee indicated that additional questions would be submitted to the Department and its entities for written response.	The Department, IEC and GPW have submitted responses to the written questions received.
	Friday – 20 October 2023	Briefing by the Content Advisor on the Budgetary Review and Recommendations Report (BRRR) 2023, consideration and adoption by the Committee	No matters were raised	Not Applicable

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
	Tuesday – 24 October 2023	Briefing by the Minister of Home Affairs and the Department on the progress made to introduce the consequential amendments to the Electoral Amendment Bill, the Marriages Amendment Bill and amending of Section 34 of the Immigration Act.	No matters were raised	Not Applicable
	Tuesday – 31 October 2023	Briefing by the Department, the BMA and the GPW on their performance and expenditure for the second quarter of the 2023-24 financial year.	No matters were raised	Not Applicable
	Tuesday – 14 November 2023	Briefing by the IEC on the readiness for the Voter Registration Weekend of the weekend of 18 and 19 November 2023. Briefing and update by the Department on the addressing of members' queries, the eHomeAffairs system and the functioning of the Contact Centre.	PC requested the Minister to brief the PC at the next meeting on the delay in establishing the Electoral Consultation Panel.	Meeting scheduled for 1 December 2023
	Tuesday – 21 November 2023	Briefing by the IEC on the first and second quarters performance and expenditure reports for the 2023-24 financial year. Update by the Department on the Voter Registration Weekend	No matters were raised	Not Applicable
	Friday – 1 December 2023	Briefing by the Minister of Home Affairs on the establishment of the Electoral Reform Consultation Pane (ERCP). Briefing the Minister of Home Affairs and the Border Management Authority (BMA) on plans for the festive season.	PC raised concern that the representation of the recommended members to serve on the Electoral Reform Consultation Panel failed to include adequate representation of women, youth and people with disabilities. The Minister is requested to call for new nominations and to ensure that the nominees are representative of the demographics and have the required skills.	The PC was briefed on 20 February 2024 on the reopening of the process to call upon members of the public, as well as any interested parties, to nominate fit and proper South African citizens for appointment to the Panel.
	Friday – 8 December 2023	Briefing by the Parliament Legal Service and the IEC on the Constitutional Court judgement on the Electoral Amendment Act and its implications.	No matters were raised	Not Applicable

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
	Tuesday – 12 December 2023	Briefing by the Minister of Home Affairs on the Electoral Matters Amendment Bill [B42 – 2023]. Briefing by the Minister of Home Affairs on Constitutional Court judgement on the Electoral Amendment Act.	No matters were raised	Not Applicable
	Tuesday – 6 February 2024	Electoral Matters Amendment Bill: joint public hearings with Select Committee on Security and Justice Marriage Bill: update. Constitutional Court Order on the Wyngaard matter	No matters were raised	Not Applicable
	Friday – 9 February 2024	Electoral Matters Amendment Bill: DHA, IEC, DCDT & Parliamentary Legal Advisors response to public submissions (with the Minister)	No matters were raised	Not Applicable
	Wednesday – 14 February 2024	Joint meeting with Security and Justice - Electoral Matters A/B: further DHA response to public submissions and deliberations. Briefing by the IEC on key issues on the Bill that emanating from the responses from Parliament Legal Services, Department of Home Affairs and the Department of Communications and Digital Technologies	No matters were raised	Not Applicable
	Monday - 19 February 2024	Electoral Matters Amendment Bill: Content Advisor briefing on proposed amendments and deliberations	No matters were raised	Not Applicable
	Tuesday – 20 February 2024	Electoral Matters Amendment Bill: IEC briefing on Section 24A	No matters were raised	Not Applicable
	Thursday – 22 February 2024	Electoral Matters Amendment Bill: deliberations and adoption of A-list	No matters were raised	Not Applicable
	Tuesday – 27 February 2024	Establishment of Electoral Reform Consultation Panel; Election Timetable; DHA, BMA, IEC & GPW Budget Allocations (with Ministry)	No matters were raised	Not Applicable
	Friday – 1 March 2024	Electoral Matters Amendment Bill: adoption	No matters were raised	Not Applicable

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
	Tuesday – 5 March 2024	Briefing by the Minister of Home Affairs and the Department on the progress made in the implementation of the Ministerial Committee on the issuance of permits and visas (the Lubisi Report). Briefing by the Minister of Home Affairs and the GPW on the progress made in the implementation of the Ministerial Review Panel Report on the loss of data at GPW.	No matters were raised	Not Applicable
	Tuesday – 19 March 2024	IEC briefing on voter registration weekend & readiness for 2024 elections. Briefing on Marriage Bill. Briefing on White Paper on Citizenship, Immigration and Refugee Protection (CIMPR)	The briefing on the White Paper was postponed until further notice.	The matter will first be presented to Cabinet.

8. SCOPA RESOLUTIONS

During the 2023/2024 financial year there were no resolutions passed by SCOPA in regards to the Department of Home Affairs and its entities.

9. PRIOR MODIFICATIONS TO AUDIT REPORTS

The Department received an unqualified audit opinion for the 2022/23 financial year, the 7h such audit outcome in a row. The following matters of emphasis were raised by the AGSA:

- Impairment of receivables; and
- The transfer of the port control function to the BMA with effect from 1 April 2023.

For the 2022/23 audit of performance information, the AGSA expanded its scope to include Programme 4: Institutional Support and Transfers. This was done in anticipation of the operationalisation of the BMA with effect from 1 April 2023. Material misstatements were found in the reported performance information for Programme 4: Institutional Support and Transfers. Management subsequently corrected all misstatements and as a result the AGSA did not report any material findings on the reported performance information of Programme 2: Citizen Affairs and Programme 4: Institutional Support and Transfers.

In respect of compliance with legislation, the AGSA found that the Department did not take effective and appropriate steps to collect all money due for accrued departmental revenue, as is required by section 38(1)(c)(i) of the PFMA. This resulted in a significant portion of the amount being impaired. The AGSA accordingly issued a material irregularity in in terms of the Public Audit Act, 2004. The Accounting Officer responded to the material irregularity within the prescribed time frame. The matter was still under assessment by the AGSA at financial year end (31 March 2024) and at date of submission of the 2023/24 annual financial statements.

Shortly after receiving the audit report for 2022/23, the Department developed a detailed audit action plan. 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 2023/24 audit action plan as on 30 April 2024 is reflected in the table below. The information provided was submitted to Internal Audit for verification.

Table 9.1.1.: Action plans to address findings of the Audit Report

Action plans per unit	Status of interventions (actions) as at 30 April 2024						
	Total actions per unit	Completed	In progress	Future date	Not started & Overdue	No response	Percentage of resolved actions
MATERIAL IRREGULARITY	16	16	0	0	0	0	100%
IT AUDITS	56	37	0	19	0	0	66%
REVENUE	17	17	0	0	0	0	100%
FINANCIAL ACCOUNTING	29	29	0	0	0	0	100%
SCM	2	2	0	0	0	0	100%
INTANGIBLE ASSETS	2	2	0	0	0	0	100%
HUMAN RESOURCES	9	9	0	0	0	0	100%
LEGAL SERVICES	5	5	0	0	0	0	100%
CFO (B-BBEE)	1	1	0	0	0	0	100%
POLICIES	1	1	0	0	0	0	100%
IMMIGRATION SERVICES	17	17	0	0	0	0	100%
AOPO CIVIC SERVICES	14	12	0	2	0	0	86%
BUDGET MANAGEMENT	3	3	0	0	0	0	100%
INTERNAL AUDIT	1	1	0	0	0	0	100%
EASTERN CAPE	2	2	0	0	0	0	100%
FREE STATE	2	2	0	0	0	0	100%
GAUTENG	2	2	0	0	0	0	100%
KWAZULU- NATAL	2	2	0	0	0	0	100%
MPUMALANGA	2	2	0	0	0	0	100%
NORTH WEST	2	2	0	0	0	0	100%
NORTHERN CAPE	2	2	0	0	0	0	100%
WESTERN CAPE	2	2	0	0	0	0	100%
LIMPOPO	2	2	0	0	0	0	100%
Total interventions	**175**	**154**	**0**	**21**	**0**	**0**	**88%**

The number of audit actions are reducing year on year, demonstrating the effectiveness of these interventions. There were 246 audit actions, with 207 completed actions, and 12 in progress, reported as at 19 May 2023.

As in previous financial years, a detailed plan for the completion of the 2023/24 annual financial statements was prepared. This plan was tracked to assess the status and progress made. An independent audit firm was appointed to support management with the preparation of the 2023/24 annual financial statements. This is in addition to the assistance provided by Internal Audit during this process.

10. INTERNAL CONTROL UNIT

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

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

The Unit is not adequately capacitated and only operates at the national head office and the Department established loss control committees at national and provincial level. These committees consider reported cases of thefts and losses, irregular and fruitless and wasteful expenditure in accordance with the Frameworks on Irregular Expenditure and Fruitless and Wasteful Expenditure. The loss control committees function independently from the Internal Control Unit.

11. INTERNAL AUDIT AND AUDIT COMMITTEES

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

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

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

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

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

Summary of audit work done

The 2023/24 Internal Audit annual coverage plan was approved by the Audit Committee on 31 March 2023. Internal Audit has completed 22 audit projects during the period under review.

Internal Audit scope of work covered the following areas:

- Financial audits conducted at Finance and Supply chain management branch such as review of financial statement, strategic planning and budgeting, procurement of goods and services, transfer of payment, and revenue 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, detention and deportation, and asylum and refugee compliance audit
- Business applications such as e-VISA, Biometric Movement Control System (BMCS), Automated Biometric Information System (ABIS) and the Biometric Access Control Management (BACM) System.
- Information Communication Technology audits which include the disaster recovery plan review, IT data and media backups review, patch management review, network infrastructure relevance review, digitisation of records audit and vulnerability and penetration test review.

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

Key activities and objectives of the audit committee

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

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

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

Figure 11.1.1: Summary of portfolio committee meetings (2023/24)

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 (Chairperson)	N/A	20 October 2017 Extended for 3 years until 30 September 2023	N/A	4 Meetings The member's term of office ended 30 September 2023
Ms. Given Sibiya	- Bachelor of Commerce - Bachelor of Accounting - CA (SA), SAICA	External	N/A	26 April 2018 Extended for 3 years until 30 April 2024	N/A	6 Meetings

Name	Qualifications	Internal or external	If internal, position in the department	Date appointed	Date Resigned	No. of Meetings attended
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	- BSC - Certified Information Systems Auditor (CISA) - Certified Information Security Manager (CISM) - Certified in the Governance of Enterprise IT (CGEIT) - Certified in Risk and Information Systems Control (GRISC) - Certified Data Privacy Solutions Engineer (CDPSE)	External	N/A	25 May 2021	N/A	6 Meetings
Ms. Lerato Mothae	- CA(SA) - CTA (BCompt Honours)- - Compt (Bachelor of Accounting	External	N/A	01 August 2022	N/A	6 Meetings

12. REPORT OF THE AUDIT COMMITTEE

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

The Committee submits this report for the financial year ended 31 March 2024, as required by the Treasury Regulations 3.1.9 and 3.1.13 (b) and (c) issued in terms of sections 38 (1) (a)(i) and 76(4)(e) of the PFMA.

Audit Committee Membership

The Committee consisted of five Independent Members and was chaired by Mr. Tshepo Mofokeng until its 31 August 2023 meeting and subsequently by Ms. Doris Dondur.

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 2024.

Audit Committee Responsibility

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

The Effectiveness of Internal Controls

The PFMA requires the Accounting Officer to ensure that the Department has and maintains effective, efficient and transparent systems of financial, risk management and internal control, whilst it is the Committee's role to review the effectiveness of internal controls and oversee risk management 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 resources and its legislated reliance on other state entities.

The Department continues the journey on the modernisation of the systems and operations with the objective of improving service delivery through business aligned digitised solutions as well available and secure systems and network. An Acting CIO and IT resources were sourced from CSIR to augment the Department's current IT team to improve the IT leadership, the achievement of the IT strategy and the overall delivery of IT services.

The Modernisation Programme has resulted in initial improvements in service delivery. The programme is however impacted by the utilisation of outdated infrastructure, delays on projects for core systems and the implementation and development of controls within the systems.

The Committee notes the challenges with respect to the availability and monitoring of the network, impacting on the availability to provide services at the Department's various locations and offices. The Department still faces cyber security risks as a result of vulnerabilities identified on both internal and external networks, which is exacerbated by disaster recovery process weaknesses.

These control weaknesses expose the Department to risks of delayed modernised/digitised systems as well unavailable and insecure systems and networks, impacting on service delivery.

Risk Management

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

The Committee has reviewed the strategic risk register and the reports from the Risk Management Committee and remains concerned with the level of maturity of the risk management process and the lack of ownership taken by the line managers.

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

The Effectiveness of Internal Audit

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

The Committee is responsible for ensuring that the Department's internal audit function is independent and has the necessary resources, skills, standing and authority within the Department to enable it to discharge its responsibilities effectively. The Internal Auditors have unrestricted access to the Committee.

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

Internal Audit also conducted follow up audits to ensure that efficient and effective internal controls are implemented and to ensure that the commitments made by the accounting officer to resolve Auditor General's findings are implemented. However, the Committee is concerned about the long outstanding unresolved internal audit findings in the ICT environment.

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.

The Committee is, however, concerned that the internal audit resources are not sufficient to meet the assurance needs in the Department which will result to the risk of reduced assurance in the Department.

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. The Committee noted with concern the reported achievement of the target of DHA-led law enforcement operation that was not supported by

evidence and material misstatements identified in the reported performance information for Citizen Affairs and Immigration Affairs that were not corrected.

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; and
- Re-assessment of the useful life of the assets.

The Committee is concerned about the audit outcome that has regressed to a modified audit opinion, that of a qualification.

This modified audit opinion is mainly attributable by material misstatements that could not be corrected. There were significant adjustments to the financial statements submitted for audit and has engaged management to re-assess its reporting processes to ensure future improved financial reports. The review of the unaudited Annual Financial Statements and the Annual Report for the 2023/24 financial year was done at the Committee's meeting held on 27 May 2024.

Evaluation of the Finance Function

Based on the qualification of the financial statements, the Committee is concerned with some of the deficiencies in the financial reporting process and is of the view that the function requires improvement in its processes and additional staff capacitation. However, the continuous improvement in the internal controls within the function is commended.

The Committee was informed post the financial year end, that, based on budgetary cuts, vacancies could not be filled, which resulted in the Finance Function not being able to effectively fulfil their function.

External Audit: Auditor-General South Africa

The Committee, in consultation with the Accounting Officer, noted to the terms of the Auditor-General of South Africa's (AGSA's) engagement letter, audit strategy and audit fees in respect of the 2023/24 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 wishes to emphasise that, even though the Committee had in committee meetings with the AGSA; the timing of such meetings could only be arranged with the AGSA team after the financial year end due to the unavailability of the AGSA team. Positive engagement has subsequently taken place, and the Committee is hopeful that these in Committee meetings will yield positive results to enable the Committee to perform their oversight function in such a manner to advise the Department of the optimal manner in which the implementation of the post audit plans should be implemented to achieve an improved audit outcome.

The Committee specifically requested the AGSA team to communicate any red flags during the external audit process to the Committee in such a manner that the Committee would be able to provide oversight in a timeous manner.

The Committee recommends that the Department 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.

Material Irregularity

The Committee notes the recommendations on AGSA material irregularity included in the auditor's report that must be implemented by 24 November 2024. The committee will monitor the implementation of the recommendations during the execution of its oversight responsibilities.

Conclusion

The Committee has reviewed the AGSA's management and audit reports for the financial year ended 31 March 2024 and concurs with their conclusions. The Committee therefore accepts the audit opinion and conclusion expressed by the AGSA on the annual financial statements, annual performance report and annual report.

The Committee is also 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:



Ms. Doris Dondur
Chairperson of the Audit Committee
20 September 2024

13. B-BBEE COMPLIANCE PERFORMANCE INFORMATION

The following information is provided in accordance with the compliance to the B-BBEE requirements of the B-BBEE Act of 2013 and as determined by the Department of Trade, Industry and Competition.

Name of Sphere of Government / Public Entity / Organ of State:	National Government Department
Registration Number (If Applicable):	Not applicable
Physical Address:	Department of Home Affairs Hallmark Building 230 Johannes Ramokoase Street Pretoria 0001
Type of Sphere of Government / Public Entity / Organ of State:	National Government Department
Organisation Industry / Sector	National Government Department

The following table provides an overview of the Department's response to and compliance with key B-BBEE criteria?

Has the Sphere of Government / Public Entity / Organ of State applied any relevant Code of Good Practice (B-BBEE Certificate Levels 1 – 8) with regards to the following:		
Criteria	**Answer**	**Comments / attachments**
Determining qualification criteria for the issuing of licences, concessions or other authorisations in respect of economic activity in terms of any law	**No**	The Department of Home Affairs has not applied any Code of Good Practice (B-BBEE Certificate Levels 1-8).
Developing and implementing a preferential procurement policy	**Yes**	The Department of Home Affairs complies with the Preferential Procurement Policy Framework Act, 2000 (PPPFA) and the regulations issued in terms of this Act. The purpose of this Act is to include specific goals which will contribute towards enhancing the participation of Historically Disadvantaged Individuals (HDIs) by unfair discrimination on the basis of race, gender or disability including the implementation of the programme of the Reconstruction and Development Programme as published in the Government Gazette no. 16085 in the public sector procurement process. The departmental SCM Policy is inter alia aligned to section 217 of the Constitution, the Public Finance Management Act, 1999, as amended (PFMA), and the PPPFA and its regulations.
Determining qualification criteria for the sale of state-owned enterprises	**No**	The Department has not determined any qualification criteria for the sale of state-owned enterprises

Has the Sphere of Government / Public Entity / Organ of State applied any relevant Code of Good Practice (B-BBEE Certificate Levels 1 – 8) with regards to the following:		
Criteria	**Answer**	**Comments / attachments**
Developing criteria for entering into partnerships with the private sector	No	The Department has not developed any criteria for entering into partnerships with the private sector as such criteria are determined by National Treasury.
Determining criteria for the awarding of incentives, grants and investment schemes in support of Broad Based Black Economic Empowerment	No	The Department has not determined any criteria for the awarding of incentives, grants and investment schemes in support of BBBEE.

APPROVED BY:



_____
L.T. MAKHODE
ACCOUNTING OFFICER:
DEPARTMENT OF HOME AFFAIRS
DATE: 31 MAY 2024

We Care!



PART D

HUMAN RESOURCE MANAGEMENT

1. INTRODUCTION

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

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

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

The Branch Human Resources Management and Development are 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

Human Resources Strategy drives all people management practices, methods and processes in support of a Department's 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. Central to the Strategy, is the principle of integrated resource planning, aimed at optimising utilisation of human resource to words enhanced productivity and performance.

The Department's Human Resources Strategic objectives linked to the Medium-Term Strategic Framework (MTSF), have remained consistent over a period of 5-year period (2020-2025). These are reviewed annually to ensure relevance to the Department's strategic focus areas. The following seven key HR priorities as outlined in the Strategy, aim to drive organisational culture change, effectiveness and enhanced people management practices:

- **Talent Acquisition:** Recruiting for competence, qualification, organisational fit, motivation and attitude.
- **Resources Business Process and Systems:** Developing and reviewing core and support business processes to improve service delivery and ensure consistent application of legislation, policies, and procedures.
- **Employee Health and Wellness:** Facilitating the implementation of Employee Safety, Health, and Wellness strategies to support and enhance employee wellbeing.
- **Transformation and Change:** Driving the transformation agenda, mainstreaming gender and disability inclusivity as well as equality.
- Employee and Labour Relations: Facilitating towards establishment of highly disciplined workforce and promotion of sound labour relations.
- **Performance Management:** Facilitating the implementation of performance improvement strategies, including reward and recognition models.
- **Human Resources Development:** Building skills levels and leadership capacity and capability suitable for a service oriented and security environment. Ensuring compliance to the DPSA legislative framework on the recognition of improved qualifications.

2.2 Gender Based Violence and Femicide (GBVF)

In April 2023, the Minister approved the DHA GBV&F Implementation Plan, which aimed at streamlining the efforts of the Department to ensure meaningful contribution towards eradication of GBV&F is made by the Department. The key areas covered by the Implementation Plan included:

- The alignment of the DHA Strategic and Annual Performance Plan to relevant National Strategic Plan (NSP) indicators.
- Dedicated budgetary allocation for the implementation of GBV&F priorities.
- 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 advocacy campaigns, providing information and awareness.
- Strategic outreach interventions to raise awareness and generate acceptance of different expressions and forms of Sexual Orientation and Gender Identity (SOGIE).
- Provision of psycho-social to reported victims of GBVF, and /or sexual harassment in the workplace.
- Facilitation of a survey on perception of equality within the Department.
- Monitoring of the number of child marriages reported as well as victims of human trafficking and repatriation.

Monthly monitoring of progress against the Department's Gender-based Violence and Femicide Implementation Plan's targets as well as reporting to the Department of Women, Youth and Persons with Disability (DWYPD), has been undertaken. During the 2023/2024 financial year, four (4) incidents of GBV&F were reported and addressed. Ongoing assistance and support is provided to victims of reported incidents of GBV&F through the Department's Employee Wellness Unit its service provider (Lyra Wellness). Socialisation sessions on the Department's GBV&F Plan, the Code of Good Practice on the Elimination of Harassment in the Workplace as well as Lyra wellness's service offerings, has been facilitated.
During the financial year under review, 26 awareness sessions on GBV&F (including SOGIE) and related were facilitated.

2.3 Organisational Development

The Department approved the creation of an additional 200 positions, i.e. 100 Mobile Officers and 100 Civic Service Clerks. The positions were created to allow the department to render services in remote areas and to implement the DHA Hybrid Access Model, which requires the department to deploy a total of 787 mobile visiting points located in various geographical areas, which do not have a DHA presence.

The department transferred the functions performed at Ports of Entry to the Border Management Authority (BMA) when the BMA was approved as a Schedule 3A Entity. The transfer of function includes its concomitant resources such as positions and incumbents of those positions. As a result, 2175 positions were transferred to the BMA and abolished in the DHA functional organisational structure and post establishment.

Operating model

On 1 March 2017, Cabinet approved the Business Case for Repositioning the Department of Home Affairs and the following statement was released:
The Department must be positioned within the security system of the State so that it contributes to national security and is able to protect its citizens, visitors, systems, and data. This will better enable the department to deliver against its full mandate as a critical enabler of inclusive economic development, national security, effective service delivery and efficient administration.

Based on the above narrative and other changes, the Department took a decision to review its current Operating Model, the organisational structure and post establishment to align its current strategic direction of the department. The Operating Model was designed during the 2023/24 financial year and will be approved and implemented in the 2024/25 financial year.

2.4 Human Resource Planning

Human Resource Planning (HRP) takes into consideration the staffing requirements for all programmes aligned to the strategic and policy obligations of the department. This includes determining the correct numbers and skills of staff required to function optimally and strategies required to manage a surplus or shortage of staff.

The Human Resources Plan also reflects on the creation of a multi-skilled, representative and flexible workforce.

The Medium-Term Expenditure Framework (MTEF) HR Plan 2022-2024 was developed and submitted to the 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:

i. Review of the Departmental organisational and functional structure for salary 13 and below.
ii. Development of a culture framework for the DHA.
iii. Increasing the DHA's human resource capacity to 60% of the approved Departmental organisational and functional structure.
iv. Constant monitoring of misconduct and grievances to reduce non-compliance with time frames.

These priorities are monitored on a quarterly basis and an implementation report was submitted to DPSA.

2.5 Change Management Programme

During the period under review, the Department initiated a Culture Change process to words its professionalisation. The initiative was envisioned by the leadership of the Department with the objective of further institutionalising and embedding a well-defined high performance culture, thus enabling high employee engagement levels, job satisfaction and organisational performance. A comprehensive culture development programme was established, inclusive of 1) the identification of current culture status quo and development of the desired-end corporate culture, with recommended strategies for implementation.

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 2024-2030. In lieu of the latter, the Department has continued to roll out HIV and Aids/STI/TB and other chronic disease management programmes. Consequently, the following was achieved in the reporting year:

- 243 employees were subjected to health screenings in collaboration with Government Employee Medical Schemes focusing on blood pressure, cholesterol, blood sugar, and body mass index (BMI), amongst others.
- 203 employees participated in voluntary blood screening and blood donation campaigns/ drives.
- 5,000 male condoms and 1,800 female condoms were distributed in all provinces and Head Office.
- A total of nine Peer Educators meetings / information sharing sessions were held in all provinces per quarter.
- A functional 24-hour toll free line and Lyra continued to be accessible to all employees and contributed to the provision of care and support to employees and their immediate families.
- 258 employees received face to face counselling whereas 254 employees received telephonic counselling services from Lyra wellness.
- 65 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 Performance Management and Development Systems Framework therefore seeks to enhance work and performance ethic through performance contracting, assessment and the recognition service.

Awareness sessions on performance management were conducted on a quarterly basis to inculcate a performance and appreciation culture. The impact of the awareness sessions resulted in a compliance rate for performance contracting of 98.44%, mid-year reviews of 93.30% and annual assessments of 97.84%. Status reports were provided to Branches and Provinces to ensure outstanding reports were submitted.

The Department continues to recognise service excellence. On 28 March 2024, the Director-General hosted the annual Departmental Excellence Awards.

2.8 Recognition of Prior Learning

In total, 63 employees who do not possess post matric qualifications were registered for into a Recognition of Prior Learning (RPL) Programme.

- 33 employees were registered into a RPL National Diploma: (NQF 5) Public Administration, of which 30 were declared competent and are awaiting certification.
- 30 employees were registered into RPL National Diploma: (NQF 6) Public Administration, of which 26 were declared competence and certificated. Four employees are awaiting their results.

2.9 Building Leadership Capability and Capacity

During the financial year, the Department invested in the following learning interventions:

Table 2.9.1: Training interventions supported (2023/24)

PLANNED TARGETS	TARGETS DESCRIPTION	TRAINING INTERVENTION	ANNUAL TARGET	TOTAL POPULATION TRAINED
		Finance: Budget Management Training		84
		Finance Management: Petty Cash		24
		Finance Management: Avoiding Irregular, fruitless and Wasteful Expenditure		30
		Project Khaedu Blended Programme		1
		Programme and Project Management		11
		Supply Chain Management		30
		Coaching for Leadership		16
DHA Annual Operational Plan (Interventions) and NTDP Interventions)		Evidence Based Policy Making & Implementation		3
		Ethics in the Public Service		26
		Emerging Management Development Programme (EMDP)		25
		Writing for Government		2
		Grievance and Disciplinary Procedure	100% of nominated Officials	22
		Grievance and Disciplinary Procedure		20
		Labour Relations Management U/S 114278		20
		Excellent Customer care for Front line Staff U/S 242901		14
		Applied Risk Assessment and Identification		17
		Mentoring for Public Service Managers U/S		43

PLANNED TARGETS	TARGETS DESCRIPTION	TRAINING INTERVENTION	ANNUAL TARGET	TOTAL POPULATION TRAINED
		Introduction Assets management		19
		Introduction to Mentoring		9
	Civic Services	Citizenship :Administration and SA Passports		389
		Citizenship: Birth, Marriages and Death Registration		91
		Alteration of Gender SOP		727
		Death SOP		9
	Migration Management	DHA National Certificate		36
		CADET: DHA Qualification Programme		60
		Inspectorate Skills Programme		72
		Permitting Skills Programme		8
		Civic Services Skills Programme		152
		Administrative Skills Programme		12
		Immigration Legislation		17
		Peace Officer Training		18
	Information Communication Technology	Live Capture Systems: Modernisation		92
		Asylum Seeker Management: NIIS		127
		Biometrics Movement Control Systems (BMCS)		154
		Electronic Movement Control System (EDMS)		72
		Ms Excel: Intermediate		77
	Transversal (Generic) Programmes	Professionalization of DHA Officials		273
		DHA Induction		686
		Security Management Training		15
	Adhoc Training	Foreign Mission Training		2
Total				**3505**

Employment in the Digitisation of Records Project

The Department furthermore has recruited 3,060 unemployed graduates, against a target of 10,000, in two cohorts within its Digitisation of Records project, aimed at improving service delivery within its Local Offices.

2.11 Employment Equity

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

Table 2.11.1.: Training interventions supported (2023/24)

	RACE				
GENDER	**AFRICAN**	**COLOURED**	**INDIAN**	**WHITE**	**Grand Total**
FEMALE	4,033	275	50	232	4,590
MALE	2,629	173	30	65	2,897
Grand Total	**6,662**	**448**	**80**	**297**	**7,487**
Total workforce	**89%**	**6%**	**1%**	**4%**	**100%**
National Economic Population	**78%**	**9,8%**	**2.8%**	**9,5%**	**100%**
Variance	**+11%**	**-3,8%**	**-1,8%**	**-5,5%**	**100%**

Source: PERSAL

The following tables illustrate the 2023/24 Gender Representation at SMS Level and people with disabilities status

With regards to the 2012 Cabinet resolution on representation of women at SMS and people with disabilities, the Department performed as follows in the year in review.

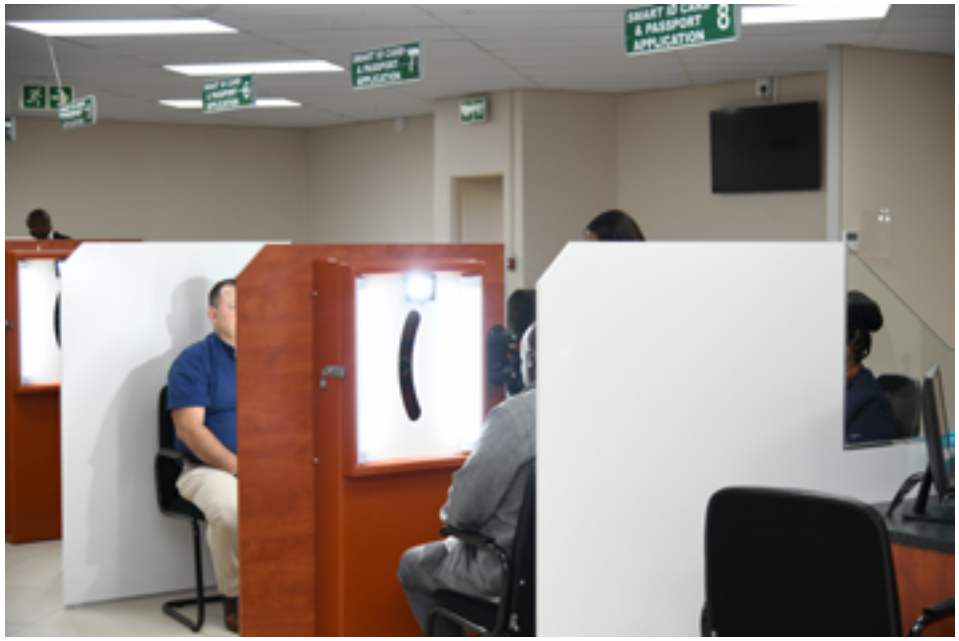
Table 2.11.2: Gender representation at SMS level (2023/24)

Female	Male	Total SMS Members	Target
63 (46%)	74 (54%)	137	50/50

Table 2.11.3: Representation of People with Disabilities (2023/24)

DHA Total Workforce	Total employed people with disabilities	Target
7,487	118 (1.58%)	2%

The Department remains dedicated to continuing to explore and optimise existing and new avenues to bring its workforce demographics into alignment with sets targets.





3. HUMAN RESOURCES OVERSIGHT STATISTICS

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 2023 and 31 March 2024

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	2 751 767	601 770	1 692	66 264	21.87	618
Programme 2: Citizen Affairs	4 362 498	2 525 734	5 493	107 865	57.90	436
Programme 3: Immigration Affairs	841 093	397 617	0	90 978	47.27	607
Programme 4: Institutional Support & Transfer	4 223 904	0	0	0	0	0
Total	**12 179 262**	**3 525 121**	**7 185**	**265 107**	**28.94**	**475**

Table 3.1.2.: Personnel costs by salary band for the period 1 April 2023 and 31 March 2024

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)	1 916	0.05	22	87
Skilled (Levels 3-5)	133 093	3.78	490	272
Highly skilled production (Levels 6-8)	2 481 583	70.40	6 053	410
Highly skilled supervision (Levels 9-12)	582 900	16.54	694	840
Senior and Top Management (Levels 13-16)	177 685	5.04	131	1 356
Contract (Levels 1-2)	101 505	2.88	2 995	34
Contract (Levels 3-5)	1 375	0.04	6	229
Contract (Levels 6-8)	1 326	0.04	2	663
Contract (Levels 9-12)	28 412	0.81	22	1 291
Contract (Levels 13-16)	15 326	0.43	6	2 554
Total	**3 525 121**	**100**	**10 421**	**33 827**

Note: Personnel Expenditure at Contract (Levels 1-2) includes the periodic appointments of 2,934 Youth for the Digitisation Project.

Table 3.1.3.: Salaries, Overtime, Home Owners Allowance and Medical Aid by programme for the period 1 April 2023 and 31 March 2024

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	425 989	70.79	6 536	1.09	16 833	2.80	30 402	5.05
Programme 2: Citizen Affairs	1 773 180	70.20	41 579	1.65	104 931	4.15	200 429	7.94
Programme 3: Immigration Affairs	259 747	65.33	36 072	9.07	11 838	2.98	25 486	6.41
Programme 4: Institutional Support & Transfers	0	0	0	0	0	0	0	0
Total	**2 458 916**	**69.75**	**84 187**	**2.39**	**133 602**	**3.79**	**256 317**	**7.27**

Table 3.1.4.: Salaries, Overtime, Home Owners Allowance and Medical Aid by salary band for the period 1 April 2023 and 31 March 2024

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
Lower skilled (Levels 1-2)	1 525	79.59	4	0.21	37	1.93	119	6.21
Skilled (Levels 3-5)	95 377	71.66	2 246	1.69	8 660	6.51	15 088	11.34
Highly skilled production (Levels 6-8)	1 679 273	67.67	74 187	2.99	111 460	4.49	219 154	8.83
Highly skilled supervision (Levels 9-12)	432 256	74.16	7 698	1.32	11 247	1.93	20 698	3.55
Senior and Top Management (Levels 13-16)	112 165	63.13	0	0	2 198	1.24	1 258	0.71
Contract (Levels 1-2)	100 596	99.10	0	0	0	0	0	0
Contract (Levels 3-5)	1 015	73.82	0	0	0	0	0	0
Contract (Levels 6-8)	842	63.50	0	0	0	0	0	0
Contract (Levels 9-12)	25 708	90.48	52	0.18	0	0	0	0
Contract (Levels 13-16)	10 159	66.20	0	0	0	0	0	0
Total	**2 458 916**	**69.75**	**84 187**	**2.39**	**133 602**	**3.79**	**256 317**	**7.27**

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

Table 3.2.1.: Employment and vacancies by programme as on 31 March 2024

Programme	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Programme 1: Administration	1 050	973	7.33	70
Programme 2: Citizen Affairs	6 056	5 789	4.41	0
Programme 3: Immigration Affairs	715	655	8.39	0
Total	**7 821**	**7 417**	**5.17**	**70**

Table 3.2.2.: Employment and vacancies by salary band as on 31 March 2024

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)	27	22	18.52	0
Skilled (Levels 3-5)	528	490	7.20	0
Highly skilled production (Levels 6-8)	6 328	6 053	4.35	0
Highly skilled supervision (Levels 9-12)	756	694	8.20	0
Senior Management (Levels 13-16)	155	131	15.48	0
Contract (Levels 1-2)	1	1	0	60
Contract (Levels 3-5)	6	6	0	0
Contract (Levels 6-8)	2	2	0	0
Contract (Levels 9-12)	11	11	0	10
Contract (Levels 13-16)	6	6	0	0
Total	**7 821**	**7 417**	**5.17**	**70**

Table 3.2.3.: Employment and vacancies by critical occupations as on 31 March 2024

Critical occupation	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Identification experts	225	213	5.33	0
Information technology related	73	67	8.22	0
Legal related	28	22	21.43	0
Other information technology personnel	99	93	6.06	0
Regulatory inspectors	924	888	3.90	0
Total	**1 349**	**1 283**	**4.89**	**0**

3.3 Filling of SMS Posts

The following tables 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 2024

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	62.50	3	37.50
Salary Level 14	33	26	78.79	7	21.21
Salary Level 13	117	103	88.03	14	11.97
Total	**161**	**137**	**85.09**	**24**	**14.91**

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	2	2	100	0	0
Salary Level 15	8	5	62.50	3	37.50
Salary Level 14	33	22	66.67	11	33.33
Salary Level 13	116	102	87.93	14	12.07
Total	**160**	**132**	**82.50**	**28**	**17.50**

Table 3.3.3.: Advertising and filling of SMS posts for the period 1 April 2023 and 31 March 2024

SMS Level	Advertising	Filling of posts	
	Number of vacancies per level advertised in 6 months of becoming vacant	Number of vacancies per level filled in 8 months of becoming vacant	Number of vacancies per level not filled in 8 months but filled in 12 months
Director-General/ Head of Department	0	0	0
Salary Level 16	0	0	0
Salary Level 15	1	0	0
Salary Level 14	4	2	0
Salary Level 13	11	6	2
Total	**16**	**8**	**2**

Table 3.3.4.: Reasons for not having complied with the filling of funded vacant SMS - Advertised within 6 months and filled within 8 months after becoming vacant for the period 1 April 2023 and 31 March 2024

Reasons for vacancies not advertised within six months
DPSA Circular 49 of 2023 - cost containment

Reasons for vacancies not filled within twelve months
DPSA Circular 49 of 2023 - cost containment

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 such be filled within twelve months after becoming vacant and 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 2023 and 31 March 2024

Reasons for vacancies not advertised within six months
None

Reasons for vacancies not filled within eight months
None

Notes

1. 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.

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 2023 and 31 March 2024

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)	52	0	0	0	0	0	0
Skilled (Levels 3-5)	1 807	3	0.17	0	0	0	0
Highly skilled production (Levels 6-8)	14 859	33	0.22	0	0	0	0
Highly skilled supervision (Levels 9-12)	1 773	38	2.14	0	0	0	0
Senior Management Service Band A	180	12	6.67	0	0	0	0
Senior Management Service Band B	41	6	14.63	0	0	0	0
Senior Management Service Band C	9	6	66.67	0	0	0	0
Senior Management Service Band D	3	0	0	0	0	0	0
Total	**18 724**	**98**	**0.52**	**0**	**0**	**0**	**0**

Table 3.4.2.: Profile of employees whose positions were upgraded due to their posts being upgraded for the period 1 April 2023 and 31 March 2024

Gender	African	Indian	Coloured	White	Total
Female	0	0	0	0	0
Male	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**

Employees with a disability	**0**

The following table summarises the number of cases where remuneration bands exceeded the grade determined by job evaluation. Reasons for the deviation are provided in each case.

Table 3.4.3.: Employees with salary levels higher than those determined by job evaluation by occupation for the period 1 April 2023 and 31 March 2024

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation
Administration clerks	1	6	7	Grade progression
Bus and heavy vehicle drivers	20	7	8	Grade progression
Cashier tellers and related clerks	3	6	7	Grade progression
Client information clerks (switchboard receptionist information clerk)	1	6	7	Grade progression
Human resources clerks	1	6	7	Grade progression
Identification experts	2	6	7	Grade progression
Library mail and related clerks	3	6	7	Grade progression
Other administrative and related clerks and organisers	20	5	6	Grade progression
Other administrative and related clerks and organisers	862	6	7	Grade progression
Other administrative and related clerks and organisers	8	7	8	Grade progression
Other administrative policy and related officers	26	6	7	Grade progression
Other administrative policy and related officers	1	7	8	Grade progression
Regulatory inspectors	26	6	7	Grade progression
Secretaries and other keyboard operating clerks	1	6	7	Grade progression
Total	**975**			
Total number of employees whose salaries exceeded the level determined by job evaluation				**975**
Percentage of total employed				**13.15**

The following table summarises the beneficiaries of the above in terms of race, gender, and disability.

Table 3.4.4.: Profile of employees who have salary levels higher than those determined by job evaluation for the period 1 April 2023 and 31 March 2024

Gender	African	Indian	Coloured	White	Total
Female	586	8	46	23	663
Male	276	4	24	8	312
Total	**862**	**12**	**70**	**31**	**975**

Employees with a disability	**17**	**0**	**1**	**0**	**18**

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:

Total number of employees whose salaries exceeded the grades determine by job evaluation	None

3.5 Employment Changes

This section provides information on changes in employment over the financial year. Turnover rates provide an indication of trends in the employment profile of the Department.

Table 3.5.1.: Annual turnover rates by salary band for the period 1 April 2023 and 31 March 2024

Salary band	Number of employees at beginning of period-1 April 2023	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Lower skilled (Levels 1-2)	2	22	0	0
Skilled (Levels 3-5)	498	63	33	6.63
Highly skilled production (Levels 6-8)	6 071	348	367	6.05
Highly skilled supervision (Levels 9-12)	691	45	52	7.53
Senior Management Service Band A	96	19	16	16.67
Senior Management Service Band B	25	5	4	16
Senior Management Service Band C	5	0	0	0
Senior Management Service Band D	2	0	0	0
Contract (Levels 1-2)	1	0	0	0
Contract (Levels 3-5)	5	1	0	0
Contract (Levels 6-8)	3	0	1	33.33
Contract (Levels 9-12)	8	3	5	62.50
Contract Band A	4	0	1	25
Contract Band B	1	0	0	0
Contract Band C	1	0	0	0
Contract Band D	1		0	0
Total	**7 414**	**506**	**479**	**6.46**

Table 3.5.2.: Annual turnover rates by critical occupation for the period 1 April 2023 and 31 March 2024

Critical occupation	Number of employees at beginning of period-April 2023	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Identification experts	220	3	13	5.91
Information technology related	60	9	7	11.67
Legal related	17	5	1	5.88
Other information technology personnel	96	5	5	5.21
Regulatory inspectors	904	83	93	10.29
Total	**1 297**	**105**	**119**	**9.18**

The table below identifies the major reasons why staff left the Department in the year under review.

Table 3.5.3.: Reasons why staff left the department for the period 1 April 2023 and 31 March 2024

Termination type	Number	% of total terminations
Death	32	6.68
Resignation	178	37.16
Expiry of contract	5	1.04
Departmental / criminal charges pending	0	0
Dismissal - misconduct	43	8.98
Transfers to other Public Service Departments	112	23.38
Retirement	97	20.25
Discharged due to ill health	12	2.51
Total	**479**	**100**
Total number of employees who left as a % of total employment	**6.45**	

Table 3.5.4.: Promotions by critical occupation for the period 1 April 2023 and 31 March 2024

Occupation	Employees 1 April 2023	Promotions to another salary level	Salary level promotions as a % of employees by occupation	Progressions to another notch within a salary level	Notch progression as a % of employees by occupation
Identification experts	220	2	0.91	3	1.36
Information technology related	60	0	0	0	0
Legal related	17	3	17.65	0	0
Other information technology personnel	96	3	3.13	0	0
Regulatory inspectors	904	23	2.54	25	2.77
Total	**1 297**	**31**	**2.39**	**28**	**2.16**

Table 3.5.5 Promotions by salary band for the period 1 April 2023 and 31 March 2024

Salary band	Employees 1 April 2023	Promotions to another salary level	Salary bands promotions as a % of employees by salary level	Progressions to another notch within a salary level	Notch progression as a % of employees by salary bands
Lower Skilled (Levels 1-2)	2	0	0	0	0
Skilled (Levels 3-5)	498	19	3.82	19	3.82
Highly skilled production (Levels 6-8)	6 071	176	2.90	964	15.88
Highly skilled supervision (Levels 9-12)	691	42	6.08	0	0
Senior Management (Levels 13-16)	128	2	1.56	0	0
Contract (Level 1-2)	1	0	0	0	0
Contract (Levels 3-5)	5	0	0	0	0
Contract (Levels 6-8)	3	0	0	0	0
Contract (Levels 9-12)	8	0	0	0	0
Contract (Levels 13-16)	7	0	0	0	0
Total	**7 414**	**239**	**3.22**	**983**	**13.26**

3.6 Employment Equity

The following tables illustrate the Department's achievements with respect to employment equity, recruitment, disciplinary actions and investments in skills development taken in the period under review.

Table 3.6.1.: Total number of employees (including employees with disabilities) in each of the following occupational categories as on 31 March 2024

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Clerks	1 305	89	15	25	2 623	210	28	167	4 462
Labourers and related workers	65	4	0	0	196	6	1	0	272
Plant and machine operators and assemblers	113	6	0	1	11	0	0	0	131
Professionals	151	13	1	5	181	8	2	13	374
Senior officials and managers	62	4	3	5	53	2	3	5	137
Service shop and market sales workers	521	35	5	14	445	22	1	7	1 050
Technicians and associate professionals	391	22	6	14	476	27	15	40	991
Total	**2 608**	**173**	**30**	**64**	**3 985**	**275**	**50**	**232**	**7 417**
Employees with disabilities	57	6	0	3	45	1	1	5	118

Table 3.6.2.: Total number of employees (including employees with disabilities) in each of the following occupational bands as on 31 March 2024

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	4	0	0	1	1	0	0	0	6
Senior Management	55	4	3	4	49	2	3	5	125
Professionally qualified and experienced specialists and mid-management	273	18	7	16	238	12	6	22	592
Skilled technical and academically qualified workers, junior management, supervisors, foremen an superintendents	2 117	139	20	41	3 359	241	40	203	6160
Semi-skilled and discretionary decision making	142	11	0	2	310	19	1	1	486
Unskilled and defined decision making	2	1	0	0	17	1	0	0	21
Technicians and associate professionals	0	0	0	0	0	0	0	0	0
Contract (Top Management)	2	0	0	0	0	0	0	0	2
Contract (Senior Management)	1	0	0	0	3	0	0	0	4
Contract (Professionally qualified)	5	0	0	0	0	0	0	1	6
Contract (Skilled qualifications, junior management)	4	0	0	0	4	0	0	0	8
Contract (Semi-skilled and discretionary decision making)	2	0	0	0	4	0	0	0	6
Contract (Unskilled and defined decision making)	1	0	0	0	0	0	0	0	1
Contract (Technicians and associate professionals)	0	0	0	0	0	0	0	0	0
Total	**2 608**	**173**	**30**	**64**	**3 985**	**275**	**50**	**232**	**7 417**

Table 3.6.3.: Recruitment for the period 1 April 2023 to 31 March 2024

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	3	1	0	0	1	0	0	0	5
Senior Management	6	0	0	0	3	0	0	0	9
Professionally qualified and experienced specialists and mid-management	40	0	1	0	48	3	0	0	92
Skilled technical and academically qualified workers, junior management, supervisors, foremen an superintendents	157	9	0	0	197	8	1	0	372
Semi-skilled and discretionary decision making	14	0	0	0	8	0	0	0	22

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Unskilled and defined decision making	1	0	0	0	0	0	0	0	1
Technicians and associate professions	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 (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)	0	0	1	0	0	0	0	0	1
Contract (Semi-skilled & discretionary)	0	0	0	0	0	0	0	0	0
Contract (skilled & qualified)	2	0	0	0	1	0	0	0	3
Total	**224**	**10**	**2**	**0**	**258**	**11**	**1**	**0**	**506**
Employees with disabilities	5	0	0	0	0	0	0	0	5

Table 3.6.4.: Promotions for the period 1 April 2023 to 31 March 2024

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	0	0	0	0	0	0	0	0	0
Professionally qualified and experienced specialists and mid-management	8	0	0	0	6	0	0	0	14
Skilled technical and academically qualified workers, junior management, supervisors, foremen and superintendents	95	2	2	1	115	5	3	1	224
Semi-skilled and discretionary decision making	1	0	0	0	0	0	0	0	1
Unskilled and defined decision making	0	0	0	0	0	0	0	0	0
Contract (Senior Management)	0	0	0	0	0	0	0	0	0
Contract (Professionally qualified)	0	0	0	0	0	0	0	0	0
Contract (Skilled technical)	0	0	0	0	0	0	0	0	0
Total	**104**	**2**	**2**	**1**	**121**	**5**	**3**	**1**	**239**
Employees with disabilities	11	0	1	0	7	0	0	0	19

Table 3.6.5.: Terminations for the period 1 April 2023 to 31 March 2024

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	7	1	0	1	6	0	1	3	19
Professionally qualified and experienced specialists and mid-management	22	2	2	1	11	0	1	3	42
Skilled technical and academically qualified workers, junior management, supervisors, foremen and superintendents	156	7	1	5	176	14	1	19	379
Semi-skilled and discretionary decision making	16	1	0	0	14	1	0	0	32
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)	1	0	0	0	0	0	0	0	1
Contract (Skilled qualified)	2	0	1	1	0	0	0	0	4
Contract (Semi-skilled)	0	0	0	0	0	0	0	0	0
Contract (Professionally qualified and experienced specialists and mid-management)	1	0	0	0	1	0	0	0	2
Total	**205**	**11**	**4**	**8**	**208**	**15**	**3**	**25**	**479**
Employees with disabilities	10	0	0	2	6	0	0	2	20

Table 3.6.6.: Disciplinary action for the period 1 April 2023 to 31 March 2024

Disciplinary action	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Guilty	51	2	0	1	29	1	0	2	86
Not Guilty	7	0	0	4	10	0	0	0	21
Not Required	10	0	1	0	8	0	0	0	19
Resigned	10	0	0	0	7	0	0	0	17
Withdrawn	1	0	0	0	2	0	0	0	3
Total	**79**	**2**	**1**	**5**	**56**	**1**	**0**	**2**	**146**

Table 3.6.7.: Skills development for the period 1 April 2023 to 31 March 2024

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Legislators, Senior Officials and Managers	8	0	0	0	13	0	1	0	22
Professionals	23	1	0	0	21	2	0	1	48
Technicians and Associate Professionals	90	7	1	2	160	9	4	4	277
Clerks	409	17	1	3	786	46	4	14	1 280
Service and Sales Workers	56	4	0	0	94	6	1	1	162
Plant and Machine Operators and Assemblers	47	4	0	0	2	0	0	0	53
Labourers and related workers	4	1	0	0	4	0	0	0	9
Total	**637**	**34**	**2**	**5**	**1 080**	**63**	**10**	**20**	**1 851**
Employees with disabilities	14	0	0	2	11	0	0	0	27

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	2	2	0	0
Salary Level 15	8	5	4	80
Salary Level 14	33	25	25	100
Salary Level 13	115	101	94	93.07
Total	**159**	**134**	**124**	**92.54**

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
1 x SL 13: official was suspended
1 x SL 13: officials dismissed
3 x SL 13: officials resigned
2 x SL 13: not applicable - statutory appointment
1 x SL 15: official was non-compliant
2 x SL 16: not applicable – political appointment

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
1 x SL15: official forfeited pay progression

Notes

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

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 2023 to 31 March 2024

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**	**0**	**0**	**0**	**0**
Male	0	0	0	0	0
Female	0	0	0	0	0
Indian	**0**	**0**	**0**	**0**	**0**
Male	0	0	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	0	0	0	0
Coloured	**0**	**0**	**0**	**0**	**0**
Male	0	0	0	0	0
Female	0	0	0	0	0
White	**0**	**0**	**0**	**0**	**0**
Male	0	0	0	0	0
Female	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**

Table 3.8.2.: Performance rewards by salary band for personnel below Senior Management Service for the period 1 April 2023 to 31 March 2024

Salary band	Beneficiary profile			Cost		Total cost as a % of the total personnel expenditure
	Number of beneficiaries	Number of employees	% of total within salary bands	Total cost (R'000)	Average cost per employee	
Lower Skilled (Levels 1-2)	0	0	0	0	0	0
Skilled (Level 3-5)	0	0	0	0	0	0
Highly skilled production (Level 6-8)	0	0	0	0	0	0
Highly skilled supervision (Level 9-12)	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**	**0**

Table 3.8.3.: Performance rewards by critical occupation for the period 1 April 2023 to 31 March 2024

Critical occupation	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within occupation	Total cost (R'000)	Average cost per employee
Identification experts	0	0	0	0	0
Information technology related	0	0	0	0	0
Legal related	0	0	0	0	0
Other information technology personnel	0	0	0	0	0
Regulatory inspectors	0	0	0	0	0

Total	**0**	**0**	**0**	**0**	**0**

Notes

- The CORE classification, as prescribed by the DPSA, should be used for completion of this table.
- Critical occupations are defined as occupations or sub-categories within an occupation –
  - (a) 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;
  - (b) 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;
  - (c) where the inherent nature of the occupation requires consistent exercise of discretion and is predominantly intellectual in nature; and
  - (d) 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 2023 to 31 March 2024

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	0	0	0	0	0
Band B	0	0	0	0	0	0
Band C	0	0	0	0	0	0
Band D	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**	**0**

3.9 Foreign Workers

The tables below summarise the employment of foreign nationals in the department in terms of salary band and major occupation.

Table 3.9.1.: Foreign workers by salary band for the period 1 April 2023 and 31 March 2024

Salary band	01 April 2023		31 March 2024		Change	
	Number	% of total	Number	% of total	Number	% Change
Lower skilled	0	0	0	0	0	0
Highly skilled production (Level 6-8)	0	0	0	0	0	0
Highly skilled supervision (Level 9-12)	1	100	0	0	1	100

Total	**1**	**100**	**0**	**0**	**1**	**100**

Table 3.9.2.: Foreign workers by major occupation for the period 1 April 2023 and 31 March 2024

Major occupation	01 April 2023		31 March 2024		Change	
	Number	% of total	Number	% of total	Number	% Change
Administrative office workers	1	100	0	0	1	100
Total	**1**	**100**	**0**	**0**	**1**	**100**

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 2023 to 31 December 2023

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)	19	84.20	9	0	2.11	12
Skilled (Levels 3-5)	4 091	84.60	496	0	8.25	3 898
Highly skilled production (Levels 6-8)	53 310	80.70	6 225	0	8.56	80 036
Highly skilled supervision (Levels 9-12)	4 583	79.50	596	0	7.69	14 533
Top and Senior Management (Levels 13-16)	721	84.30	93	0	7.75	3 511
Contract (Levels 1-2)	0	0	0	0	0	0
Contract (Levels 3-5)	3	100	1	0	3	3
Contract (Levels 6-8)	13	69.20	4	0	3.25	20
Contract (Levels 9-12)	249	75	25	0	9.96	887

Contract (Levels 13-16)	14	50	2	0	7	85
Total	**63 003**	**80.90**	**7 451**	**0**	**8.46**	**102 985**

Table 3.10.2.: Disability leave (temporary and permanent) for the period 1 January 2023 to 31 December 2023

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)	1 231	100	33	7.78	37.30	1 233
Highly skilled production (Levels 6-8)	13 597	100	359	84.67	37.87	21 060
Highly skilled supervision (Levels 9-12)	785	100	24	5.66	32.71	2 541
Senior Management (Levels 13-16)	142	100	7	1.65	20.29	697
Contract (Levels 1-2)	0	100	0	0	0	0
Contract (Levels 3-5)	0	100	0	0	0	0
Contract (Levels 6-8)	0	100	0	0	0	0
Contract (Levels 9-12)	33	100	1	0.24	33	118
Contract (Levels 13-16)	0	100	0	0	0	0
Total	**15 788**	**100**	**424**	**100**	**37.24**	**25 649**

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 2023 to 31 December 2023

Salary band	Total days taken	Number of employees using annual leave	Average per employee
Lower skilled (Levels 1-2)	58	16	3.63
Skilled (Levels 3-5)	12 561.75	587	21.40
Highly skilled production (Levels 6-8)	169 682.95	7 228	23.48
Highly skilled supervision (Levels 9-12)	18 460	720	25.64
Senior Management (Levels 13-16)	3 168	132	24
Contract (Levels 1-2)	12	1	12
Contract (Levels 3-5)	73	6	12.17
Contract (Levels 6-8)	39	4	9.75

Contract (Levels 9-12)	659	40	16.48
Contract (Levels 13-16)	133	9	14.78
Total	**204 846.70**	**8 743**	**21.53**

Table 3.10.4.: Capped leave for the period 1 January 2023 to 31 December 2023

Salary band	Total days of capped leave taken	Number of employees using capped leave	Average number of days taken per employee	Average capped leave per employee as on 31 March 2022
Lower skilled (Levels 1-2)	0	0	0	0
Skilled (Levels 3-5)	15.71	1	15.71	41
Highly skilled production (Levels 6-8)	219.34	17	12.90	36
Highly skilled supervision (Levels 9-12)	16	2	8	41
Senior Management (Levels 13-16)	0	0	0	0
Total	**251.05**	**20**	**12.56**	**37**

The following table summarise payments made to employees as a result of leave that was not taken.

Table 3.10.5.: Leave pay-outs for the period 1 April 2023 and 31 March 2024

Reason	Total amount (R'000)	Number of employees	Average per employee (R'000)
Leave payout for 2023/24 due to non-utilisation of leave for the previous cycle	300	4	75
Capped leave payouts on termination of service for 2023/24	8 713	83	104.98
Current leave payout on termination of service for 2023/24	7 634	202	37.79
Total	**16 647**	**289**	**57.60**

3.11 HIV/AIDS & Health Promotion Programmes

Table 3.11.1.: Steps taken to reduce the risk of occupational exposure

Units/categories of employees identified to be at high risk of contracting HIV & related diseases (if any)	Key steps taken to reduce the risk
None	Not applicable

Table 3.11.2.: Details of Health Promotion and HIV/AIDS Programmes (tick the applicable boxes and provide the required information)

Question	Yes	No	Details, if yes
1. Has the Department designated a member of the SMS to implement the provisions contained in Chapter 4, Part 3, Section 55 of the Public Service Regulations, 2016? If so, provide her/his name and position.	X		The incumbent retired on 31 December 2014. The post remains vacant and unfunded. Ms L.V. Moshoette has been appointed to act in this capacity.
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. Moshoette, Deputy Director: Occupational Health and Safety and 1 Assistant Director. The annual budget for the Programme is all encompassing and amounts to approximately R 1,694,000.00.

Question	Yes	No	Details, if yes
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 Sub-Directorate: b) Health Calendar events conducted virtually and the 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. **April 2023:** Healthy Lifestyle awareness, health screening and HIV awareness desk drop distributed. **May 2023:** Know your HIV Status Campaign and Candle-light Memorial Day desk drop. **June 2023:** Blood screening and Blood Donation Clinic, Substance Abuse awareness and Sports Day conducted. **July 2023:** Men's Health Day: Prostate Cancer and Medical Male Circumcision (MMC) awareness conducted. **August 2023:** Mental health awareness and stress management conducted. **September 2023:** Heart, Mental Health awareness and Sports Day conducted. **October 2023:** Women's Health Day: Breast and Cervical Cancer education conducted.
			November 2023: Red Ribbon awareness campaigns conducted. **December 2023**: World AIDS Day & Sports Day conducted. **February 2024:** Sexually Transmitted Infection (STI) & Condom usage awareness desk drop distributed. **March 2024:** TB & promotion of Healthy Lifestyles awareness desk drop distributed. c) HIV / STI / TB Management Policy implemented: HIV / AIDS Peer education programme implemented, quarterly HIV Counselling and Testing conducted, Blood Screening and Blood Donation Clinics held after every 8 weeks. HIV/ STI / TB & Healthy Lifestyle brochures distributed, male and female condoms distributed. 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. e) Performance Enhancement Programmes: quarterly Sports and Wellness Days conducted, Life skills offered to employees (Stress Management, Trauma debriefing, Financial Management, Interpersonal Relations, Marital, Parenting, etc.). 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.

Question	Yes	No	Details, if yes
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.	X		90 DHA employees representing all Provinces were appointed as Employee Wellness Committee members and trained as HIV / AIDS Peer educators, there are between 5 and 8 employees per Province, including the National Office. Their names are as follows: **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. Ramalekana. **North West Province:** A. Amadien, K. Tsatsinyane, P. Masilela, S.M. Mogapi, K.I. Mathobela, S. Gaii. **Free State Province:** D. Moholo, T. Sebueng, M. Lepitsi, T. Khobotlo, D. Louw, P. Mohlabane, M. Qhaba, M. Moshou, S. Sebobane, E. Mangelane. **Gauteng Province:** M. Netshifhefhe, E. Motsiri, S. Sambo, N. Nkanyani, L. Molantoa, M. Mbebe, J. Segone, F. Bam, J. Hlalele, M. Kgosinaga, T. Gabayi, S. Mvelo Mkhwanazi, K. Mosoeu. **Limpopo Province:** M. Nkanyane, P.M. Mashita, K.M. Komape, M.R. Komape, D.W. Ragolane, P.C. Madzivhandila, T.J. Mudau, P.I. Moleba, M.K. Mabokelwa. **Western Cape Province**: N. Madolo, S. Mathiso, Z. Ndukwana, S. Mayekiso, N. Mtimkhulu, S. Fiyani, S. Renene, K. Bikwana. **Eastern Cape Province:** L. Jama, T. Sajini, P. Maeselana-Ndungane, S. Timakwe, N. Ndashe, M. Ngqezana, A. Matandabuzo, N. Koyana, O. Nomnqa. **Mpumalanga Province:** Z. Mahlangu, G. Mashiane, T. Lusibane, M. Maluleke, M. Sibiya-Nhlambo, P. Mashishi, N. Masilela, T. Gazide, B.J. Mnguni. **Northern Cape Province:** L. Hlophe, E. Pretorius, M. Malinga, B.M. Maroane, N.E. Nel, T.J. Selometsi, E. January, D. Pietersen. **KwaZulu Natal Province:** S. Mofokeng, N. Ndlovu, N. Mhlongo, B. Gabela, P. Nduli. S. Mbanjwa, S. Cebekhulu, M. Masondo, S. Zondo. **Ports of Entry:** R. Msinga, R. Mtungwa, T.R. Mosenogi, L.T. Montasi, P.S. Mabuza, T.Y. Makhoba, L.P. Sibiya, N.G. Mkhondo, M. Tyhotyho, N. Vundla All the above-mentioned Committee Members will serve their three (3) year Term of Office from 2023 to 2025
5. Has the department reviewed its employment policies and practices to ensure that these do not unfairly discriminate against employees on the basis of their HIV status? If so, list the employment policies/practices so reviewed.	X		a) DHA HIV / STI / TB Policy Operational Plan 2023-2024 (DHA Annual Plan signed by DG and submitted to DPSA & Office of the Presidency). b) DHA HIV / STI / TB Management Policy. c) Wellness Management Policy. d) Health and Productivity Management Policy. e) SHERQ. f) HIV AIDS Peer Education Programme implemented. g) Ongoing HIV / STI / TB Education, awareness sessions conducted.

Question	Yes	No	Details, if yes
6. Has the department introduced measures to protect HIV-positive employees or those perceived to be HIV-positive from discrimination? If so, list the key elements of these measures.	X		a) HIV / STI / TB Operational Policy Annual Plan signed by DG and submitted to DPSA: emphasises the Protection of Human Rights, DE stigmatisation towards HIV Positive employees, ongoing education about voluntary counselling and testing and voluntary disclosure. b) Annual EWP Operational Plan with HIV / STI / TB activity set targets and compliance issues. 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. d) No new disclosures on status to EWP, ongoing care and support provided to existing employees who had previously disclosed.
7. Does the department encourage its employees to undergo Voluntary Counselling and Testing? If so, list the results that you have you achieved.	X		a) Quarterly Voluntary HIV Counselling and Testing conducted by GEMS: 340 employees tested, all employees tested negative, 0 employees tested positive, 1 enrolled to ARV clinics, 1 disclosed the status to the public and is also an HIV Peer Educator. b) Quarterly Health Screenings conducted by GEMS: 340 employees tested for Blood pressure, Blood Sugar, Body Mass Index (BMI), Cholesterol. 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. d) 10 x Blood Screening and Blood Donation Clinics conducted after every 8 weeks: 180 regular blood donors screened, 140 donated blood and 40 employees were declined.
8. Has the Department developed measures/indicators to monitor & evaluate the impact of its health promotion programme? If so, list these measures/indicators.	X		a) Developed and submitted costed Operational Plan with monthly, quarterly and annual targets. 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 0 tested positive, 340 employees undertook Health Screening: Blood Sugar, Blood Pressure, Cholesterol, and BMI). c) Analysed GEMS and ICAS reports and developed intervention programmes in the form of Educational and Awareness Sessions. d) Annual EWP Health Calendar of Events incorporated into DHA Year Planner. e) Minutes and reports with recommendations from Peer Educators and SHER representatives submitted and incorporated into monthly and quarterly reports of DHA.

3.11 Labour Relations

The following tables relate to labour relations within the Department during the year under review.

Table 3.12.1.: Collective agreements for the period 1 April 2023 and 31 March 2024

Subject matter	Date

Total number of Collective agreements	None

Notes
- If there were no agreements, keep the heading and replace the table with the following:

Total number of Collective agreements	None

The following table summarises the outcome of disciplinary hearings conducted within the department for the year under review.

Table 3.12.2.: Misconduct and disciplinary hearings finalised for the period 1 April 2023 and 31 March 2024

Outcomes of disciplinary hearings	Number	% of total
Demotion	1	2.33
Dismissal	25	58.14
Final written warning	3	6.98
Suspension without pay	4	9.30
Not Guilty	6	13.95
Resignation	3	6.98
Written Warning	1	2.33
Total	**43**	**100**

Notes
- If there were no agreements, keep the heading and replace the table with the following:

Total number of disciplinary hearings finalised	None

Table 3.12.3.: Types of misconduct addressed at disciplinary hearings for the period 1 April 2023 and 31 March 2024

Type of misconduct	Number	% of total
Absenteeism	2	3.08
Aiding and abetting	1	1.54
Assault	1	1.54
Breach of contact	1	1.54
Failure to deport / unlawful release	1	1.54
Improper behaviour	2	3.08

Type of misconduct	Number	% of total
Irregular disclosure of information	1	1.54
Irregular late registration of birth	6	9.23
Irregular processing of birth	3	4.62
Irregular processing of birth and death	1	2
Irregular processing of death	5	7.69
Irregular processing of identity	13	20
Irregular processing of marriage	7	10
Irregular processing of passports	2	3
Irregular processing of permits	8	12
Irregular tender evaluation	2	3
Irregular updating of applicants information on MCS	1	2
Misrepresentation	2	3
Public Servant conducting business with organs of state	2	3
Sexual Harassment	1	2
Soliciting brides	1	2
Unlawful receipt of money	2	3
Total	**65**	**100**

Table 3.12.4.: Grievances logged for the period 1 April 2023 and 31 March 2024

Grievances	Number	% of total
Number of grievances resolved	82	48.24
Number of grievances not resolved	88	51.76
Total number of grievances lodged	**170**	**100**

Table 3.12.5.: Disputes logged with Councils for the period 1 April 2023 and 31 March 2024

Disputes	Number	% of total
Number of disputes upheld	4	15.38
Number of disputes dismissed	9	34.62
Number of disputes withdrawn	1	3.85
Number of disputes pending	12	46.15

Total number of disputes lodged	**26**	**100**

Table 3.12.6.: Strike actions for the period 1 April 2023 and 31 March 2024

Total number of person working days lost	3
Total cost working days lost	2 313.89
Amount recovered as a result of no work no pay (R'000)	**2**

Table 3.12.7.: Precautionary suspensions for the period 1 April 2023 and 31 March 2024

Number of people suspended	7
Number of people whose suspension exceeded 30 days	7
Average number of days suspended	164
Cost of suspensions (R'000)	**1 326**

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 2023 and 31 March 2024

Occupational category	Gender	Number of employees as at 1 April 2023	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	62	0	0	0	0
	Male	69	0	0	0	0
Professionals	Female	202	0	36	0	36
	Male	161	0	15	0	15
Technicians and associate professionals	Female	539	0	20	0	20
	Male	444	0	45	0	45
Clerks	Female	3 032	46	844	0	890
	Male	1 416	14	353	0	367

Occupational category	Gender	Number of employees as at 1 April 2023	Training needs identified at start of the reporting period			
			Learnerships	Skills programmes & other short courses	Other forms of training	Total
Service shop and sales marketers	Female	489	0	105	0	105
	Male	591	0	156	0	156
Labourers and related work	Female	203	0	16	0	16
	Male	74	0	21	0	21
Plant and machine operators and assemblers	Female	8	0	5	0	5
	Male	124	0	43	0	43
Sub Total	**Female**	**4 535**	**46**	**1 026**	**0**	**1 072**
Sub Total	**Male**	**2 879**	**14**	**633**	**0**	**647**
Total		**7 414**	**60**	**1 659**	**0**	**1 719**

Table 3.13.2.: Training provided for the period 1 April 2023 and 31 March 2024

Occupational category	Gender	Number of employees as at 1 April 2023	Training provided within the reporting period			
			Learnerships	Skills programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	62	0	0	0	0
	Male	69	0	0	0	0
Professionals	Female	202	0	24	0	24
	Male	161	0	24	0	24
Technicians and associate professionals	Female	539	0	177	0	177
	Male	444	0	100	0	100
Clerks	Female	3 032	0	850	0	850
	Male	1 416	0	430	0	430
Service and sales workers	Female	489	0	102	0	102
	Male	591	0	60	0	60
Labourers and related work	Female	203	0	18	0	18
	Male	74	0	13	0	13

Occupational category	Gender	Number of employees as at 1 April 2023	Training provided within the reporting period			
			Learnerships	Skills programmes & other short courses	Other forms of training	Total
Plant and machine operators and assemblers	Female	8	0	2	0	2
	Male	124	0	51	0	51
Sub Total	**Female**	**4 535**	**0**	**1 173**	**0**	**1 173**
	Male	**2 879**	**0**	**678**	**0**	**678**
Total		**7 414**	**0**	**1 851**	**0**	**1 851**

1.1 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 2023 and 31 March 2024

Nature of injury on duty	Number	% of total
Required basic medical attention only	16	100
Temporary Total Disablement	0	0
Permanent Disablement	0	0
Fatal	0	0
Total	**16**	**100**

3.14 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:

(a) The rendering of expert advice;
(b) The drafting of proposals for the execution of specific tasks; and
(c) 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 2023 and 31 March 2024

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)	Total 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 2023 and 31 March 2024

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 2023 and 31 March 2024

Project title	Total number of consultants that worked on project	Duration (work days)	Donor and contract value in Rand
RAASA backlogs	10	252	UNHCR RDP Funding 6 798 900

Total number of projects	Total individual consultants	Total duration (work days)	Total contract value in Rand
1	**10**	**2 520**	**6 798 900**

Table 3.15.4.: Analysis of consultant appointments using Donor funds, in terms of Historically Disadvantaged Individuals (HDIs) for the period 1 April 2023 and 31 March 2024

Project title	Percentage ownership by HDI groups	Percentage management by HDI groups	Number of consultants from HDI groups that work on the project
None			

3.15 Severance Packages

Table 3.16.1.: Granting of employee initiated severance packages for the period 1 April 2023 and 31 March 2024

Salary band	Number of applications received	Number of applications referred to the MPSA	Number of applications supported by MPSA	Number of packages approved by department
Lower skilled (Levels 1-2)	0	0	0	0
Skilled (Levels 3-5)	0	0	0	0
Highly skilled production (Levels 6-8)	0	0	0	0
Highly skilled supervision (Levels 9-12)	0	0	0	0
Senior Management (Levels 13-16)	0	0	0	0
Total	**0**	**0**	**0**	**0**



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PART E

PFMA COMPLIANCE REPORT

1. IRREGULAR, FRUITLESS AND WASTEFUL, UNAUTHORISED EXPENDITURE AND MATERIAL LOSSES

1.1. Irregular expenditure

a) Reconciliation of irregular expenditure

Description	2023/24	2022/23
	R'000	R'000
Opening balance	690 464	554 934
Add: Irregular expenditure confirmed	466 131	144 737
Less: Irregular expenditure condoned	(72 194)	(1 831)
Less: Irregular expenditure not condoned and removed	(355 743)	(6 919)
Less: Irregular expenditure recoverable	-	-
Less: Irregular expenditure not recovered and written off	-	-
Closing balance	**728 658**	**690 921**

The 2022/23 closing is R690,921 million and was adjusted with minus R457 thousand relating to the prior period error which makes the opening balance adjusted to R690,464 million.

The closing balance of R728,658 million consists of the following:

- Old security tender (2014/15 to 2017/18) at a value of R199,969 million;
- 2018/19 COE virement implemented without National Treasury's approval to the value of R2,671 million.
- An amount of R1,114 million for Foursight expenditure paid after the contract has been cancelled in March 2023 for services rendered in April 2024.
- An amount of R205,974 million for 2023/24 which relates to the procurement of professional services for digitisation of Civic Services records and for the 2022/23 financial year for R99,176 million. The total expenditure as at 31 March 2024 amounts to R305,150 million.
- During the 2023/24 audit, an amount of R41 thousand was identified as irregular and in contravention of Treasury Regulation 16A 9.1 in respect of Inanda service provider.
- In addition, during the 2023/24 audit an amount of R1,687 million was identified as irregular expenditure and in contravention of the PPR 2022.
- The amount of 15,287 million relates to the procurement of routers and switches that were not procured in line with SITA Regulation 17.6.1.
- The amount of R202,339 million relates to the Digitisation project site building works that were procured in line with National Treasury PFMA instruction no.03 of 2021/2022. The transaction was identified as irregular expenditure due to non-compliance with the CIDB regulations.
- The amount of R396 thousand relates to the procurement for the dismantling of shelving that were procured in line with National Treasury RT8-2020 procurement procedure. The transaction was identified as irregular expenditure due to non-compliance with SCM instruction note 2 of 2021/22, which requires the obtaining of three (3) quotations.
- An amount of R3 thousand incurred for approval not granted prior to the traveling taking place.

Reconciling notes

Description	2023/24	2022/23
	R'000	R'000
Irregular expenditure that was under assessment in 2023/24		
Irregular expenditure that relates to 2022/23 and identified in 2023/24		112 030
Irregular expenditure for the current year	466 131	32 707
Total	**466 131**	**144 737**

b) Details of current and previous year irregular expenditure (under assessment, determination, and investigation)

Description	2023/24	2022/23
	R'000	R'000
Irregular expenditure under assessment		
Irregular expenditure under determination	527 571	112 029
Irregular expenditure under investigation	1 114	18 525
Total	**528 685**	**130 554**

The irregular expenditure under determination consists of the following:

- An amount of R205,974 million for 2023/24 which relates to the procurement of professional services for digitisation of Civic Services records and for the 2022/23 financial year for R99,176 million. The total expenditure as at 31 March 2024 amounts to R305,150 million.
- During the 2023/24 audit, AG picked up an amount of R41 thousand that is in contravention of Treasury Regulation 16A 9.1 in respect of Inanda service provider.
- In addition, during the 2023/24 audit an amount of R1,6 million was identified as irregular expenditure and in contravention of the PPR 2022.
- The amount of R15 million relates to the procurement of routers and switches that were not procured in line with SITA Regulation 17.6.1.
- The amount of R202,3 million relates to the Digitisation project site building works that were procured in line with National Treasury PFMA instruction no.03 of 2021/2022. The transaction was identified as irregular expenditure due to non-compliance with the CIDB regulations.
- The amount of R396 relates to the procurement for the dismantling of shelving that were procured in line with National Treasury RT8-2020 procurement procedure. The transaction was identified as irregular expenditure due to non-compliance with SCM instruction note 2 of 2021/22, which requires the obtaining of three (3) quotations.
- An amount of R2,671 million relates to COE virement that was implemented on the BAS system without National Treasury's approval.
- Non-compliance for not procuring through SITA on the following contracts was identified: Dark Fibre, Liquid Tech and CBX technology to the value of R6,6 million, however no payments were made to the suppliers in the 2023/24 financial year and the matters are under determination and the LCC will follow up on the matter in 2024/25 financial year.

The irregular expenditure under investigation consists of the following:

- An amount of R1,114 million incurred was paid to Foursight for services rendered after the contract was cancelled in March 2023. The department has requested National Treasury to condone these cases. An amount of R18,5 million for 2022/23 FY was listed under irregular expenditure under investigation which 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 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	2023/24	2022/23
	R'000	R'000
Irregular expenditure condoned	72 194	1 831
Total	**72 194**	**1 831**

- National Treasury condoned expenditure relating to the Foursight matter in the amount of R51,701 million on 27 March 2024. The contract was cancelled on 06 March 2023, but services were still rendered for the month of April 2024. The expenditure for April 2023 was not included in the condonation request. National Treasury accordingly advised the Department to submit another condonation request for the amount of R1, 114 million.
- The Foursight matter relates to the procurement of IT firewall licenses and maintenance and support of such firewalls for the department. The department procured the licenses and maintenance and support through an open competitive bidding process and not through SITA. As a consequence, the AGSA held the expenditure to be irregular.
- Following complaints about the late payment of its invoices and undue influence exerted by a departmental official on the main contractor, Foursight, in favour of the Foursight sub-contractor, the department initiated a forensic investigation. The forensic report found serious irregularities and recommended that disciplinary action be taken and a criminal case be opened.
- The department was advised to cancel the Foursight contract given the nature of the irregularities identified and the argument made by Foursight that its sub-contractor agreement was null and void. Foursight argued that the representative of the sub-contractor never had locus standi to enter into the sub-contracting agreement. This nullified the department's contract with Foursight as it was a condition of appointment that Foursight must sub-contract 30% of the contract to a sub-contractor. The department accordingly cancelled its contract with Foursight
- In the meantime, the sub-contractor instituted civil action against Foursight. Foursight is defending the matter. When the department cancelled the contract with Foursight, Foursight instituted civil action against the department. The department is defending the matter.
- Disciplinary action was taken in the Foursight matter and an official was dismissed, the implicated senior manager resigned before his disciplinary matter could be finalised. The matter was reported to the SAPS and a criminal case was opened. The criminal investigation is still ongoing. In addition, the Foursight matter is covered by the Presidential proclamation granting the Special Investigation Unit (SIU) the power to also investigate this matter.
- One Quotation without deviation (Sigogo and Webber Attorneys) - LCC recommended an amount of R17,314 million to be removed by the Accounting Officer.
- 2018/19 Contravention of Treasury Regulations 8.2.2 - LCC recommended an amount of R3,178 million to be removed by the Accounting Officer.

d) Details of current and previous year irregular expenditure removed - (not condoned)

Description	2023/24	2022/23
	R'000	R'000
Irregular expenditure NOT condoned and removed	355 743	6 919
Total	**355 743**	**6 919**

After concluding the processes prescribed by the Irregular Expenditure framework and the internal Loss Control Committee steps, the Department requested National Treasury to condone the following irregular expenditure:

- Cleaning services – R12,934 million
- ABIS - R307,934 million
- ABIS current year – R34,8 million

National Treasury did not condone the irregular expenditure, but advised the Department to refer to paragraph 5,7 and 5.8 of the UIF PFMA framework that grants the Accounting Officer the power to remove the expenditure on the Irregular expenditure register. The LCC then made recommendations to remove the following cases on the Irregular Expenditure register:

- 2018/19 procurement cleaning services on split quotations instead of tender – LCC recommended an amount of R12,934 million to be removed by the Accounting Officer.
- ABIS project with EOH then subsequently Idemia is at an accumulative value of 2021/22 SCM processes not followed - LCC recommended an amount of R342,809 million to be removed by the Accounting Officer.

e) Details of current and previous year irregular expenditure recovered

Description	2023/24	2022/23
	R'000	R'000
Irregular expenditure recovered	-	-
Total	**-**	**-**

f) Details of current and previous year irregular expenditure written off (irrecoverable)

Description	2023/24	2022/23
	R'000	R'000
Irregular expenditure written off	-	-
Total	**-**	**-**

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)

Description
ABIS contract value = R475 million ABIS current year expenditure = R34,875 million
Total R475 million
The ABIS procurement was done through SITA. During the regularity audit of SITA in the 2019/20 financial year, the AGSA found that the procurement process was compromised and held the expenditure to be irregular. SITA accepted the non-compliance finding. As the expenditure was incurred by the department, the AGSA in the 2019/2020 financial year raised a finding that the ABIS contract expenditure was irregular and should be disclosed as such by the Department. Due to the timing of the finding, the Department and the AGSA agreed to disclose the ABIS expenditure as irregular expenditure under investigation and to appoint a forensic auditor to investigate the matter. The forensic audit confirmed that the contract was irregular and recommended inter alia that disciplinary action should be taken, also against departmental officials involved in the process. The Department implemented the recommendations and disciplinary action was taken against the departmental officials involved. The criminal investigation is still ongoing.

h) Details of non-compliance cases where an institution is involved in an inter-institutional arrangement (where such institution is responsible for non-compliance)

Description	2023/24	2022/23Not
	R'000	R'000
Not Applicable		
Total		

i) Details of current and previous year disciplinary or criminal steps taken as a result of irregular expenditure

Disciplinary steps taken			
Matter	**Disciplinary action taken against**	**Outcome disciplinary action**	**Criminal investigation**
ABIS	DDG	Not guilty	Ongoing
	2 x Chief-Director	Not guilty	
	1 x Directors	Not guilty	
Foursight	Director	Resigned before conclusion disciplinary hearing	Ongoing. Matter also referred to SIU.
Cleaning services	Chief Director: Property	Not guilty	Ongoing
	Director: Facility	Not guilty	

1.2. Fruitless and wasteful expenditure

a) Reconciliation of fruitless and wasteful expenditure

Description	2023/24	2022/23
	R'000	R'000
Opening balance	915	120
Add: Fruitless and wasteful expenditure confirmed	30	883
Less: Fruitless and wasteful expenditure written off	(889)	(70)
Less: Fruitless and wasteful expenditure recoverable	(12)	(23)
Closing balance	**44**	**910**

The 2022/23 closing is R910 thousand was adjusted with R5 thousand relating to the prior period error which makes the opening balance adjusted to R915 thousand.
The balance of R44 thousand as at year end consists of the following:

- R1,279.20 thousand: 2022/23 NW Penalties for late registration of vehicles (NW LCC still to assess) penalties and arrears incurred on the transfer of vehicle licensing.
- R18,500 thousand: Penalties and arrears incurred on the transfer of vehicle licensing from Gauteng to Western Cape.
- R6,004.80 thousand: 2023/24 LP Penalties for late registration of vehicles (LP LCC still to assess)
- R4,680.00 thousand: 2023/24 WC No show on Accommodation to be recovered in 2024/25, debt take on not yet implemented.
- R9,243.26 thousand: 2022/23 WC Missed flights and No shows accommodation to be recovered in 2024/25 debt take on not yet implemented.

The department has Loss Control Committees functional at all provinces that must adjudicate on all their cases and send their conclusions to the HQ LCC. The HQ LCC in turn considers these cases and make recommendations to the Accounting Officer.

Reconciling notes

Description	2023/24	2022/23
	R'000	R'000
Fruitless and wasteful expenditure that was under assessment in 2022/23		
Fruitless and wasteful expenditure that relates to 2022/23 and identified in 2023/24		853
Fruitless and wasteful expenditure for the current year	30	30
Total	**30**	**883**

b) Details of current and previous year fruitless and wasteful expenditure (under assessment, determination, and investigation)

Description[1]	2023/24	2022/23
	R'000	R'000
Fruitless and wasteful expenditure under assessment	216	37
Fruitless and wasteful expenditure under determination	-	7
Fruitless and wasteful expenditure under investigation	26	465
Total[2]	242	509
The Loss control processes for the following cases have not yet been finalised: • R1 thousand: 2022/23 NW Penalties for late registration of vehicles incurred on the transfer of vehicle licensing. • R19 thousand: Penalties and arrears incurred on the transfer of vehicle licensing from Gauteng to Western Cape • R6 thousand: 2023/24 LP Penalties for late registration of vehicles. • R216 thousands - Duplicates payments variances suppliers		

c) Details of current and previous year fruitless and wasteful expenditure recovered

Description	2023/24	2022/23
	R'000	R'000
Fruitless and wasteful expenditure recovered	12	23
Total	**12**	**23**

The Loss Control Committee recommended that the Accounting Officer recover fruitless and wasteful expenditure amounting to R26 thousand during the 2023/24 financial year, but as at year-end of 31 March 2024 only R12 thousand was recovered through the debt management processes. Therefore, R14 thousand will then be recovered in the 2024/25 financial year. The breakdown of the R12 thousand recovered amount in 2023/24 financial year is as follows:

- 2022/23 HQ Non submission of POE – R12 thousand

As a preventative measure, the HQ Loss Control Committee has issued financial circular 07 of 2023/24 to create awareness on fruitless, wasteful expenditure, to sensitize officials on what fruitless and wasteful expenditure emanates from, and what they ought to do in order to prevent incurring it.

The Committee issued 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	2023/24	2022/23
	R'000	R'000
Fruitless and wasteful expenditure written off	889	70
Total	**889**	**70**

The Loss Control Committee recommended that the following fruitless and wasteful expenditure cases be written off:

- 2022/23 HQ Non submission of Portfolio of Evidence (training) (official dismissed) - LCC recommended write off – R12 thousand.
- 2022/23 HQ no show accommodation for applicant coming to interview - LCC recommends write of – R2 thousand.
- 2019/20 & 2021/22 Interest paid due to late payments for arbitration awards - LCC recommends write off – R465 thousand
- 2023/24 interest paid due to late payments for arbitration awards - LCC recommends write off – R310 thousand
- 2022/23 WC no shows accommodation, LCC recommends write off – R2 thousand
- 2022/23 KZN no show on Accommodation, LCC recommends write off - R2 thousand
- 2022/23 KZN official no show accommodation, LCC recommends write off – R3 thousand
- 2022/23 KZN cancelled Flight, LCC recommends write off – R6 thousand
- 2022/23 KZN cancelled Flight, LCC recommends write off – R6 thousand
- 2022/23 KZN cancelled Flight, LCC recommends write off – R2 thousand
- 2022/23 WC Missed flights and no shows accommodation, LCC recommend write off – R20 thousand
- 2022/23 KZN cancelled Flight, LCC recommends removed from the F&WE register- R6 thousand
- 2022/23 KZN cancelled Flight, LCC recommends removed from the F&WE register – R6 thousand
- 2022/23 KZN cancelled Flight, LCC recommends removed from the F&WE register – R3 thousand
- 202021 HQ Non completion of the course because evidence was provided that officials completed the course, LCC recommended removal from the F&WE register – R43 thousand
- 2022/23 KZN cancelled Flight, LCC recommends removed from the F&WE register – R3 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 thousand
Interest paid on overdue court orders/ arbitration awards	R310 thousand
Total: R775 thousand	

The department initiated a forensic investigation into Labour relations cases, and the report recommended that some amounts be classified as fruitless and wasteful expenditure. These balances have been adjudicated and written off by the Loss Control Committee as R465 thousand and R310 thousand as recorded above in (d) above.

- There have been disciplinary steps taken against those charged with misconduct that resulted in the fruitless and wasteful expenditures emanating from the Labour relations cases, mainly being the interest paid on overdue arbitration awards payments or late payment on court orders. The officials held responsible in this regard were:
- Chief Director: Employee Engagement – The official was initially demoted from CD to DD level however, there was a settlement agreement with the official of which he opted for retirement.
- Deputy Director General: Human Resources – The official was demoted from DDG level to Director Level. The demotion was effected on persal system on 14 December 2022. However, LCC managed to finalise the case in 2023/24 financial year.
- Director: Labour services – The official was dismissed

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PART F

FINANCIAL INFORMATION

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

Qualified opinion

I have audited the financial statements of the Department of Home Affairs set out on pages 219 to 341, which comprise the appropriation statement, statement of financial position as at 31 March 2024, 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.

In my opinion, except for the effects of the matters described in the basis for qualified opinion section of this auditor's report, the financial statements present fairly, in all material respects, the financial position of the Department of Home Affairs as at 31 March 2024, and its financial performance and cash flows for the year then ended in accordance with the Modified Cash Standards (MCS) and the requirements of the Public Finance Management Act of 1999 (PFMA).

Basis for qualified opinion

Cash and Cash Equivalents

The department did not perform bank reconciliations at year end and also recognise all bank balances in its control which met the definition of cash and cash equivalents in accordance with MCS, Chapter 6. I was unable to determine the value of the misstatement of cash and cash equivalent as it was impracticable to do so. Consequently, this impacted on the cashflow statement and net assets.

Receivables

I was unable to obtain sufficient appropriate audit evidence for the claims recoverable, due to inadequate controls to reconcile financial statements to underlying accounting records. As described in note 12, expenditure was incurred by the department on behalf of another entity, however the amount recognised cannot be substantiated by supporting schedules. I was unable to confirm the claims recoverable by alternative means. Consequently, I was unable to determine whether any adjustments were necessary to claims recoverable stated at R224 924 000 in note 12 to the financial statements.

Immovable tangible capital assets

Adequate systems were not in place to record immovable tangible capital assets in accordance with MCS 11: Capital assets. Assets that are no longer under their control of the department were not derecognised, due to inadequate system of internal controls to produce reliable data to calculate the total costs that should have been transferred, resulting in the overstatement of the department's immovable assets. I was unable to determine the value of the misstatement as it was impracticable to do so. Consequently, I was unable to determine whether any adjustments were necessary to the immovable tangible capital assets, stated at R 1 384 million in note 31 to the financial statements. There was a resultant impact on the transfer of function disclosure note.

Related party disclosure

The department has not presented all related party disclosures in accordance with MCS Chapter15, Related party disclosures. The department had related party transactions outside the normal course of business however the department has not disclosed the receivables, payables and in-kind services in relation to these transactions, due to inadequate systems of internal control to identify and disclose these transactions and balances. I was unable to determine the exact impact to the related party disclosure, presented in note 25 to the annual financial statements as it was impracticable to do so.

Transfer of function

The department has not presented the transfer of function disclosure in accordance with MCS Chapter 19, Transfer of functions. The department

did not disclose all the assets and liabilities transferred to another entity as at 01 April 2023, due to inadequate systems of internal control to produce reliable data to track all the required transfer of function disclosures. I was unable to determine the exact impact to the transfer of function disclosure, presented in note 34 to the annual financial statements as it was impracticable to do so.

Contingent liabilities

The department did not account for all claims against the department in accordance with MCS Chapter 14, Contingent liabilities. This is due to inadequate controls to identify and account for all legal claims against the department, resulting in the balance being understated. I was unable to determine the value of the misstatements as it was impracticable to do so. Consequently, I was unable to determine whether any adjustments were necessary to the claims against the department disclosed in note 18 to the financial statements.

Context for opinion 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.

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.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my qualified opinion.

Emphasis of matters

I draw attention to the matters below. My opinion is not modified in respect of these matters.

Material losses – Claims Recoverable

As disclosed in note 12.1 to the financial statements, material losses of R522 279 000 were incurred as a result of a write-off of claims recoverable that was deemed to be irrecoverable.

Impairment loss - Accrued Departmental Revenue

As disclosed in note 23.3 to the financial statements, an amount of R238 085 000 was impaired because of the department's inability to recover the amounts owed by conveyers.

Other matter

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

Unaudited supplementary schedules

The supplementary information set out on pages 342 to 359 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

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.

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

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.

A further description of my responsibilities for the audit of the financial statements is included in the annexure to this auditor's report. This description, which is located on the annexure to the auditor's report, forms part of our auditor's report.

Report on the audit of the annual performance report

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 the selected programmes presented in the annual performance report. The accounting officer is responsible for the preparation of the annual performance report.
I selected the following programmes presented in the annual performance report for the year ended 31 March 2024 for auditing. I selected programmes that measure the department's performance on its primary mandated functions and that are of significant national, community or public interest.

Programme	Page numbers	Purpose
Programme 2: Citizen Affairs	110 to 117	The programme focuses primarily on services to citizens and residents. Its purpose is to provide secure, efficient, and accessible services and the issuance of enabling documents to citizens and residents
Programme 3: Immigration Affairs	118 to 125	The programme facilitates and regulates the secure movement of people into and out of South Africa. It determines the status of asylum seekers and regulates refugee affairs.

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.

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
- all the indicators relevant for measuring the department's performance against its primary mandated and prioritised functions and planned objectives are included
- the indicators are well defined to ensure that they are easy to understand and can be applied consistently, as well as verifiable so 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

those 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 and is comparable and understandable.
- there is adequate supporting evidence for the achievements reported and for the reasons provided for any over- or underachievement of targets

I performed the procedures for the purpose of reporting material findings only; and not to express an assurance opinion or conclusion.

The material findings on the reported performance information for the selected programmes are as follows.

Programme 3 - Immigration Affairs

Number of DHA-led law enforcement operations/ inspections conducted for targeted areas to ensure compliance with immigration legislation per year

An achievement of 1538 was reported against a target of 1296. However, the audit evidence did not support this achievement. I could not determine the actual achievement, but I estimated it to be materially more than reported. Consequently, it is likely that the achievement against the target was better than reported.

Other matters

I draw attention to the matter below.

Achievement of planned targets

The annual performance report includes information on reported achievements against planned targets and provides explanations for over- or under achievements. This information should be considered in the context of the material findings on the reported performance information.

The tables that follows provide information on the achievement of planned targets and lists the key indicators that were not achieved as reported in the annual performance report. The reasons for any underachievement of targets are included in the annual performance report on pages 76 to 125.

Programme 2 - Citizen Affairs

Targets achieved: 75% **Budget spent: 99.9%**		
Key indicator not achieved	**Planned target**	**Reported achievement**
Number of births registered within 30 calendar days per year	800 000	744 588

Programme 3 - Immigration Affairs

Targets achieved: 40% **Budget spent: 100%**		
Key indicator not achieved	**Planned target**	**Reported achievement**
Percentage (%) of critical skills visa applications adjudicated within 4 weeks for applications processed within the RSA per year	95%	52%

Percentage (%) of business visa applications adjudicated within 8 weeks for applications processed within the RSA per year	90%	61%
Percentage (%) of general work visa applications adjudicated within 8 weeks for applications processed within the RSA per year	90%	10%

Material misstatements

I identified material misstatements in the annual performance report submitted for auditing. These material misstatements were in the reported performance information for Programme 2 - Citizen Affairs and Programme 3 - Immigration Affairs. Management did not correct all of the misstatements in programme 3 - Immigration Affairs and I reported material findings in this regard.

Report on compliance with legislation

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.

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.

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.

The material findings on compliance with the selected legislative requirements, presented per compliance theme, are as follows:

Annual financial statements, performance and annual report

The financial statements submitted for auditing were not prepared in accordance with the prescribed financial reporting framework as required by section 40(1)(b) of the PFMA.

Material misstatements of aid assistance revenue and receivables, transfers and subsidies, cash and cash equivalents, accruals and payables not recognised, irregular expenditure and voted funds to be surrendered identified by the auditors in the submitted financial statements were corrected, but the uncorrected material misstatements resulted in the financial statements receiving a qualified opinion.

Revenue Management

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.

Expenditure Management

Effective and appropriate steps were not taken to prevent irregular expenditure, as disclosed in note 31 to the annual financial statements, as required by section 38(1)(c)(ii) of the PFMA and treasury regulation 9.1.1. The majority of the irregular expenditure resulted from non-compliance with the State Information Technology Agency Act (SITA Act), by not procuring mandatory IT goods and services through the State Information Technology Agency (SITA). Irregular expenditure amounting to R205 million was incurred on digitization project.

Procurement and Contract Management

Some of the construction contracts were awarded to contractors that did not qualify for the contract in accordance with section 18(1) of the CIDB Act and Construction Industry Development Board Regulations 17 and 25(7A). This non-compliance was identified in the procurement processes for the refurbishment of digitisation hubs.
Some of the IT related goods and services, classified as mandatory, were not procured through SITA as required by Treasury Regulation 16A6.3(e) and section 7(3) of the SITA Act.

Strategic planning and performance management

Quarterly reports were not submitted to the executive authority, as required by treasury regulation 5.3.1.

Other information in the annual report

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.

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.

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.

I have nothing to report in this regard

Internal control deficiencies

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.

The matters reported below are limited to the significant internal control deficiencies that resulted in the basis for the qualified opinion, the material findings on the annual performance report and the material findings on compliance with legislation included in this report.

Management did not adequately prepare regular, accurate and complete financial and performance reports that are supported and evidenced by reliable information.

Management did not implement adequate controls over daily and monthly processing and reconciling of transactions which has resulted in the financial statements being materially misstated.

Management did not adequately review and monitor compliance with applicable laws and regulations. As a result, there was material non-compliance.

Management did not effectively monitor actions plans to ensure that policies and procedures are enhanced for the collection of fines and penalties issued to conveyors in terms of section 50(3) and 50(4) of the Immigration Act.

Management did not adequately implement formal controls over information technology systems to ensure the reliability of the systems and the availability, accuracy and protection of information

Material irregularities

In accordance with the PAA and the Material Irregularity Regulations, I have a responsibility to report on material irregularities identified during the audit and on the status of material irregularities as previously reported in the auditor's report.

Status of previously reported material irregularities

Lack of effective and appropriate steps to collect all money due to the department on fines and penalties levied in terms of the Immigration Act

The department has continually impaired accrued revenue amounts in relation to fines and penalties issued in terms of the Immigration Act for a number of years. The department's debt management policy did not include specific procedures to be followed to ensure that fines and penalties issued

in terms of the Immigration Act are collected from the conveyors.

It was ascertained that the debt that remains unrecovered greatly exceeds the maximum recovery period of 12 months and that the department thus failed to adhere to the debt recovery requirements as stated in the PFMA.

I notified the accounting officer of the material irregularity on 29 May 2023 and invited written submissions on their actions taken to address the matter. The accounting officer responded to the notification on 27 June 2023. I considered the representations made and the substantiating documents provided and have concluded that appropriate actions are not being taken to address the material irregularity.

I recommend that the accounting officer should take the following actions to address the material irregularity, which should be implemented by 24 November 2024

- The Department should perform an assessment on whether it will be economical to recover the outstanding fines from the conveyors. If it is determined to be economical, appropriate action should be taken to recover the financial loss. The recovery process should not be unduly delayed.
- The financial loss in the form of historical outstanding fines and penalties issued should be quantified. This quantification should include a reconciliation per conveyor.
- Appropriate actions should be taken to establish and implement memorandums of understanding with other state institutions that are legislated to manage ports of entry, to assist the department with their responsibility for the collection of outstanding fines including, but not limited to:
- Agreement with the Border Management Authority (BMA), Cross Border Road Transport Agency CBRTA and Airports Company of South Africa (ACSA) ACSA to facilitate gathering of further information that would allow the effective collection of outstanding debts.
- Appropriate action should be taken to ensure that the intervention plan between DHA, BMA, ACSA and CBRTA is enhanced to include retrospective/ historic debts and is then implemented.
- Reasonable steps should be taken to establish a process where conveyors entering into, departing from or in transit through the Republic are regularly issued communication letters of outstanding fines and penalties, with the assistance of BMA, ACSA and other relevant state institutions responsible for the ports of entry.
- Appropriate actions should be taken to ensure that the register of fines and penalties issued is complete to enable effective tracking and tracing of outstanding debts and facilitate the collection thereof.
- Appropriate actions should be taken to enhance the policies and procedures to include the collection of outstanding fines and penalties in line with National Treasury regulation 11.2.1 and to ensure that adequate training is provided to staff."

Other reports

I draw attention to the following engagements conducted by various parties. These reports did not form part of my opinion on the financial statements or my findings on the reported performance information or compliance with legislation.

Ongoing investigations were conducted by the Special Investigating Unit in terms of Presidential Proclamation 154 of 2024. In terms of the proclamation, the SIU was directed to investigate:

- Allegations of serious maladministration in connection with the affairs of Home Affairs relating to the issuance of permanent residence permits; corporate visas; business visas; critical/exceptional skills work visas; study visas; retired persons' visas; work visas; and citizenship by naturalisation, contrary to the Immigration Act, 2002; the South African Citizenship Act, 1995 at the request of the department.
- Allegations of improper or unlawful conduct by officials or employees of the department in relation to the installation of T200 firewalls contract at the request of the department, the investigation is in progress.
- The investigation covers allegations of unlawful and improper conduct that took place between 12 October 2004 and 16 February 2024.

These investigations are still ongoing as at the date of this audit report.

Auditor - General

Pretoria
26 September 2024

AUDITOR-GENERAL
SOUTH AFRICA

Annexure to the auditor's report

The annexure includes the following:

- The auditor-general's responsibility for the audit
- The selected legislative requirements for compliance testing

Auditor-general's responsibility for the audit
Professional judgement and professional scepticism

As part of an audit in accordance with the ISAs, I exercise professional judgement and maintain professional scepticism throughout my audit of the financial statements and the procedures performed on reported performance information for selected programmes and on the department's compliance with selected requirements in key legislation.

Financial statements

In addition to my responsibility for the audit of the financial statements as described in this auditor's report, I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the department's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made
- conclude on the appropriateness of the use of the going concern basis of accounting in the preparation of the financial statements. I also conclude, based on the audit evidence obtained, whether a material uncertainty exists relating to events or conditions that may cast significant doubt on the ability of the department to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements about the material uncertainty or, if such disclosures are inadequate, to modify my opinion on the financial statements. My conclusions are based on the information available to me at the date of this auditor's report. However, future events or conditions may cause a department to cease operating as a going concern
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and determine whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Communication with those charged with governance

I communicate with the accounting officer regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

I also provide the accounting officer with a statement that I have complied with relevant ethical requirements regarding independence and communicate with them all relationships and other matters that may reasonably be thought to bear on my independence and, where applicable, actions taken to eliminate threats or safeguards applied.

From the matters communicated to those charged with governance, I determine those matters that were of most significance in the audit of the financial statements for the current period and are therefore key audit matters. I describe these matters in this auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in this auditor's report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest of such communication.

Compliance with legislation – selected legislative requirements

The selected legislative requirements are as follows:

Legislation	Sections or regulations
Public Finance Management Act 1 of 1999	Section 1; 38(1)(b); 38(1)(c)(i); 38(1)(c)(ii); 38(1)(d); Section 38(1)(h)(iii); 38(1)(j); 39(1)(a); 39(2)(a); Section 40(1)(a); 40(1)(b); 40(1)(c)(i); 43(1); 43(4); Section 44(1); 44(2); 45(b);
Treasury Regulations, 2005	Regulation 4.1.1; 4.1.3; 5.1.1; 5.2.1; 5.2.3(a); Regulation 5.2.3(d); 5.3.1; 6.3.1(a); 6.3.1(b); Regulation 6.3.1(c); 6.3.1(d); 6.4.1(b); 7.2.1 Regulation 8.1.1; 8.2.1; 8.2.2; 8.2.3; 8.4.1; 9.1.1; Regulation 9.1.4; 10.1.1(a); 10.1.2; 11.4.1; 11.4.2; Regulation 11.5.1; 12.5.1; 15.10.1.2(c); 16A3.2; Regulation 16A3.2(a); 16A6.1; 16A6.2(a); Regulation 16A6.2(b); 16A6.3(a); 16A6.3(b); Regulation 16A6.3(c); 16A6.3(e); 16A6.4; 16A6.5; Regulation 16A6.6; 16A7.1; 16A7.3; 16A7.6; Regulation 16A7.7; 16A8.3; 16A8.4; 16A9.1(b)(ii); Regulation 16A9.1(d); 16A9.1(e); 16A9.1(f); 16A9.2; Regulation 16A9.2(a)(ii); 16A9.2(a)(iii); 17.1.1; 18.2 Regulation 19.8.4
Construction Industry Development Board Act 38 of 2000	Section 18(1)
Construction Industry Development Board Regulations, 2004	Regulation 17; 25(7A)
Division of Revenue Act 5 of 2023	Section 16(1)
Second amendment National Treasury Instruction No. 5 of 202/21	Paragraph 1
Erratum National Treasury Instruction No. 5 of 202/21	Paragraph 2
National Treasury instruction No 5 of 2020/21	Paragraph 4.8; 4.9; 5.3
National Health Act 61 of 2003	Section 13
National Treasury Instruction No. 1 of 2021/22	Paragraph 4.1
National Treasury Instruction No. 4 of 2015/16	Paragraph 3.4
National Treasury SCM Instruction No. 4A of 2016/17	Paragraph 6

Legislation	Sections or regulations
National Treasury Instruction No 7 of 2017/18	Paragraph 4.3
PFMA National Treasury SCM Instruction No. 03 of 2021/22	Paragraph 4.1; 4.2 (b); 4.3; 4.4; 4.4(a); 4.17; 7.2; Paragraph 7.6
National Treasury SCM Instruction No. 11 of 2020/21	Paragraph 3.4(a); 3.4(b); 3.9
National Treasury SCM Instruction No. 2 of 2021/22	Paragraph 3.2.1; 3.2.4; 3.2.4(a); 3.3.1
Practice Note 11 of 2008/9	Paragraph 2.1; 3.1(b)
Practice Note 5 of 2009/10	Paragraph 3.3
Practice Note 7 of 2009/10	Paragraph 4.1.2
Preferential Procurement Policy Framework Act 5 of 2000	Section 1; 2.1(a); 2.1(f)
Preferential Procurement Regulations, 2022	Regulation 4.1; 4.2; 4.3; 4.4; 5.1; 5.2; 5.3; 5.4
Preferential Procurement Regulations, 2017	Regulation 4.1; 4.2; 5.1; 5.3; 5.6; 5.7; 6.1; 6.2; 6.3; Regulation 6.5; 6.6; 6.8; 7.1; 7.2; 7.3; 7.5; 7.6; 7.8; Regulation 8.2; 8.5; 9.1; 10.1; 10.2; 11.1; 11.2;
Prevention and Combating of Corrupt Activities Act 12 of 2004	Section 34(1)
State Information Technology Agency Act 88 of 1998	Section 7(3)

Annual Financial Statements for the National Department of Home Affairs

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Appropriation per programme

	2023/24							2022/23	
	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
Programme									
1. Administration	2 904 061	-	(151 643)	2 752 418	2 751 767	651	100.0%	2 795 080	2 795 065
2. Citizen Affairs	4 241 011	-	121 527	4 362 538	4 362 498	40	100.0%	3 889 636	3 562 164
3. Immigration Affairs	810 978	-	30 116	841 094	841 094	-	100.0%	1 400 643	1 329 929
4. Institutional Support and Transfers	4 423 904	-	-	4 423 904	4 423 904		100.0%	3 010 873	2 710 873
Total	**12 379 954**	**-**	**-**	**12 379 954**	**12 379 263**	**691**	**99.9%**	**11 096 232**	**10 398 031**

	2023/24		2022/23	
	Final Budget	Actual Expenditure	Final Budget	Actual Expenditure
	R'000	R'000	R'000	R'000
TOTAL (brought forward)	-		-	
Reconciliation with statement of financial performance	-		-	
ADD	-		-	
Departmental receipts	1 250 610		1 029 107	
NRF Receipts	-		-	
Aid assistance	119 578		30 847	
Actual amounts per statement of financial performance (Total revenue)	**13 750 142**		**12 156 186**	
ADD				
Aid assistance		19 797		18 718
Prior year unauthorised expenditure approved without funding				-
Actual amounts per statement of financial performance (Total expenditure)		**12 399 060**		**10 416 749**

Appropriation per economic classification

	2023/24							2022/23	
	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
Economic classification									
Current payments	7 138 765	4 243	123 923	7 266 931	7 034 974	231 957	96.8%	7 801 641	7 399 190
Compensation of employees	3 498 565	-	28 000	3 526 565	3 524 954	1 611	100%	4 263 129	3 903 617
Goods and services	3 640 200	4 243	95 263	3 739 706	3 509 360	230 346	93.8%	3 537 399	3 494 460
Interest and rent on land	-	-	660	660	660	-	100.0%	1 113	1 113
Transfers and subsidies	**4 454 376**	**(9 622)**	**1 669**	**4 446 453**	**4 448 322**	**100.0%**	**100.0%**	**2 890 570**	**2 590 570**
Provinces and municipalities	4 149	96	(2 204)	2 041	3 910	(1 869)	191.6%	2 049	2 049
Departmental agencies and accounts	4 424 566	(3)	(509)	4 424 054	4 424 054		95.5%	2 866 627	2 566 627
Households	25 661	(9 715)	4 412	20 358	20 358	-	100.0%	21 894	21 894
Payments for capital assets	**786 813**	**5 379**	**(125 622)**	**666 570**	**894 387**	**(227 817)**	**134.2%**	**404 021**	**404 021**
Buildings and other fixed structures	204 640	179	26 080	230 899	325 270	(94 371)	140.9%	55 972	55 972
Machinery and equipment	541 944	23 626	(156 274)	409 296	542 742	(133 446)	132.6%	214 502	214 502
Intangible assets	40 229	(18 426)	4 572	26 375	26 375	-	100.0%	133 547	133 547
Payments for financial assets	-	-	-	-	1 580	(1 580)	-	-	4 250
Total	**12 379 954**	**-**	**-**	**12 379 954**	**12 379 263**	**691**	**99.9%**	**11 096 232**	**10 398 031**

Programme 1: ADMINISTRATION

	2023/24							2022/23	
	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
Sub programme									
1. MINISTRY	33 927	(815)	(3 826)	29 286	29 286	-	100.0%	28 869	28 869
2. MANAGEMENT SUPPORT SERVICES	295 196	1 055	22 353	318 604	318 604	-	100.0%	277 407	277 407
3. CORPORATE SERVICES	835 651	127	22 346	858 124	858 124	-	100.0%	810 021	810 021
4. TRANSVERSAL INFORMATION TECHNOLOGY MANAGEMENT	1 317 618	(436)	(166 516)	1 150 666	1 150 015	651	99.9%	1 086 574	1 086 559
5. OFFICE ACCOMMODATION	421 669	69	(26 000)	395 738	395 738	-	100.0%	592 209	592 209
Total for sub programmes	**2 904 061**	**-**	**(151 643)**	**2 752 418**	**2 751 767**	**651**	**100.0%**	**2 795 080**	**2 795 065**
Economic classification									
Current payments	**2 550 680**	**(9 881)**	**(75 994)**	**2 464 805**	**2 462 574**	**2 231**	**99.9%**	**2 550 950**	**2 546 685**
Compensation of employees	708 025	-	(104 810)	603 215	601 604	1 611	99.7%	600 703	600 703
Goods and services	1 842 655	(9 881)	28 169	1 860 943	1 860 323	620	100.0%	1 949 134	1 944 869
Interest and rent on land	-	-	647	647	647	-	100.0%	1 113	1 113
Transfers and subsidies	**3 688**	**-**	**(136)**	**3 552**	**3 552**	**-**	**100.0%**	**3 091**	**3 091**
Provinces and municipalities	1 719	-	(1 424)	295	295	-	100.0%	442	442
Departmental agencies and accounts	637	-	(493)	144	144	-	100.0%	758	758

Households	1 332	-	1 781	3 113	3 113	-	100.0%	1 891	1 891
Payments for capital assets	**349 693**	**9 881**	**(75 513)**	**284 061**	**284 061**	**-**	**100.0%**	**241 039**	**241 039**
Buildings and other fixed structures	43 603	`179	26 081	69 863	69 863	-	100.0%	52 305	52 305
Machinery and Equipment	265 861	28 128	(106 166)	187 823	187 823	-	100.0%	114 965	114 965
Intangible assets	40 229	(18 426)	4 572	26 375	26 375	-	100.0%	73 769	73 769
Payments for financial assets	-	-	-	-	1 580	(1 580)	-	-	4 250
Total	2 904 061	-	(151 643)	2 752 418	2 751 767	651	100.0%	2 795 080	2 795 065

Subprogramme 1.1:MINISTRY

	2023/24							2022/23	
	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
Economic classification									
Current payments	**33 754**	**(815)**	**(3 694)**	**29 245**	**29 245**	**-**	**100.0%**	**28 538**	**28 538**
Compensation of employees	22 525	-	(2 925)	19 600	19 600	-	100.0%	20 185	20 185
Goods and services	11 229	(815)	(769)	9 645	9 645	-	100.0%	8 353	8 353
Transfers and subsidies	**173**	**-**	**(132)**	**41**	**41**	**-**	**100.0%**	**-**	**-**
Departmental agencies and accounts	-	-	-	-	-	-	-	-	-
Households	173	-	(132)	41	41	-	100.0%	-	-
Payments for capital assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**331**	**331**
Machinery and equipment	-	-	-	-	-	-	-	331	331
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**33 927**	**(815)**	**(3 826)**	**29 286**	**29 286**	**-**	**100.0%**	**28 869**	**28 869**

Subprogramme 1.2:MANAGEMENT SUPPORT SERVICES

	2023/24							2022/23	
	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
Economic classification									
Current payments	**276 897**	**(171)**	**35 221**	**311 947**	**311 947**	**-**	**100.0%**	**274 476**	**274 476**
Compensation of employees	216 079	-	(18 696)	197 383	197 383	-	100.0%	191 978	191 978
Goods and services	60 818	(171)	53 917	114 564	114 564	-	100.0%	82 498	82 498
Transfers and subsidies	**-**	**-**	**931**	**931**	**931**	**-**	**100.0%**	**581**	**581**
Households	-	-	931	931	931	-	100.0%	581	581
Payments for capital assets	**18 299**	**1 226**	**(13 799)**	**5 726**	**5 726**	**-**	**100.0%**	**2 350**	**2 350**
Buildings and other fixed structures	12 270	179	(7 900)	4 549	4 549	-	100.0%	-	-
Machinery and equipment	6 029	846	(5 698)	1 177	1 177	-	100.0%	2 072	2 072
Intangible asset	-	201	(201)	-	-	-	-	278	278

Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	**295 196**	**1 055**	**22 353**	**318 604**	**318 604**	**-**	**100.0%**	**277 407**	**277 407**

Subprogramme 1.3:CORPORATE SERVICES

	2023/24							2022/23	
	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
Economic classification									
Current payments	**764 909**	**2 186**	**(15 204)**	**751 891**	**750 311**	**1 580**	**99.8%**	**720 415**	**716 165**
Compensation of employees	365 950	-	(74 950)	291 000	289 420	1 580	99.5%	294 201	294 201
Goods and services	398 959	2 186	59 099	460 244	460 244	-	100.0%	425 101	420 851
Interest and rent on land	-	-	647	647	647	-	100.0%	1 113	1 113
Transfers and subsidies	**3 143**	**-**	**(1 039)**	**2 104**	**2 104**	**-**	**100.0%**	**1 991**	**1 991**
Provinces and municipalities	1 434	-	(1 139)	295	295	-	100.0%	318	318
Departmental agencies and accounts	637	-	(493)	144	144	-	100.0%	758	758
Households	1 072	-	593	1 665	1665	-	100.0%	915	915
Payments for capital assets	**67 599**	**(2 059)**	**38 589**	**104 129**	**104 129**	**-**	**100.0%**	**87 615**	**87 615**

Buildings and other fixed structures	17 100	-	33 668	50 768	50 768	-	100.0%	46 289	46 289
Machinery and equipment	50 170	(2 032)	5 014	53 152	53 152	-	100.0%	41 278	41 278
Intangible assets	329	(27)	(93)	209	209	-	100.0%	48	48
Payments for financial assets	**-**	**-**	**-**	**-**	**1 580**	**(1 580)**	**-**	**-**	**4 250**
Total	**835 651**	**127**	**22 346**	**858 124**	**858 124**	**-**	**100.0%**	**810 021**	**810 021**

Subprogramme 1.4:TRANSVERSAL INFORMATION TECHNOLOGY MANAGEMENT

	2023/24							2022/23	
	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
Economic classification									
Current payments	**1 067 494**	**(11 081)**	**(61 995)**	**994 418**	**993 767**	**651**	**99.9%**	**944 683**	**944 668**
Compensation of employees	103 471	-	(8 239)	95 232	95 201	31	100.0%	94 339	94 339
Goods and services	964 023	(11 081)	(53 756)	899 186	898 566	620	99.9%	850 344	850 329
Transfers and subsidies	**372**	**-**	**104**	**476**	**476**	**-**	**100.0%**	**519**	**519**
Provinces and municipalities	285	-	(285)	-	-	-	-	124	124
Households	87	-	389	476	476	-	100.0%	395	395
Payments for capital assets	**249 752**	**10 645**	**(104 625)**	**155 772**	**155 772**	**-**	**100.0%**	**141 372**	**141 372**
Buildings and other fixed structures	233	-	(233)	-	-	-	-	-	-
Machinery and equipment	209 619	29 245	(109 258)	129 606	129 606	-	100.0%	67 929	67 929
Intangible assets	39 900	(18 600)	4 866	26 166	26 166	-	100.0%	73 443	73 443
Payments for financial assets								**-**	**-**
Total	**1 317 618**	**(436)**	**(166 516)**	**1 150 666**	**1 150 015**	**651**	**99.9%**	**1 086 574**	**1 086 559**

Subprogramme 1.5:OFFICE ACCOMMODATION

	2023/24							2022/23	
	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
Economic classification									
Current payments	**407 626**	**-**	**(30 322)**	**377 304**	**377 304**	**-**	**100.0%**	**582 838**	**582 838**
Goods and services	407 626	-	(30 322)	377 304	377 304	-	100.0%	582 838	582 838
Payments for capital assets	**14 043**	**69**	**4 322**	**18 434**	**18 434**	**-**	**100.0%**	**9 371**	**9 371**
Building and Fixed Structures	14 000	-	546	14 546	14 546	-	100.0%	6 016	6 016
Machinery and equipment	43	69	3 776	3 888	3 888	-	100.0%	3 355	3 355
				-		-	-		
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**421 669**	**69**	**(26 000)**	**395 738**	**395 738**	**-**	**100.0%**	**592 209**	**592 209**

Programme 2:CITIZEN AFFAIRS

	2023/24							2022/23	
	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
Sub programme									
1. **CITIZEN AFFAIRS MANAGEMENT**	889 388	(3 290)	(4 146)	881 952	881 914	38	100.0%	629 631	302 159
2. **STATUS SERVICES**	844 052	2 103	76 951	923 106	923 104	2	100.0%	839 746	839 746
3. **IDENTIFICATION SERVICES**	168 838	1 187	(4 801)	165 224	165 224	-	100.0%	160 001	160 001
4. **SERVICE DELIVERY TO PROVINCES**	2 338 733	-	53 523	2 392 256	2 392 256	-	100.0%	2 260 258	2 260 258
Total for sub programmes	**4 241 011**	**-**	**121 527**	**4 362 538**	**4 362 498**	**40**	**100.0%**	**3 889 636**	**3 562 164**
Economic classification									
Current payments	**3 782 169**	**13 596**	**167 564**	**3 963 329**	**3 733 603**	**229 726**	**94.2%**	**3 724 301**	**3 396 829**
Compensation of employees	2 436 936	-	88 797	2 525 733	2 525 733	-	100.0%	2 630 748	2 341 748
Goods and services	1 345 233	13 596	78 767	1 437 596	1 207 870	229 726	84.0%	1 093 553	1 055 081
Interest and rent on land	-	-	-	-	-	-	-	-	-
Transfers and subsidies	**21 924**	**(8 992)**	**4 069**	**17 001**	**18 870**	**(1 869)**	**111.0%**	**18 449**	**18 449**
Provinces and municipalities	2 430	96	(780)	1 746	3 615	(1 869)	207.0%	1 607	1 607
Departmental agencies and accounts	25	(3)	(19)	3	3	-	100.0%	2	2
Households	19 469	(9 085)	4 868	15 252	15 252	-	100.0%	16 840	16 840

Payments for capital assets	**436 918**	**(4 604)**	**(50 106)**	**382 208**	**610 025**	**(227 817)**	**159.6%**	**146 886**	**146 886**
Buildings and other fixed structures	161 000	-	-	161 000	255 371	(94 371)	158.6%	3 667	3 667
Machinery and Equipment	275 918	(4 604)	(50 106)	221 208	354 654	(133 446)	160.3%	83 441	83 441
Intangibles Asset	-	-	-	-	-	-	-	59 778	59 778
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**4 241 011**	**-**	**121 527**	**4 362 538**	**4 362 498**	**40**	**100.0%**	**3 889 636**	**3 562 164**

Subprogramme 2.1:CITIZEN AFFAIRS MANAGEMENT

	2023/24							2022/23	
	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
Economic classification									
Current payments	**468 039**	**(198)**	**44 343**	**512 184**	**282 460**	**229 724**	**55.1%**	**539 490**	**212 018**
Compensation of employees	17 318	-	38 752	55 890	55 890	-	100.0%	368 572	79 572
Goods and services	450 901	(198)	5 591	456 294	226 570	229 724	49.7%	170 918	132 446
Transfers and subsidies	**3 847**	**(3 083)**	**(764)**	**-**	**1 869**	**(1 869)**	**-**	**-**	**-**
Departmental agencies and accounts	2	-	(2)	-	-	-	-	-	-
Households	3 095	(3 083)	(12)	-	-	-	-	-	-
Payments for capital assets	**417 502**	**(9)**	**(47 725)**	**369 768**	**597 585**	**(227 817)**	**161.6%**	**90 141**	**90 141**
Buildings and other fixed structures	161 000	-	-	161 000	255 371	(94 371)	158.6%	3 667	3 667
Machinery and equipment	256 502	(9)	(47 725)	208 768	342 214	(133 446)	163.9%	26 696	26 696
Intangible assets	-	-	-	-	-	-	-	59 778	59 778
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**889 388**	**(3 290)**	**(4 146)**	**881 952**	**881 914**	**38**	**100.0%**	**629 631**	**302 159**

Subprogramme 2.2:STATUS SERVICES

	2023/24							2022/23	
	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
Economic classification									
Current payments	**843 896**	**2 103**	**76 874**	**922 873**	**922 871**	**2**	**100.0%**	**839 387**	**839 387**
Compensation of employees	82 055	-	4 958	87 013	87 013	-	100.0%	83 454	83 454
Goods and services	761841	2 103	71 916	835 860	835 858	2	100.0%	755 933	755 933
Transfers and subsidies	**-**	**-**	**100**	**100**	**100**	**-**	**100.0%**	**102**	**102**
Households	-	-	100	100	100	-	100.0%	102	102
Payments for capital assets	**156**	**-**	**(23)**	**133**	**133**	**-**	**100.0%**	**257**	**257**
Machinery and equipment	156	-	(23)	133	133	-	100.0%	257	257
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**844 052**	**2 103**	**76 951**	**923 106**	**923 104**	**2**	**100.0%**	**839 746**	**839 746**

Subprogramme 2.3:IDENTIFICATION SERVICES

	2023/24							2022/23	
	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
Economic classification									
Current payments	**168 098**	**1 268**	**(4 923)**	**164 443**	**164 443**	**-**	**100.0%**	**158 824**	**158 824**
Compensation of employees	162 648	-	(2 720)	159 928	159 928	-	100.0%	154 698	154 698
Goods and services	5 450	1 268	(2 203)	4 515	4 515	-	100.0%	4 126	4 126
Transfers and subsidies	**-**	**93**	**200**	**293**	**293**	**-**	**100.0%**	**421**	**421**
Households	-	93	200	293	293	-	100.0%	421	421
Payments for capital assets	**740**	**(174)**	**(78)**	**488**	**488**	**-**	**100.0%**	**756**	**756**
Machinery and equipment	740	(174)	(78)	488	488	-	100.0%	756	756
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**168 838**	**1 187**	**(4 801)**	**165 224**	**165 224**	**-**	**100.0%**	**160 001**	**160 001**

Subprogramme 2.4:SERVICES DELIVERY TO PROVINCES

	2023/24							2022/23	
	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
Economic classification									
Current payments	**2 302 136**	**10 423**	**51 270**	**2 363 829**	**2 363 829**	**-**	**100.0%**	**2 186 600**	**2 186 600**
Compensation of employees	2 175 095	-	47 807	2 222 902	2 222 902	-	100.0%	2 024 024	2 024 024
Goods and services	127 041	10 423	3 463	140 927	140 927	-	100.0%	162 576	162 576
Transfers and subsidies	**18 077**	**(6 002)**	**4 533**	**16 608**	**16 608**	**-**	**100.0%**	**17 926**	**17 926**
Provinces and municipalities	1 680	96	(30)	1 746	1 746	-	100.0%	1 607	1 607
Department agencies and accounts	23	(3)	(17)	3	3	-	100.0%	2	2
Households	16 374	(6 095)	4 580	14 859	14 859	-	100.0%	16 317	16 317
Payments for capital assets	**18 520**	**(4 421)**	**(2 280)**	**11 819**	**11 819**	**-**	**100.0%**	**55 732**	**55 732**
Machinery and equipment	18 520	(4 421)	(2 280)	11 819	11 819	-	100.0%	55 732	55 732
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**2 338 733**	**-**	**53 523**	**2 392 256**	**2 392 256**	**-**	**100.0%**	**2 260 258**	**2 260 258**

Programme 3:IMMIGRATIONS AFFAIRS

	2023/24							2022/23	
	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
Sub programme									
1. IMMIGRATION AFFAIRS MANAGEMENT	52 716	14 623	(8 045)	59 294	59 294	-	100.0%	85 725	69 110
2. ADMISSION SERVICES	417 118	(58 617)	(24 589)	333 912	333 912	-	100.0%	908 987	892 403
3. IMMIGRATION SERVICES	184 079	40 907	60 967	285 953	285 953	-	100.0%	249 035	214 357
4. ASYLYM SEEKERS	157 065	3 087	1 783	161 935	161 935	-	100.0%	156 896	154 059
Total for sub programmes	**810 978**	**-**	**30 116**	**841 094**	**841 094**	**-**	**100.0%**	**1 400 634**	**1 329 929**
Economic classification									
Current payments	**805 916**	**528**	**32 353**	**838 797**	**838 797**	**-**	**100.0%**	**1 392 306**	**1 321 592**
Compensation of employees	353 604	-	44 013	397 617	397 617	-	100.0%	961 075	890 563
Goods and services	452 312	528	(11 673)	441 167	441 167	-	100.0%	431 231	431 029
Interest and rent on land	-	-	13	13	13	-	100.0%	-	-
Transfers and subsidies	**4 860**	**(630)**	**(2 234)**	**1 996**	**1 996**	**-**	**100.0%**	**3 058**	**3 058**
Provinces and municipalities	-	-	-	-	-	-	-	-	-
Departmental agencies and accounts	-	-	3	3	3	-	100.0%	-	-
Households	4 860	(630)	(2 237)	1 993	1 993	-	100.0%	3 058	3 058
Payments for capital assets	**202**	**102**	**(3)**	**301**	**301**	**-**	**100.0%**	**5 279**	**5 279**

Buildings and other fixed structures	37	-	(1)	36	36	-	100.0%	-	-
Machinery and Equipment	165	102	(2)	265	265	-	100.0%	5 279	5 279
Intangible assets	-	-	-	-	-	-	-	-	-
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**810 978**	**-**	**30 116**	**841 094**	**841 094**	**-**	**100.0%**	**1 400 643**	**1 329 929**

Subprogramme 3.1:IMMIGRATION AFFAIRS MANAGEMENT

	2023/24							2022/23	
	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
Economic classification									
Current payments	**52 716**	**14 623**	**(8 045)**	**59 294**	**59 294**	**-**	**100.0%**	**85 130**	**68 515**
Compensation of employees	5 475	-	(727)	4 748	4 748	-	100.0%	20 972	4 357
Goods and services	47 241	14 623	(7 318)	54 546	54 546	-	100.0%	64 158	64 158
Transfers and subsidies	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**565**	**565**
Households	-	-	-	-	-	-	-	565	565
Payments for capital assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**30**	**30**
Machinery and equipment	-	-	-	-	-	-	-	30	30
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**52 716**	**14 623**	**(8 045)**	**59 294**	**59 294**	**-**	**100.0%**	**85 725**	**69 110**

Subprogramme 3.2:ADMISSION SERVICES

	2023/24							2022/23	
	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
Economic classification									
Current payments	**415 406**	**(58 559)**	**(24 307)**	**332 540**	**332 540**	**-**	**100.0%**	**901 819**	**885 235**
Compensation of employees	120 493	-	(2 760)	117 713	117 733	-	100.0%	652 672	636 290
Goods and services	294 913	(58 559)	(21 547)	214 807	214 807	-	100.0%	249 147	248 945
Transfers and subsidies	**1 600**	**(250)**	**(279)**	**1 071**	**1 071**	**-**	**100.0%**	**2 003**	**2 003**
Departmental Agencies and Accounts	-	-	3	3	3	-	100.0%	-	-
Households	1 600	(250)	(282)	1 068	1 068	-	100.0%	2 003	2 003
Payments for capital assets	**112**	**192**	**(3)**	**301**	**301**	**-**	**100.0%**	**5 165**	**5 165**
Building and Fixed Structures	37	-	(1)	36	36	-	100.0%	-	-
Machinery and equipment	75	192	(2)	265	265	-	100.0%	5 165	5 165
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**417 118**	**(58 617)**	**(24 589)**	**333 912**	**333 912**	**-**	**100.0%**	**908 987**	**892 403**

Subprogramme 3.3:IMMIGRATION SERVICES

	2023/24							2022/23	
	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
Economic classification									
Current payments	**182 489**	**41 377**	**61 899**	**285 765**	**285 765**	**-**	**100.0%**	**248 778**	**214 100**
Compensation of employees	81 072	-	43 566	124 638	124 638	-	100.0%	142 755	108 077
Goods and services	101 417	41 377	18 320	161 114	161 114	-	100.0%	106 023	106 023
Transfers and subsidies	**1 500**	**(380)**	**(932)**	**188**	**188**	**-**	**100.0%**	**199**	**199**
Households	1 500	(380)	(932)	188	188	-	100.0%	199	199
Payments for capital assets	**90**	**(90)**	**-**	**-**	**-**	**-**	**-**	**58**	**58**
Machinery and equipment	90	(90)	-	-	-	-	-	58	58
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**184 079**	**40 907**	**60 967**	**285 953**	**285 953**	**-**	**100.0%**	**249 035**	**214 357**

Subprogramme 3.4:ASYLUM SEEKERS

	2023/24							2022/23	
	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
Economic classification									
Current payments	**155 305**	**3 087**	**2 806**	**161 198**	**161 198**	**-**	**100.0%**	**156 579**	**153 742**
Compensation of employees	146 564	-	3 934	150 498	150 498	-	100.0%	144 676	141 839
Goods and services	8 741	3 087	(1 128)	10 700	10 700	-	100.0%	11 903	11 903
Transfers and subsidies	**1 760**	**-**	**(1 023)**	**737**	**737**	**-**	**100.0%**	**291**	**291**
Households	1 760	-	(1 023)	737	737	-	100.0%	291	291
Payments for capital assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**26**	**26**
Buildings and other fixed structures	-	-	-	-	-	-	-	-	-
Machinery and equipment	-	-	-	-	-	-	-	26	26
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**157 065**	**3 087**	**1 783**	**161 935**	**161 935**	**-**	**100.0%**	**156 896**	**154 059**

Programme 4:INSTITUTIONAL SUPPORT AND TRANSFERS

	2023/24							2022/23	
	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
Sub programme									
1. BORDER MANAGEMNT AUTHORITY	1 341 225	-	-	1 341 225	1 341 225	-	100.0%	145 006	145 006
2. ELECTORAL COMMISSION	2 232 334	-	-	2 232 334	2 232 334	-	100.0%	2 223 790	2 223 790
3. REPRESENTED POLITICAL PARTIES' FUND	850 345	-	-	850 345	850 345		100.0%	642 077	342 077
Total for sub programmes	**4 423 904**	**-**	**-**	**4 423 904**	**4 423 904**		**100.0%**	**3 010 873**	**2 710 873**
Economic classification									
Current payments	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**134 084**	**134 084**
Compensation of employees	-	-	-	-	-	-	-	70 603	70 603
Goods and services	-	-	-	-	-	-	-	63 481	63 481
Transfers and subsidies	**4 423 904**	**-**	**-**	**4 423 904**	**4 423 904**	**-**	**100.0%**	**2 865 972**	**2 565 972**
Departmental agencies and accounts	4 423 904	-	-	4 423 904	4 423 904		100.0%	2 865 867	2 565 867
Households	-	-	-	-	-	-	-	105	105
Payments for capital assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**10 817**	**10 817**
Machinery and equipment	-	-	-	-	-	-	-	10 817	10 817

Intangible assets		-	-	-	-	-	-	-	-
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**4 423 904**	**-**	**-**	**4 423 904**	**4 423 904**	**-**	**100.0%**	**3 010 873**	**2 710 873**

Subprogramme 4.1:BORDER MANAGEMENT AUTHORITY

	2023/24							2022/23	
	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
Economic classification									
Current payments	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**134 084**	**134 084**
Compensation of employees	-	-	-	-	-	-	-	70 603	70 603
Goods and services	-	-	-	-	-	-	-	63 481	63 481
Transfers and subsidies	**1 341 225**	**-**	**-**	**1 341 225**	**1 341 225**	**-**	**100.0%**	**105**	**105**
Departmental agencies (non-business entities)	1 341 225	-	-	1 341 225	1 341 225	-	100.0%	-	-
Households	-	-	-	-	-	-	-	105	105
Payments for capital assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**10 817**	**10 817**
Machinery and equipment	-	-	-	-	-	-	-	10 817	10 817
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**1 341 225**	**-**	**-**	**1 341 225**	**1 341 225**	**-**	**100.0%**	**145 006**	**145 006**

Subprogramme 4.2:ELECTORAL COMMISSION

	2023/24							2022/23	
	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
Economic classification									
Transfers and subsidies	**2 232 334**	**-**	**-**	**2 232 334**	**2 232 334**	**-**	**100.0%**	**2 223 790**	**2 223 790**
Departmental agencies and accounts	2 232 334	-	-	2 232 334	2 232 334	-	100.0%	2 223 790	2 223 790
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Total	**2 232 334**	**-**	**-**	**2 232 334**	**2 232 334**	**-**	**100.0%**	**2 223 790**	**2 223 790**

Subprogramme 4.3: REPRESENTED POLITICAL PARTIES FUND

	2023/24							2022/23	
	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
Economic classification									
Transfers and subsidies	**850 345**	**-**	**-**	**850 345**	**850 345**	**-**	**100.0%**	**642 077**	**342 077**
Departmental agencies and accounts	850 345	-	-	850 345	850 345	-	100.0%	642 077	342 077
Payments for financial assets	**-**	**-**	**-**	**-**	**-**	**-**		**-**	**-**
Total	**850 345**	**-**	**-**	**850 345**	**850 345**	**-**	**100.0%**	**642 077**	**342 077**

1. **Detail of transfers and subsidies as per Appropriation Act (after Virement)**

Detail of these transactions can be viewed in the note on Transfers and Subsidies, and Annexure 1A-H of the Annual Financial Statements.

2. **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.

3. **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.

4. **Explanations of material variances from Amounts Voted (after Virement):**

4.1 Per programme

Programme	Final Budget R'000	Actual Expenditure R'000	Variance R'000	Variance as a % of Final Budget %
Administration	2 752 418	2 751 767	651	0.0%
Citizen Affairs	4 362 538	4 362 498	40	0.0%
Immigration Services	841 094	841 094	-	0.0%
Institutional Support and Transfers	4 423 904	4 423 904	-	0.0%

4.2 Per economic classification

Economic classification	Final Budget	Actual Expenditure	Variance	Variance as a % of Final Budget
	R'000	R'000	R'000	%
Current payments				
Compensation of employees	3 526 565	3 524 954	1 611	0.0%
Goods and services	3 739 706	3 509 360	230 346	6.2%
Interest and rent on land	660	660	-	0.0%
Transfers and subsidies				
Provinces and municipalities	2 041	3 910	(1 869)	(91.6)%
Departmental agencies and accounts	4 424 054	4 424 054	-	0.0%
Higher education institutions	-	-	-	-
Public corporations and private enterprises	-	-	-	-
Foreign governments and international organisations	-	-	-	-
Non-profit institutions	-	-	-	-
Households	20 358	20 358	-	0.0%
Payments for capital assets				
Buildings and other fixed structures	230 899	325 270	(94 371)	(40.9)%
Machinery and equipment	409 296	542 742	(133 446)	(32.6)%
Heritage assets	-	-	-	-
Specialised military assets	-	-	-	-
Biological assets	-	-	-	-
Land and subsoil assets	-	-	-	-
Intangible assets	26 375	26 375	-	0.0%
Payments for financial assets	**-**	**1 580**	**1 580**	**0.0%**

The expenditure at the end of 2023/24 financial year is at 99.9%.

The budget allocation for 2023/24 (R12.380 billion) shows a marginal increase of 12% compared to the previous financial year 2022/23 (R11.096 billion). The increase is mainly due to an approved roll-over of funds of R38.472 million for the Digitisation project, Self-Financing which increased from R798 million to R1.047 billion in the 2023/24 Financial Year for issuing official documents, which is defrayed by revenue generated. Furthermore, during the second Adjustment Appropriation Act, the Department was allocated an additional amount of R200 million on behalf of the Independent Electoral Commission to defray expected excess expenditure by the Represented Political Party Fund (RPPF) for preparatory costs of the upcoming elections.

Therefore, in real terms the 2023/24 budget did not even cater for the rise in the inflation rate since the previous year, while the demand for DHA services are increasing based on the growth in the population as well as the number of foreign nationals in the country.

The Department used 99.9% of the budget allocated for the 2023/24 financial year.

STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2023/24 R'000	2022/23 R'000
Revenue			
Annual appropriation	1	12 379 954	11 096 232
Statutory appropriation		-	-
Departmental revenue	2	1 250 610	1 029 107
NRF Receipts		-	-
Aid assistance	3	119 578	30 847
Total revenue		**13 750 142**	**12 156 186**
Expenditure			
Current expenditure			
Compensation of employees	4	3 524 955	3 903 617
Goods and services	5	3 509 364	3 494 458
Interest and rent on land	6	660	1 113
Aid assistance	3	19 295	17 364
Total current expenditure		**7 054 274**	**7 416 552**
Transfers and subsidies			
Transfers and subsidies	8	4 448 322	2 590 572
Aid assistance	3	-	-
Total Transfers and subsidies		**4 448 322**	**2 590 572**
Expenditure for capital assets			
Tangible assets	9	868 510	271 828
Intangible assets	9	26 374	133 547

	Note	2023/24 R'000	2022/23 R'000
Total expenditure for capital asset		**894 884**	**405 375**
Unauthorised expenditure approved without funding		-	-
Payments for financial assets	**7**	**1 580**	**4 250**
		-	-
Total expenditure		**12 399 060**	**10 416 749**
Surplus/(deficit) for the year		**1 351 082**	**1 739 437**

	Note	2023/24 R'000	2022/23 R'000
Reconciliation of Net Surplus/(Deficit) for the year			
Voted funds		**691**	**698 201**
Annual appropriation	1	691	698 201
Statutory appropriation		-	-
Conditional grants		-	-
Departmental revenue and NRF receipts	14	1 250 610	1 029 107
Aid assistance	3	99 781	12 129
Surplus/(deficit) for the year 1		**1 351 082**	**1 739 437**

NATIONAL DEPARTMENT OF HOME AFFAIRS
VOTE 5
STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2023/24 R'000	2022/23 R'000
ASSETS			
Current assets		**650 002**	**1 362 838**
Cash and cash equivalents	10	124 868	1 299 358
Other financial assets		-	-
Prepayments and advances	11	-	2 695
Receivables	12	225 825	60 785
Voted funds receivables	13	199 309	-
Loans		-	-
Aid assistance prepayments		-	-
Aid assistance receivable	3	100 000	-
Non-current assets		**17 869**	**540 753**
Investments		**-**	**-**
Prepayments and advances	**11**	**-**	**-**
Receivables	12	17 869	540 753
Loans		-	-
Other financial assets		-	-
Total assets		**667 871**	**1 903 591**
Liabilities			
Current liabilities		**553 683**	**1 902 714**
Voted funds to be surrendered to the Revenue Fund	13	-	398 201
Statutory Appropriation to be surrendered to the Revenue Fund		-	-
Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund	14	349 758	1 486 863

		2023/24	2022/23
	Note	R'000	R'000
Bank overdraft		-	-
Payables	15	203 925	4 449
Aid assistance repayable		-	-
Aid assistance unutilised	3	-	13 201
		-	-
Non-current liabilities		**-**	**-**
Payables	15	-	-
		-	-
Total liabilities		**553 683**	**1 902 714**
Net assets		**114 188**	**877**

		2023/24	2022/23
	Note	R'000	R'000
Represented by:			
Capitalisation reserve		-	-
Recoverable revenue		1 206	877
Retained funds		112 982	-
Revaluation reserves		-	-
Unauthorised expenditure		-	-
Total		**114 188**	**877**

NATIONAL DEPARTMENT OF HOME AFFAIRS
VOTE 5
STATEMENT OF CHANGES IN NET ASSETS
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2023/24 R'000	2022/23 R'000
Capitalisation reserves			
Opening balance			
Transfers			
Movement in equity			
Movement in operational funds			
Other movements			
Closing balance			
Recoverable revenue			
Opening balance		877	1 197
Transfers:		329	(320)
Irrecoverable amounts written off		-	-
Debts revised		-	-
Debts recovered (included in departmental revenue)		329	(320)
Debts raised			
Closing balance		1 206	877
Retained funds			
Opening balance			
Transfer from voted funds to be surrendered (Parliament/Legislatures ONLY)			
Aid Assistance Unutilised during the year		112 982	-
Other transfers			
Closing balance		**112 982**	**-**

Revaluation reserve			
Opening balance			
Revaluation adjustment (Human Settlements departments)			

	Note	2023/24 R'000	2022/23 R'000
Transfers			
Other			
Closing balance		**112 982**	**877**
Unauthorised expenditure			
Opening balance			
Unauthorised expenditure - current year			
Relating to overspending of the vote or main division within the vote			
Incurred not in accordance with the purpose of the vote or main division			
Less: Amounts approved by Parliament/Legislature with funding			
Less: Amounts approved by Parliament/Legislature without funding and derecognised			
Current			
Capital			
Transfers and subsidies			
Less: Amounts recoverable			
Less: Amounts written off		-	-
Closing Balance		**-**	**-**
		-	-
Total		**114 188**	**877**

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2023/24 R'000	2022/23 R'000
Cash flows from operating activities			
Receipts		**13 256 789**	**11 702 472**
Annual appropriation funds received	1.1	12 179 954	10 796 232
Statutory appropriation funds received		-	-
Departmental revenue received	2	1 053 428	875 033
Interest received	2.3	3 829	360
NRF receipts		-	-
Aid assistance received	3	19 578	30 847
Net (increase)/decrease in net working capital		(159 681)	(2 253)
Surrendered to Revenue Fund		(2 074 115)	(1 446 661)
Surrendered to RDP Fund/Donor		-	-
Current payments		(7 053 614)	(7 415 439)
Interest paid	6	(660)	(1 113)
Payments for financial assets		(1 580)	(4 250)
Transfers and subsidies paid		(4 248 322)	(2 590 572)
Net cash flow available from operating activities	**16**	**(281 183)**	**242 184**
Cash flows from investing activities			
Distribution/dividend received		-	-
Payments for capital assets	9	(894 884)	(405 375)
Proceeds from sale of capital assets	2.4	643	6 840
(Increase)/decrease in loans		-	-
(Increase)/decrease in investments		-	-
(Increase)/decrease in other financial assets		-	-
(Increase)/decrease in non-current receivables	12	605	5 666

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2023/24 R'000	2022/23 R'000
Net cash flow available from investing activities		**(893 636)**	**(392 869)**
Cash flows from financing activities			
Increase/(decrease) in net assets		329	(320)
Increase/(decrease) in non-current payables		-	-
Net cash flows from financing activities		**329**	**(320)**
Net increase/(decrease) in cash and cash equivalents		(1 174 490)	(151 005)
Cash and cash equivalents at beginning of period		1 299 358	1 450 363
Unrealised gains and losses within cash and cash equivalents		-	-
Cash and cash equivalents at end of period	**24**	**124 868**	**1 299 358**

PART A: ACCOUNTING POLICIES

Summary of significant accounting policies

The financial statements have been prepared in accordance with the following policies, which have been applied consistently in all material aspects, unless otherwise indicated. Management has concluded that the financial statements present fairly the department's primary and secondary information.

The historical cost convention has been used, except where otherwise indicated.Management has used assessments and estimates in preparing the annual financial statements.These are based on the best information available at the time of preparation.

Where appropriate and meaningful, additional information has been disclosed to enhance the usefulness of the financial statements and to comply with the statutory requirements of the Public Finance Management Act (PFMA), Act 1 of 1999 (as amended by Act 29 of 1999), and the Treasury Regulations issued in terms of the PFMA and the annual Division of Revenue Act.

1.	**Basis of preparation** The financial statements have been prepared in accordance with the Modified Cash Standard.
2.	**Going concern** The financial statements have been prepared on a going concern basis.
3.	**Presentation currency** Amounts have been presented in the currency of the South African Rand (R) which is also the functional currency of the department
4.	**Rounding** Unless otherwise stated financial figures have been rounded to the nearest one thousand Rand (R'000).

5.	**Foreign currency translation** Cash flows arising from foreign currency transactions are translated into South African Rands 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 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 recognizes 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; and 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 recognized as departmental revenue that gets paid over to National Revenue Fund. The amount recorded for fines and penalties is impaired as per the processes documented in the methodology document, and the recoverability has been low over the past years, hence the high impaired amount. The department recognizes the departmental revenue that is owed by third parties that utilizes the National Population Register (NPR), at the end of the financial year, if the amount they have to pay is not yet paid, it is recognized as accrued departmental revenue. The department records the Gijima cost-value amount which was a settlement cost for which Gijima had to render services and support to Information Systems. As from the 2021/2022 financial year the department claims the amounts from Gijima, the payments from Gijima are recognized as departmental revenue and surrendered to the National Revenue Fund and it then reduces the “cost-value” balances on the accrued departmental revenue note. The accrued revenue is measured at the fair value of the consideration receivable. Accrued tax revenue (and related interest and / penalties) is measured at amounts receivable from collecting agents.
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.

8.4.2	**Finance leases** Finance lease payments made during the reporting period are recognised as capital expenditure in the statement of financial performance on the date of payment. Finance lease payments received are recognised as departmental revenue. The finance lease commitments are recorded in the notes to the financial statements and are not apportioned between the capital and interest portions. Finance lease assets acquired at the end of the lease term are recorded and measured at the lower of: cost, being the fair value of the asset; or the sum of the minimum lease payments made, including any payments made to acquire ownership at the end of the lease term, excluding interest. 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.
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.
12.	**Loans and receivables** Loans and receivables are recognised in the statement of financial position at cost plus accrued interest, where interest is charged, less amounts already settled or written-off.Write-offs are made according to the department's write-off policy. The 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: • Claims recoverable from other departments, recoverable expenditure from damages and losses and staff related debts. These debts are impaired and written off as per the Debt Management policy. • In the receivable balance on the statement of position, the department has recognized the amounts that DIRCO still owes to National Revenue Fund. • These are regarded as non-cash receivables which are then removed from the cash flow statement, the amount impaired relates to the dormant balance as per Memorandum of agreement (MOU) 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 to the recorded carrying value is recorded in the notes to the financial statements to reflect the best estimate of the amount of the future economic benefits expected to be received from that asset. • The department impairs its departmental receivable as per the Debt Management policy. • The receivable that related to the DIRCO foreign revenue still owed to National Revenue Fund is impaired as per **MOU and the methodology document for this balance**
15.	**Payables** Payables recognised in the statement of financial position are recognised at cost.
16.	**Capital assets**

16.1	**Immovable capital assets** Immovable assets reflected in the asset register of the department are recorded in the notes to the financial statements at cost or fair value where the cost cannot be determined reliably. Immovable assets acquired in a non-exchange transaction are recorded at fair value at the date of acquisition. Immovable assets are subsequently carried in the asset register at cost and are not currently subject to depreciation or impairment. Subsequent expenditure of a capital nature forms part of the cost of the existing asset when ready for use. Additional information on immovable assets not reflected in the assets register is provided in the notes to financial statements.
16.2	**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 are 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. Biological assets are subsequently carried at fair value. 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 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 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. 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 policies, estimates and errors** Changes in accounting policies are applied 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 a 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 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 full compensation of key management personnel is recorded in the notes to the financial statements.

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.

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:

	2023/24			2022/23		
	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
Administration	2 752 418	2 752 418	-	2 795 080	2 795 080	-
Citizen affairs	4 362 538	4 362 538	-	3 889 636	3 889 636	-
Immigration affairs	841 094	841 094	-	1 400 643	1 400 643	-
Institutional support and transfers	4 423 904	4 223 904	200 000	3 010 873	2 710 873	300 000
Total	**12 379 954**	**12 179 954**	**200 000**	**11 096 232**	**10 796 232**	**300 000**

The budget allocation for 2023/24 (R12.380 billion) shows a marginal increase of 12% compared to the previous financial year 2022/23 (R11.096 billion). The increase is mainly due to an approved roll-over of funds of R38.472 million for the Digitisation project, Self-Financing which increased from R798 million to R1.047 billion in the 2023/24 Financial Year for issuing official documents, which is defrayed by revenue generated. Furthermore, during the second Adjustment Appropriation Act, the department was allocated an additional amount of R200 million on behalf of the Independent Electoral Commission to defray expected excess expenditure by the Represented Political Party Fund (RPPF) for preparatory costs of the upcoming elections.

Therefore, in real terms the 2023/24 budget did not even cater for the rise in the inflation rate since the previous year, while the demand for DHA services are increasing based on the growth in the population as well as the number of foreign nationals in the country.

The Department used 99.9% of the budget allocated for the 2023/24 financial year.

2. Departmental revenue

	Note	2023/24 R'000	2022/23 R'000
Tax revenue		-	-
Sales of goods and services other than capital assets	2.1	1 217 679	998 073
Fines, penalties and forfeits	2.2	12 167	8 869
Interest, dividends and rent on land	2.3	3 829	360
Sales of capital assets	2.4	643	6 840
Transactions in financial assets and liabilities	2.5	16 292	14 965
Transfers received		-	-
Total revenue collected		**1 250 610**	**1 029 107**
Less: Own revenue included in appropriation		-	-
Total		**1 250 610**	**1 029 107**

The total revenue collection of R1,250 billion in the current year shows an increase as compared to the 2022/23 collection of R1,029 million. 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.

- *Dirco collected foreign revenue on behalf of the department to the value of R192,710 million shows an increase as compared to the 2022/23 collection of R146,874 million. Of this amount they paid R187,093 million in 2023/24 and R150,575 million for 2022/23 FY to National Revenue Fund (NRF).*
- *Local revenue increased from R728,637 to R909,797 million.*
- *The increase in revenue is attributed to the increase in the number of products sold and the increase in price for passports*

2.1 Sales of goods and services other than capital assets

	Note	2023/24 R'000	2022/23 R'000
Sales of goods and services produced by the department		1 217 665	998 039
Sales by market establishment		14	-
Administrative fees		1 217 639	998 032
Other sales		12	7
Sales of scrap, waste and other used current goods		14	34
Total	2	1 217 679	998 073

"Administrative fees" is inclusive of foreign and local revenue collected of R1,217 million during the current financial year.

2.2 Fines, penalties and forfeits

	Note	2023/24 R'000	2022/23 R'000
Fines		1 211	1 264
Penalties		10 754	7 266

Forfeits		202	339
Total	**2**	**12 167**	**8 869**

During 2023/24 the department collected an amount of R7.1 million for conveyors who were issued with fines under sec 50(3) and sec 50(4). An amount of R3.6 million was received from court orders. An amount of R1,2 million was collected from sec 50(1).

The department does not issue Section 50(1) fines as they 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, however the department continues to collect the outstanding fines which were issued before the act was repealed.

The forfeits represents an amount of R202,000 which was forfeited by political parties and independent candidates.

2.3 Interest, dividends and rent on land

		2023/24	2022/23
	Note	R'000	R'000
Interest		3 829	360
Dividends			
Rent on land			
Total	**2**	**3 829**	**360**

Interest received is from interest accrued on the bank balances of the commercial banks of the department.

2.4 Sales of capital assets

	Note	2023/24 R'000	2022/23 R'000
Tangible capital assets		**643**	**6 840**
Buildings and other fixed structures			-
Machinery and equipment		643	6 840
Heritage assets			
Specialised military assets			
Land and subsoil assets			
Biological assets			
Intangible capital assets			
Software			
Mastheads and publishing titles			
Patents, licences, copyright, brand names and trademarks			
Recipes, formulae, prototypes, designs, models			
Services and operating rights			
Total	**2**	**643**	**6 840**

Sales of capital assets represents monies received from the auctioning of moveable assets during 2023/24 FY asset disposal processes.

2.5 Transactions in financial assets and liabilities

	Note	2023/24 R'000	2022/23 R'000
Loans and advances			
Receivables		12 890	14 176
Forex gain			
Other receipts including Recoverable Revenue		3 402	789
Gains on GFECRA			
Total	**2**	**16 292**	**14 965**

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.

Section 29(2)(c) of the Government Employees Pension Law of April 1996 states the following with regards to interest payable to GEPF: "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 2023/24 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 2023/24 the item that could be used is the Rev: Prev financial year's expenditure hence the debit was created in this account.

2.6 Gifts, donations and sponsorships received in-kind (not included in the main note or sub note)

		2023/24	2022/23
	Note	R'000	R'000
	Annex 1H		
Gifts			
Donations		596	710
Sponsorships			
Total gifts, donations and sponsorships received in kind		**596**	**710**

An amount of R596 thousand represents donations received in kind during the 2023/24 financial year.

3. Aid assistance

	Note	2023/24 R'000	2022/23 R'000
Opening balance		13 201	1 072
		--	
As restated		13 201	1 072
Transferred from statement of financial performance		99 781	12 129
Transfers to or from retained funds		(112 982)	-
Paid during the year		-	-
Closing balance		**-**	**13 201**

The department is fortunate in that it has received donor funding from the following two entities in the 2023/24 financial year: Criminal Asset Recovery Act (CARA) and the Reconstruction and Development Programme (RDP) Donor UNHCR (United Nations High Commissioner for Refugees).

The allocated amount for CARA in October 2017 was R70,685 million. In accordance with the allocation letter, the department incurred the expenditure and then claimed the expenditure back from CARA. In this regard, the following expenditure was planned:

- *R28,000 million received during the 2018/19 financial year to procure vehicles;*
- *R13,685 million during the 2022/23 financial year to procure for upgrade servers at ports of entry;*
- *R5 million for asylum seeker management (computer equipment)*
- *R14 million for interpretation services*
- *R10 million for a case management system and hand-held devices for the Inspectorate*

In the end, the department could not procure the equipment for the interpretation services or the case management system for the Inspectorate.
The department was allocated an amount of R100 million in the 2023/24 financial year from CARA. This allocation is to enable the Immigration branch to support the actions to combat illicit mining and illegal migration. This allocation is broken down as follows:

- *R39 million for vehicles (including busses and prison vans to deport illegal immigrants)*
- *R5 million for handheld devices Overtime to support operations*
- *R56 million for operations to combat illicit mining*
- *Orders for the vehicles were issued and delivery is expected in 2024/25.*

For the RDP Donor UNHCR, the department received an amount of R18,032 million during the current financial year of which was used to offset the salaries to the amount if R18,032 million paid for the team members that form part of the Refugee Appeal Backlog project. The amount of R3,387 million remains as owed to the department by the donor UNHRC at the end of the financial year.

3.1 Analysis of balance by source

		2023/24	2022/23
	Note	R'000	R'000
Aid assistance from RDP		-	-
Aid assistance from other sources		-	-
CARA Funds		112 982	13 201
Closing balance	**3**	**112 982**	**13 201**

The CARA remained unspent because of the money is allocated for specific projects, which did not materialize during this financial year. An amount of R112 million is transferred to retained funds as these funds will not be surrendered to the NRF.

3.2 Analysis of balance

		2023/24	2022/23
	Note	R'000	R'000
Aid assistance receivable		100 000	-
Aid assistance prepayments (not expensed)		-	-
Aid assistance retained funds		12 982	13 201
Aid assistance repayable		-	-
Closing balance	**3**	**112 982**	**13 201**
Aid assistance not requested/not received		103 387	7 099

An amount of R3,387 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. Over and above, an amount of R100 million for CARA will be adjusted on the AFS and disclosed as Aid Assistance not requested/not received from Department of Justice.

3.3 Aid assistance expenditure per economic classification

	Note	2023/24 R'000	2022/23 R'000
Current		19 295	17 364
Capital	9	502	1 354
Transfers and subsidies		-	-
Total aid assistance expenditure		**19 797**	**18 718**

The total expenditure as at 31 March 2024 is R19,797 million. The R19,797 million consists of the following:
The amount of R18,032 million represent expenditure incurred for payment of salaries for the Refugee Appeal Backlog project team. The funding received from the Donor UNHRC was R18,032 million during this financial year. The CARA expenditure (Goods & Services and Machinery & Equipment) totals to R1,765 million split into R1,263 million current expenditure (Goods & Services) and R502 thousand capital expenditure for the different earmarked projects as per the agreement.

4. Compensation of employees

4.1. Analysis of balance

	Note	2023/24 R'000	2022/23 R'000
Basic salary		2 458 915	2 549 960
Performance award		-	46
Service based		4 905	6 402
Compensative/circumstantial		84 079	140 337
Periodic payments		-	-
Other non-pensionable allowances		401 621	594 046
Total		**2 949 520**	**3 290 791**

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

		2023/24	2022/23
Employer contributions	*Note*	**R'000**	**R'000**
Pension		318 223	329 891
Medical		256 317	281 956
UIF			
Bargaining council		895	979
Official unions and associations		-	-
Insurance		-	-
Total		**575 435**	**612 826**
Total compensation of employees		**3 524 955**	**3 903 617**
Average number of employees		**7 497**	**8 610**

There is a decrease in the total compensation of employees of R378,6 million as compared to the previous financial year's. This is because of the transfer of the port control function and staff to the BMA with effect from 1 April 2023. The monotorium on filling vacant posts due to strained COE budget and lastly the DPSA Cost Containment directives 49 of 2023 in respect of filling of vacant posts.

5. Goods and services

		2023/24	2022/23
	Note	**R'000**	**R'000**
Administrative fees		23 959	22 964
Advertising		11 216	20 820
Minor assets	5.1	27 641	15 142

Bursaries (employees)		2 756	3 755
Catering		423	617
Communication		38 493	38 175
Computer services	5.2	834 296	619 141
Consultants: Business and advisory services	5.9	79 067	69 644
Infrastructure and planning services		-	949
Laboratory services		-	-
Scientific and technological services		-	-
Legal services		117 585	101 573
Contractors		358 144	473 924
Agency and support / outsourced services		186 041	100 048
Entertainment		83	96
Audit cost - external	5.3	32 192	33 929
Fleet services		80 385	90 156
Inventories	5.4	9 097	9 445
Consumables	5.5	843 838	764 730
Housing		-	-
Operating leases		316 093	492 356
Property payments	5.6	289 586	323 750
Rental and hiring		7 414	9 062
Transport provided as part of the departmental activities		68 203	35 443
Travel and subsistence	5.7	124 630	206 341
Venues and facilities		12 148	25 330
Training and development		7 185	4 789
Other operating expenditure	5.8	38 889	32 279
Total		**3 509 364**	**3 494 458**

The total expenditure shows an increase of about R14,9 million as compared to previous financial year's total. Items such as Computer services, Consumables, Legal service, consultants, training and development, other operating expenditure and Agency and Support while contractors, operating leases and Property payments decreased. The total expenditure shows an increase of R14,9 million as compared to the previous financial year. Savings was used on Goods & Services to cover overspending on Building and Machinery and Equipment related to the Digitization project.

5.1. Minor assets

	Note	2023/24 R'000	2022/23 R'000
Tangible capital assets		**27 641**	**15 142**
Buildings and other fixed structures			
Biological assets			
Heritage assets			
Machinery and equipment		27 641	15 142
Land and subsoil assets			
Specialised military assets			
Intangible capital assets			
Software			
Mastheads and publishing titles			
Patents, licences, copyright, brand names and trademarks			
Recipes, formulae, prototypes, designs, models			
Services and operating rights			
Total	**5**	**27 641**	**15 142**

The total expenditure on minor asset shows an increase of about R12 million as compared to previous financial year's total.

5.2. Computer services

	Note	2023/24 R'000	2022/23 R'000
SITA computer services		162 512	175 236
External computer service providers		671 784	443 905
Total	**5**	**834 296**	**619 141**

The total expenditure on Computer services shows an increase of about R215 million as compared to previous financial year's total. The increase is due to digitisation project in respect of professional service fee, licences and IT related services.

5.3. Audit cost - external

	Note	2023/24 R'000	2022/23 R'000
Regularity audits		31 833	31 932
Performance audits		-	-
Investigations		359	1 997
Environmental audits		-	-
Computer audits		-	-
Total	**5**	**32 192**	**33 929**

The total expenditure on audit costs shows an decrease of about R1,737 million as compared to previous financial year's total.

5.4. Inventories

	Note	2023/24 R'000	2022/23 R'000
Clothing material and accessories		8 825	-
Farming supplies		-	-
Food and food supplies		-	-
Fuel, oil and gas		2	-
Learning, teaching and support material		-	-
Materials and supplies		-	-
Medical supplies		-	-
Medicine		-	-

Medsas inventory interface		-	-
Other supplies	5.4.1	270	9 445
Total	**5**	**9 097**	**9 445**

The total expenditure on inventories shows an decrease of about R349 thousand as compared to previous financial year's total

5.4.1. Other supplies

		2023/24	2022/23
	Note	R'000	R'000
Ammunition and security supplies			
Assets for distribution			
Machinery and equipment			
School furniture			
Sports and recreation			
Library material			
Other assets for distribution			
Other		270	9 445
Total	**5.4**	**270**	**9 445**

The total expenditure on other supplies shows a decrease of about R9,1 million as compared to previous financial year's total. Expenditure on "Other" supplies represent Inventory for face value forms.

5.5. Consumables

	Note	2023/24 R'000	2022/23 R'000
Consumable supplies		16 053	13 695
Uniform and clothing		-	-
Household supplies		2 238	2 414
Building material and supplies		2 036	499
Communication accessories		-	-
IT consumables		334	171
Other consumables		11 445	10 611
Stationery, printing and office supplies		827 785	751 035
Total	**5**	**843 838**	**764 730**

The total expenditure on consumables shows an increase of about R79,1 million as compared to previous financial year's total. The increase is due to self-financing. Stationery, printing and office supplies represents expenditure on the printing of passports, ID and other forms at GPW. The increase in expenditure stands in direct correlation to the increase in passports and ID's printed.

5.6. Property payments

	Note	2023/24 R'000	2022/23 R'000
Municipal services		-	-
Property management fees		96 786	121 778
Property maintenance and repairs		-	-
Other		192 800	201 972
Total	**5**	**289 586**	**323 750**

"Other property payments" represents payments for gardening services, cleaning, fumigation and property payments for safeguarding & security. The total expenditure decrease of R34.1 million mainly due to offices at the Ports of Entry are transferred to BMA.

5.7. Travel and subsistence

		2023/24	2022/23
	Note	R'000	R'000
Local		97 674	189 185
Foreign		26 956	17 156
Total	**5**	**124 630**	**206 341**

The total expenditure decreased by R81,7 million for travel and subsistence as compared to the previous financial year. This is due to the cost containment measures by National Treasury.

5.8. Other operating expenditure

		2023/24	2022/23
	Note	R'000	R'000
Professional bodies, membership and subscription fees		70	65
Resettlement costs			-
Other		38 819	32 214
Total	**5**	**38 889**	**32 279**

The total expenditure on other operating shows an increase of about R6,6 million as compared to previous financial year's total. Other operating expenditure represents payments made for awards, competency certificates, freight, laundry, printing and publications.

5.9. Remuneration of members of a commission or committee of inquiry (*Included in Consultants: Business and advisory services)*

	Note	2023/24	2022/23
Name of Commission / Committee of Inquiry		**R'000**	**R'000**
Multidisciplinary Task Team		47 973	2 416
		-	-
		-	-
Total		**47 973**	**2 416**

The committee was appointed to avail and manage the project constituting multidisciplinary team to investigate, coordinate report, advise on and or present evidence on recommendation of ministerial committee on issuance of permits as well as criminal syndicate for fraud, theft, corruption and maladministration during 2023/24 FY.

6. Interest and rent on land

		2023/24	2022/23
	Note	R'000	R'000
Interest paid		660	1 113
Rent on land		-	-
Total		**660**	**1 113**

The interest paid amount of R660 thousand represents interest that has been paid to the Government Employee Pension Fund (GEPF) following reinstatements of dismissed officials.
The Government Employees Pension Law, 1996", 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"

7. Payments for financial assets

	Note	2023/24 R'000	2022/23 R'000
Theft		-	-
Other material losses		-	-
Other material losses written off		-	-
Debts written off	7	1 580	4 250
Forex losses		-	-
Total		**1 580**	**4 250**

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: R481 thousand;*
- *Damaged rental and state vehicles deemed irrecoverable: R324 thousand;*
- *GEPF Interest: R775 thousand. All write offs were done in accordance to the Debt Management policy.*

7.1 Debts written off

Nature of debts written off	Note	2023/24 R'000	2022/23 R'000
Irregular expenditure written off		-	-
Total		**-**	**-**
Recoverable revenue written off		-	-
Total		**-**	**-**
Other debt written off		-	-
GEPF Interest (Fruitless & Wasteful expenditure)		775	-
Debts for ex- employees deceased		-	196
Debts for ex-employees dismissed		-	265
Debts for ex-employees older than 3 years		481	282
Damaged vehicles & rental vehicles		324	1 348
Revenue Losses		-	2 159
Total debt written off	**7**	**1 580**	**4 250**

Payments for financial assets represent the expenditure incurred as Theft & losses for bad debts written off.
The department wrote off the following transactions:
- *GEPF Interest: R775 thousand*
- *For staff debts which consists of dismissed employees, deceased employees and debts that are older than 3 years amounts to: R481 thousand;*
- *Damaged rental and state vehicles deemed irrecoverable: R324 thousand;*

All write off were done in accordance to the Debt Management policy and Treasury Regulation chapter 11.

8. Transfers and subsidies

		2023/24	2022/23
	Note	R'000	R'000
Provinces and municipalities	Annex 1A	3 911	2 048
Departmental agencies and accounts	Annex 1B	4 424 054	2 566 628
Higher education institutions		-	-
Foreign governments and international organisations		-	-
Public corporations and private enterprises		-	-
Non-profit institutions		-	-
Households	Annex 1G	20 357	21 896
Total		**4 448 322**	**2 590 572**

Departmental agencies and accounts represent the expenditure for IEC and the Represented Political Parties Fund, there is an increase of R1,657 billion as compared to the previous financial year. IEC, Political Parties Fund and BMA. The increase in this regard is due to the baseline transfer of the port control function, staff, assets, and budget to BMA with effect from 01 April 2023. Furthermore, the allocation of an R200 million to RPPF through the second adjustment Appropriation Act. The department has requested rollover of funds for R200 million which the department will receive this money during the 2024 AENE. An amount of R200 million for second adjustment paid to RPPF on the 08th May 2024 after the bill was signed on the 07th May 2024. The department did not receive the R200 million and this amount was disclosed as a non-cash item on the AFS.

8.1 Gifts, donations and sponsorships made in kind (*not included in the main note*)

		2023/24	2022/23
	Note	R'000	R'000
	Annex 1J	-	-
Gifts		-	-
Donations		449	539
Sponsorships		-	-
Total		**449**	**539**

An amount of R449 thousand represents donations made in kind.

9. Expenditure for capital assets

		2023/24	2022/23
	Note	R'000	R'000
Tangible capital assets		**868 510**	**271 828**
Buildings and other fixed structures		325 269	55 971
Heritage assets		-	-
Machinery and equipment		543 241	215 857
Specialised military assets			-
Land and subsoil assets		-	-
Biological assets		-	-
Intangible capital assets		**26 374**	**133 547**
Software		26 374	133 547
Mastheads and publishing titles		-	-
Patents, licences, copyright, brand names and trademarks		-	-
Recipes, formulae, prototypes, designs, models		-	-
Services and operating rights		-	-
Total		**894 884**	**405 375**

There is an increase of R489,5 million in the expenditure for capital assets as compared to the previous financial year, which can be attributed to increase in additions in respect of machinery and equipment as well as software equipment for the digitization project.

9.1. Analysis of funds utilised to acquire capital assets - Current year

	2023/24		
	Voted funds	Aid assistance	Total
	R'000	R'000	R'000
Tangible capital assets	**868 007**	**502**	**868 509**
Buildings and other fixed structures	325 270	-	325 502
Heritage assets	-	-	-
Machinery and equipment	542 737	502	543 239
Specialised military assets	-	-	-
Land and subsoil assets	-	-	-
Biological assets	-	-	-
Intangible capital assets	**26 375**		**26 375**
Software	26 375	-	26 375
Mastheads and publishing titles	-	-	-
Patents, licences, copyright, brand names and trademarks	-	-	-
Recipes, formulae, prototypes, designs, models	-	-	-
Services and operating rights	-	-	-
Total	**894 382**	**502**	**894 884**

R502 thousand capital expenditure was from CARA funding.

9.2. Analysis of funds utilised to acquire capital assets - Prior year

	2022/23		
	Voted funds	Aid assistance	Total
	R'000	R'000	R'000
Tangible capital assets	**270 474**	**1 354**	**271 828**
Buildings and other fixed structures	55 766		55 766
Heritage assets	-	-	-
Machinery and equipment	214 708	1 354	216 062
Specialised military assets	-	-	-
Land and subsoil assets	-	-	-
Biological assets	-	-	-
Intangible capital assets	**133 547**		**133 547**
Software	133 547	-	133 547
Mastheads and publishing titles	-	-	-
Patents, licences, copyright, brand names and trademarks	-	-	-
Recipes, formulae, prototypes, designs, models	-	-	-
Services and operating rights	-	-	-
Total	**404 021**	**1 354**	**405 375**

R 1,354 million capital expenditure was from CARA funding for procuring motor vehicles.

9.3. Finance lease expenditure included in Expenditure for capital assets

		2023/24	2022/23
	Note	R'000	R'000
Tangible capital assets		**-**	**-**
Buildings and other fixed structures		-	-
Heritage assets		-	-

Machinery and equipment		25 162	27 804
Specialised military assets		-	-
Land and subsoil assets		-	-
Biological assets		-	-
Total		**25 162**	**27 804**

Finance lease expenditure includes cell-phones and photocopiers fixed lease amounts.Includes Cell phones, Modems and Photocopiers leases. The increase is due to additional photocopiers machine and digitization project

10. Cash and cash equivalents

		2023/24	2022/23
	Note	R'000	R'000
Consolidated Paymaster General Account		124 316	1 298 907
Cash receipts		-	-
Disbursements		-	-
Cash on hand		552	451
Investments (Domestic)		-	-
Investments (Foreign)		-	-
Total		**124 868**	**1 299 358**

"Consolidated Paymaster General Account" includes the Immigration Control Account (ICA) of R16,4 thousand which remains as a balance at year end. The "Cash on hand" represents the Petty Cash account balance of R552 thousand, the increase was due to opening of offices for BMA, other provincial offices and Head Office. The decrease from R1,299 billion to R124,8 million on cash and cash equivalent was due to the payment of R609 million for Repatriation Deposit Acc to NRF, R164 million which was Revenue accrual for March 2022/23 FY and R398,2 million paid to NRF for Voted underspend funds for 2022/23 FY.

11. Prepayments and advances

	Note	2023/24 R'000	2022/23 R'000
Staff advances		-	-
Travel and subsistence		-	2 695
Prepayments (Not expensed)		-	-
Advances paid (Not expensed)		-	-
SOCPEN advances		-	-
Total		**-**	**2 695**

Analysis of Total Prepayments and advances		**-**	**-**
Current Prepayments and advances		-	2 695
Non-current Prepayments and advances		-	-
Total		**-**	**2 695**

During 2023/24 financial year, foreign advance account which represent expenditure incurred for foreign travel was recovered through payroll.

12. Receivables

		2023/24			2022/23		
		Current	Non-current	Total	Current	Non-current	Total
	Note	R'000	R'000	R'000	R'000	R'000	R'000
Claims recoverable	12.1	220 811	4 113	224 924	57 627	526 392	584 019
Trade receivables	12.2	-	-	-	-	-	-
Recoverable expenditure	12.3	1 043	13 756	14 799	1 199	14 361	15 560
Staff debt	12.4	3 961	-	3 961	1 936	-	1 936
Other receivables	12.5	10	-	10	23	-	23
Total		**225 825**	**17 869**	**243 694**	**60 785**	**540 753**	**601 538**

The closing balance of 2022/23 was R601,5 million as compared to R243,6 million for 2023/24. The decrease was due to the department derecognising receivables for DIRCO, which amounts to R522,3 million.

12.1. Claims recoverable

		2023/24	2022/23
	Note	R'000	R'000
National departments		66 195	576 896
Provincial departments		24	24
Foreign governments		-	-
Public entities		158 705	7 099
Private enterprises		-	-
Higher education institutions		-	-
Households and non-profit institutions		-	-
Local governments		-	-
Total	**12**	**224 924**	**584 019**

The claims recoverable is R224,9 million as compared to R584,0 million for 2022/23 FY. The decrease is due to the department derecognising the receivables for DIRCO amounting to R522,3 million which relates to the "old accounting policy" balance. Included in Public entities is and amount of R155,3 million which relates to a receivable from the BMA as a result of expenditure that was incurred by the department on behalf of BMA. An amount of R3,3 million is remaining balance for the Refugee Appeal Backlog project. This amount will cleared this current financial year when the department receives new allocation.

12.2. Recoverable expenditure

		2023/24	2022/23
	Note	R'000	R'000
Group major categories, but list material items		-	-
Disallowance Payment Fraud		13 241	13 241
SAL: DEDUCTION DISALL ACC:CA		4	-
Sal: Reversal Control: CA		60	207

Disallowance Damages & Losses		1 494	2 112
Total	**12**	**14 799**	**15 560**

The decrease of R761 thousand is attributed to the losses and damages that the Loss Control Committee deemed as irrecoverable. The cases were adjudicated and the Lost Control Committee made recommendations to the AO that the amounts be written off. An amount of R13,2 million is still not adjudicated yet as the cases amounting to R13,2 million are still under investigation.

12.3. Staff debt

		2023/24	2022/23
	Note	R'000	R'000
Group major categories, but list material items		-	-
Sal: Tax Debt		30	9
Debt Account		3 931	1 927
		-	-
Total	**12**	**3 961**	**1 936**

The debt account balance of R3,9 million represents the active debtors after the writing off of bad debts.

12.4. Other receivables

		2023/24	2022/23
	Note	R'000	R'000
Group major categories, but list material items		-	-
Unauthorised expenditure		-	-
Irregular expenditure		-	-
Fruitless and wasteful expenditure		-	-
Sal : Pension Fund:CL		10	-

Sal : Medical Aid		-	20
Debt Receivable Interest: CA		-	3
Voted funds receivable		-	-
Total	**12**	**10**	**23**

The Sal Pension Fund: CL: Deductions to the Institution is credit against the deduction control account. Payments of these deductions to the Institution is debited against this deduction control account. Aforementioned deductions and payments take place programmatically. Furthermore, upon service terminations etc. manual transactions are also posted against this account, which are reconciled and a credit paid to Institution manually and or, recovered if a debt.

12.5. Impairment of receivables

		2023/24	2022/23
	Note	R'000	R'000
Estimate of impairment of receivables		17 869	540 753
Total		**17 869**	**540 753**

DIRCO Receivable assessment

The department has derecognised the impairment estimates of receivables for DIRCO which relates to the "old accounting policy" balances, which amounts to R522,279 million as it is uneconomical, impractical and unlikely that it will ever be paid over by DIRCO to NRF. This amount was 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.

The total estimated Impairment amount of cash receivables total of R17,869 million consists of:

- *Fraud cases for R13,241 million on the Disallowance Fraud Payment account;*
- *Damages & losses for R515 thousand on the Disallowance & Damages account;*
- *COLA advances for deployed officials for R4,113 million in the Receivable Claims recoverable account.*

Cash receivables DHA (which is what this methodology will apply to)

✓ *The significant cash receivable claims impaired relate to Dirco Cola advances for the amount of **R 4,113,022.38** with the below explanations:*
✓ *The balance of **R 1,293,802.36** was for advances paid to officials of DHA deployed to the Dirco foreign missions during 2014.*
✓ *The balance of **R 2,819,220.02** was for advances paid to officials of DHA deployed to the Dirco foreign missions during 2018. Poor reconciliation of Dirco disables them to reconcile and pay back that money to DHA, which was the one that advanced the payments to the official before they departed.*

Disallowance payment fraud: CA:R 13,241,211.95 (significant)

*The significant impaired recoverable expenditure balance on the DISALLOWANCE PAYMENT FRAUD:CA for **R 13,241,211.95** with the below explanations:*

➢ *R 930,926.00 is for the Palama-ongoing investigations at Counter Corruption*
➢ *R 6,810,000.00 is for the ongoing case with a security company who also lodged a claim against the department*
➢ *R 5,499,999.00 is for the ongoing case with Ikgodiseng who lodged a counter claim with department.*

All these matters are older than 5 years and there are no prospects that the department can recoup these payments back from the involved suppliers. As cases are still on-going these transactions cannot be written off as yet.

DISALL DAMAGES & LOSSES: CA: R 1,494,144.70 (significant)
➢ Older than 3 years' cases on damages and losses impaired amounts to **R515,427.89** which consists of the following categories breakdown:
✓ Rental damaged vehicles and state damaged vehicles: **R44,146.89**;
✓ Interest payment on overdue award/ court settlement: **R471,326.00**

13. Voted funds to be surrendered to the Revenue Fund

		2023/24	2022/23
	Note	R'000	R'000
Opening balance		398 201	-
Prior period error	13.2		-
As restated		398 201	-
Transferred from statement of financial performance (as restated)		691	698 201
Add: Unauthorised expenditure for the current year		-	-
Voted funds not requested/not received	1.1	(200 000)	(300 000)
Transferred to retained revenue to defray excess expenditure (Parliament/Legislatures)		-	
Paid during the year		(398 201)	-
Closing balance		**(199 309)**	**398 201**

The opening balance of R398,2 million had a positive balance which shows that the department had an unspent voted funds which were surrendered to the NRF. The amount of R398 million was surrendered to the revenue fund in the current year.
National Treasury owes the department an amount of R200 million for second adjustment paid to RPPF on the 08th May 2024 after the bill was signed on the 07th May 2024. The R691 thousand is the unspent funds as per the appropriation statement, which will be surrendered to NRF in 2024/25 FY.

14. Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund

		2023/24	2022/23
	Note	R'000	R'000
Opening balance		1 486 863	2 058 087
Prior period error			-
As restated		1 486 863	2 058 087
Transferred from statement of financial performance (as restated)		1 250 610	1 029 107
Own revenue included in appropriation		-	
Transfer from aid assistance		-	-
DIRCO ADJUSTMENTS		**(524 708)**	**(3 094)**

Paid during the year		(1 863 007)	(1 597 237)
Closing balance		**349 758**	**1 486 863**

The closing balance of R1,486 billion has decreased to R349,7 million for 2023/24 FY. An amount of R1,863 billion represents payment surrendered to NRF as follows: the payment of R609 million for Repatriation Deposit Acc to NRF, R164 million which was Revenue accrual for March 2022/23 FY. Payments made by Dirco to the NRF on behalf of the Department for the foreign revenue collections (R156,2 million and R30,8 million). Lastly an amount of R909,7 million for local revenue was paid to NRF. The DIRCO adjustments represents an amount of R522,279 million for Foreign revenue which was derecognised as it is uneconomical, impractical and unlikely that it will ever be paid over by DIRCO to NRF.

15. Payables - current

		2023/24	2022/23
	Note	R'000	R'000
Amounts owing to other entities		-	-
Advances received		-	-
Clearing accounts	15.1	2 040	2 973
Other payables	15.2	201 885	1 476
Total		**203 925**	**4 449**

Payables 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

The department was allocated an additional R200 million for the 2023/24 financial year on behalf of the RPPF. The transfer was made on the 8th May 2024.

As per the 2nd adjustment appropriation , the department had a contractual obligation to pay the RPPF at reporting date.

15.1. Clearing accounts

Description	Note	2023/24 R'000	2022/23 R'000
Identify major categories, but list material items			
Sal: Income Tax CL		770	1 876
Sal: Medical Aid CL		27	-
Sal: Bargaining CL		-	3
Sal: Pension Fund CL		-	178
Sal: GEHS Refund Control Acc CL		1 227	905
ICA Related/Repatriation Foreign Dep DIRCO: CL		16	11
Total	**15**	**2 040**	**2 973**

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 R770 thousand 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 2024.

15.2. Other payables

Description	Note	2023/24 R'000	2022/23 R'000
Identify major categories, but list material items			
UNALLOCATED RECEIPTS: 30 DAY: CL		1 813	1 468
Debt Receivable Interest		72	-
SAL: REVERSAL CONTROL		-	-
SAL: ACB RECALLS:CA		-	8
PAYBLE:ADV:PUB ENT ADV:ACC:CL		200 000	-
		-	-
Total	**15**	**201 885**	**1 476**

The unallocated receipts relate to the Deposits made by Clients who applied through the e-Home platform but have not yet honoured their appointment dates due various logistical reasons. Upon their availability and/or date of their appointments the amounts in this account are used to finalise the application process for enabling documents.

16. Net cash flow available from operating activities

	Note	2023/24	2022/23
		R'000	R'000
Net surplus/(deficit) as per Statement of Financial Performance		1 351 082	1 739 437
Add back non-cash/cash movements not deemed operating activities		(1 632 265)	(1 497 253)
(Increase)/decrease in receivables		(161 852)	(5 022)
(Increase)/decrease in prepayments and advances		2 695	(42)
(Increase)/decrease in other current assets		-	-
Increase/(decrease) in payables - current		199 476	2 811
Proceeds from sale of capital assets		(643)	(6 840)
Proceeds from sale of investments		-	-
(Increase)/decrease in other financial assets		-	-
Expenditure on capital assets		894 884	405 375
Surrenders to Revenue Fund		(2 074 115)	(1 446 661)
Surrenders to RDP Fund/Donors		-	-
Voted funds not requested/not received		(200 000)	(300 000)
Statutory Appropriation not requested/not received		-	-
Aid Assistance receivable non-cash item		(100 000)	-
Other non-cash items		(192 710)	(146 874)
Net cash flow generated by operating activities		**(281 183)**	**242 184**

The following line items were affected by the non-cash transactions:
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.
An amount of R200 million represent second adjustment appropriation of which an expenditure relating to RPPF was recognised.
Other non-cash items represent the foreign revenue collected by DIRCO on behalf of the department.
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	2023/24	2022/23
		R'000	R'000
Consolidated Paymaster General account		124 316	1 298 907
Fund requisition account		-	-
Cash receipts		-	-
Disbursements		-	-
Cash on hand		552	451
Cash with commercial banks (Local)		-	-
Cash with commercial banks (Foreign)		-	-
Total		**124 868**	**1 299 358**

"Reconciliation of cash and cash equivalent" includes the Immigration Control Account (ICA) of R16,4 million which remains as a balance at year end. The "Cash on hand" represents the Petty Cash account balance of R552 thousand, the increase was due to opening of offices for BMA, other provincial offices and Head Office. The decrease from R1,299 billion to R124,8 million on cash and cash equivalent was due to the payment of R609 million for Repatriation Deposit Acc to NRF, R164 million which was Revenue accrual for March 2022/23 FY and R398,2 million paid to NRF for Voted underspend funds for 2022/23 FY.

18. Contingent liabilities and contingent assets

18.1. Contingent liabilities

Liable to	Nature	Note	2023/24 R'000	2022/23 R'000
Motor vehicle guarantees	Employees		-	-
Housing loan guarantees	Employees		-	-
Other guarantees			-	-
Claims against the department		Annex 3B	153 707	124 300
Intergovernmental payables			-	-
Environmental rehabilitation liability			-	-
Other		Annex 3B	115 200	115 200
Total			**268 907**	**239 500**

Contingent liabilities of R268.907 million (R239.500 million in 2022/23) are disclosed in Annexure 3B to the financial statements. The amount disclosed as the contingent liability is the amount considered 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 Legal 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 nature of contingent liability for the department is as follows:

Labour disputes estimated at: R153,7 million
The 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 Co-ordinating 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 elsewhere in the Accounting Officer's report.

Contingent legal cases

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 and non-issuing of unabridged birth certificates, ID document and fraudulent use of ID and passports resulting in the arrest and detention of the lawful owners.

The summons value of legal claims against the department is R2.182 billion. The amount of successful claims stemming from these summonses cannot be reliably estimated due to historic trends that indicate significant differences between the summons amounts and awarded amount, the length of time to resolve cases, the number of cases abandoned during the process, and the legal complexity of cases. As a consequence, the contingent liability legal claims against the department cannot be reliably estimated and is therefore not disclosed in the financial statements.

The department 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:

- The total number of cases greater than 10 years are regarded as dormant. The State Attorney only received summons and there has been no action on the matter since.
- The total number of cases within 10 years are regarded as dormant, state attorney only received summons and there has been no action on the matter since and active as well.
- The total number of cases less than 10 years are regarded as matters that are still active

Categories	>10 years (R'000)	Within 10 years (R'000)	<10 years (R'000)	Total (R'000)	>10 yrs & within 10 yrs) (R'000)	% of dormant cases
Immigration	112 031	43 306	1 162 511	1 317 849	155 338	11.79%
Civics	1 545	7 246	613 993	622 785	8 791	1.41%
Tenders & Contracts	185 356	12 988	4 630	202 975	198 344	97.72%
Others	1 682	1 056	35 873	38 611	2 738	7.09%
Totals	**300 614**	**64 596**	**1 817 007**	**2 182 220**	**365 211**	**16.74%**

- IMS cases to the value of R155 million which is 11.79% of the total cases value is considered dormant.
- Civic cases to the value of R8.7 million which is 1.41% of the total cases is considered dormant.
- Tenders & Contract cases to the value of R198 million which is 97.72% of the cases is considered dormant.
- Others cases to the value of R2,7 million which is 7.09% of the total cases is considered dormant.

The department divides contingent liabilities into the following five categories:

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

The number of and value of cases and the number and value of awards made across the five categories are set out in the table below:

CONTINGENT LIABILITIES LEGAL AND AMOUNT AWARDED		
	Percentage of cases awarded number	Percentage of cases awarded value
Average range of all five categories 2023/24	3.31%-15.44%	0.06%-6.40%
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%

The reasons for the variances across the five categories are:

- 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.

2023/24	Immigration	Civics	Tender & Contracts	Other	Labour
All cases – number	242	47	19	68	149
Allcases – value (R'000)	1 317 849	622 785	202 975	38 611	153 707
Exceptionally large cases – number	7	4	2	1	41
Exceptionally large cases – value (R'000)	1 034 848	491 000	181 650	20 000	126 171
% of exceptionally value – number	2.89%	8.51%	10.53%	1.47%	27.52%
% of exceptionally value – value	78.53%	78.84%	89.49%	51.80%	82.09%

2022/23	Immigration R'000	Civics R'000	Tender & Contracts R'000	Other R'000	Labour R'000
All cases – number	245	45	21	68	93
Allcases – value (R'000)	1 302 959	613 785	218 142	38 361	124 300
Exceptionally large cases – number	7	4	2	1	34
Exceptionally large cases – value (R'000)	1 024 848	491 000	186 639	20 000	108 241
% of exceptionally value – number	2.86%	8.89%	9.52%	1.47%	36.56%
% of exceptionally value – value	79%	80%	86%	52%	87%

In comparison to the 2022/23 financial year, the number of cases in Immigration decreased by 3, Civics increased by 2, Tenders & Contracts reduced by 2, and Labour increased by 56 (from 93 to 149). The value of the 7 exceptionally large cases increased with R10 million from R1.024 billion to R1.034 billion as a result of a correction made to the figure captured for the Yusuf Ibrahim Ismail and another case.

The top five exceptionally large cases by R-value are the following:

- Case 1:IMS: Yusuf Ibrahim Ismail and Another / Minister of Home Affairs and Another, Ref: LIT2021/12/5111 for R514,948,000.00 (Claim for loss of income following unlawful arrest and detention).Claim 4 of the summons is an alternative claim should claims 1 to 3 of the first plaintiff fail.
- 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)

The following awards were made by the courts during the period under review:

2023/24	Immigration	Civics	Tender & Contracts	Other	Labour
Cases awarded - number	8	-	2	5	26
Cases awarded – value (R'000)	R772	-	R10 055	R146	R9 844
% of cases awarded – number	3.31%	0.00%	10.53%	7.35%	15.44%
% of cases awarded – value	0.07%	-	5.54%	0.73%	6.40%

In accordance with the MCS, the department used the expected value method to calculate the probability of a pay-out for large populations as followed:

	Total value of contingent liabilities (R'000)	Average cases settled (R'000)	Probability of the pay-out (Average actually pay-out) (R'000)
IMMIGRATION	1 317 849	43 565	217 214
CIVICS	622 785	-	-
TENDERS & CONTRACTS	202 975	21 366	32 229
OTHERS	38 611	2 839	2 925
TOTAL:	**2 182 220**	**67 770**	**252 368**

The bulk of the awards (26/41) made stems from the Labour Relations category. No awards were made in the Civics environment, while 8 awards were made in Immigration. The two awards under Tenders & Contracts relate to the Halifax matter which was settled at R10 million and the Powerdock Investments matter settled at R55,011.58.
The following 8 awards were made in the year under review in Immigration Services:

Litigant	Summons amount	Rand value of award
Rogers Joseph // Minister of Home Affairs	R200 000	R127 147.68
Bawala Djale Nadine // Minister of Home Affairs	R400 000	-
Roland Ngoki Achidi // Minister of Home Affairs	R600 000	R295 350.00
Loreen Mapuranga // Minister of Home Affairs	R400 000	R119 750.78
Seraphine Boka // Minister of Home Affairs	R500 000	-
Alima Mkundjili Baloyi // Minister of Home Affairs	R400 000	-
Evelyn Mlambo // Minister of Home Affairs	R750 000	R110 000.00
Tamrat Tadesse Bunte // Minister of Home Affairs	R600 000	R119 923.25
Total	**R3 850 000**	**R772 171.71**

The following top 6 awards were made in the year under review in Labour Relations matters:

Litigant	Subject matter of claim	Summons amount (R'000)	Rand value of award (R'000)
Persal no. 22519386	Labour relations: unfair dismissal	228	228
Persal no:22553835	Labour relations: unfair dismissal	1 372	1 372
Persal no: 22881913	Labour relations: unfair dismissal	1 365	1 365
Persal no: 22095209	Labour relations: unfair dismissal	488	488
Persal no:23022116	Labour relations: unfair dismissal	207	207
Persal no: 22698248	Labour relations: unfair dismissal	207	207

18.2 Contingent assets

		2023/24	2022/23
Nature of contingent asset	*Note*	**R'000**	**R'000**
Incapacity leave and ill Health Retirement (PILIR) application not yet approved		1 753	699
Penalties levied by DHA to EOH & IDEMIA for ABIS project		62 079	69 373
Total		**63 832**	**70 072**

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 R1,753 million which is an increase when compared to R699,000 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 estimated PILIR Contingent Asset at 31 March 2024 has increased, since 2024 is the last year of the sick leave cycle. During this period, there is an increase in employees utilising PILIR as their sick leave credits have been depleted. In addition, during 2023 / 2024, the Directorate: People Benefits has undertaken socialisation on Absenteeism Management (including PILIR) in the Department, and therefore a greater awareness has been created around the utilisation of this service benefit. It must be noted that the utilisation of sick leave and PILIR was not as high during the prior sick leave cycle (2019 to 2021), due to the working arrangements which applied during COVID-19. The department has levied penalty charges of R62 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

		2023/24	2022/23
	Note	**R'000**	**R'000**
Machinery and equipment		84 766	238 523
Intangible assets		156 800	79 585
Total		**241 566**	**318 108**

The Capital commitments have decreased due to the finalisation of the majority of work relating to the digitization project.

20. Accruals and payables not recognised

20.1. Accruals

		2023/24			2022/23
		30 Days	30+ Days	Total	Total
Listed by economic classification	*Note*	**R'000**	**R'000**	**R'000**	**R'000**
Goods and services		223 098	110 269	333 367	139 816
Capital assets		9 436	4 328	13 764	1 275
Total		**232 534**	**114 597**	**347 131**	**141 091**

		2023/24	2022/23
Listed by programme level	*Note*	**R'000**	**R'000**
Programme 1: Administration		195 469	69 298
Programme 2: Citizen Affairs		111 770	41 296
Programme 3: Immigration Affairs		39 892	27 443
Programme 4: Institutional Support & Transfers		-	3 054
Total		**347 131**	**141 091**

20.2. Payables not recognised

		2023/24			2022/23
		30 Days	30+ Days	Total	Total
Listed by economic classification	*Note*	**R'000**	**R'000**	**R'000**	**R'000**
Goods and services		231 962	148 077	380 039	169 715
Transfers and subsidies		-	-	-	300 000
Capital assets		61 921	-	61 921	5 344
Total		**293 883**	**148 077**	**441 960**	**475 059**

		2023/24	2022/23
Listed by programme level	*Note*	**R'000**	**R'000**
Programme 1: Administration		249 653	59 141
Programme 2: Citizen Affairs		152 050	113 882
Programme 3: Immigration Affairs		40 257	821
Programme 4: Institutional Support & Transfers		-	301 215
Total		**441 960**	**475 059**

		2023/24	2022/23
Included in the above totals are the following:	*Note*	**R'000**	**R'000**
Confirmed balances with other departments	Annex 5	232 395	30 793
Confirmed balances with other government entities	Annex 5	211 696	466 374
Total		**444 091**	**497 167**

The total amount of the accruals and payables of R347.1 million and R441,9 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: R347,1 million*
- *Payables: R241,9 million*

The total of all SCM related accruals and payables is the R347,1 million as compared to the previous financial year of R141,0 million which shows an increase of R206 million which can be attributed to the digitization project delays and procurement support for expenditure incurred on behalf BMA for BMA operations. The total of all SCM related payables is the R441,9 million as compared to the previous financial year of R475 million which shows a decrease of R33 million which can be attributed to the digitization project and procurement support for expenditure incurred on behalf BMA for BMA operations.

21. Employee benefits

	Note	2023/24 R'000	2022/23 R'000
Leave entitlement		152 672	177 509
Service bonus		106 701	110 872
Capped leave		62 158	73 218
Other		5 357	4 042
Total		**326 888**	**365 641**

- *There is a decrease in the Leave Liability for 2023/2024 when compared with 2022/2023, due to the reduction in the headcount (filled posts) as a result of cost containment measures implemented in the Public Service (DPSA Circular 49 of 2023) 2023/24 FY is the last year of the 3-year sick leave cycle, resulting in an increase in PILIR applications. Hence, declined PILIR applications are taken from annual leave, which may have a significant impact on the Leave Liability.*
- *Capped leave shows a reduction in value due to either utilisation by employees, or as a result of termination of service.*
- *A negative balance will reflect since annual leave credits of 22 or 30 days are allocated to employees at the beginning of the year, and hence, employees may take more leave then their monthly accrual.*

22. Lease commitments

22.1. Operating leases

	2023/24				
	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	-	-	216 740	2 091	218 831
Later than 1 year and not later than 5 years	-	-	427 252	1 252	428 504
Later than 5 years	-	-	86 286	-	86 286
Total lease commitments	**-**	**-**	**730 278**	**3 343**	**733 621**

	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
Total lease commitments	**-**	**-**	**881 332**	**5 576**	**886 908**

Number of leased offices with escalation rate	Escalation Rate
12 of the leased offices	No escalation rate
2 of the leased offices	4% Escalation rate
6 of the leased offices	5% Escalation rate
71 of the leased offices	5,5% of the escalation rate
90 of the leased offices	6% of the escalation rate
9 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 leased offices	10% of the escalation rate
7 of the previously leased offices	Closed

Operating leases includes G-Fleet Forklift and Building leases.
Building lease with expired lease amount to R80,4 million in 2023/24. Building Leases: There are no material leasing arrangement and department does not sublease any of the buildings. The Department intends to renew the leases at a future date and no process has begun yet to renew these leases as at year-end 31 March 2024. There are no restrictions of these leases that were entered into.

22.2. Finance leases

	2023/24				
	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	-	-	-	19 364	19 364
Later than 1 year and not later than 5 years	-	-	-	19 873	19 873
Later than 5 years	-	-	-	-	-
Total lease commitments				**39 237**	**39 237**

	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	-	-	-	-	-
Total lease commitments				**25 545**	**25 545**

Finance leases are inclusive of Cell phones and Photocopiers. The increase is due to the additional photocopiers machine for digitisation project.

23. Accrued departmental revenue

	Note	2023/24 R'000	2022/23 R'000
Tax revenue		-	-
Sales of goods and services other than capital assets		1 560	5 061
Fines, penalties and forfeits		266 060	273 167
Interest, dividends and rent on land		-	-
Sales of capital assets		-	-
Transactions in financial assets and liabilities		-	-
Transfers received		-	-
Other		9 717	19 429
Total		**277 337**	**297 657**

Sales of goods and services" represents revenue owed to department by Sabric and various insurance companies for the online verification. As at 31 March 2024 R1,560 million had not yet been paid to the department.
Fines and Penalties levied for s50 (3) and s50(4) shows a decrease from R266,0 million as compared to the previous financial year to R273.1 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, The opening balance for Gijima is R19,429 million of which Gijima has paid about R9,7 million and the balance remaining as at 31 March 2024 is R9,7 million.

23.1 Analysis of accrued departmental revenue

		2023/24	2022/23
	Note	R'000	R'000
Opening balance		297 657	274 607
Less: amounts received		43 488	38 199
Add: amounts recorded		23 168	63 214
Less: amounts written off/reversed as irrecoverable		-	1 965
Closing balance		**277 337**	**297 657**

Gijima paid the department a total amount of R9,712 million which is reduced from the amounts received as it was recognized as revenue. 'Amounts received also represents the actual revenue received for R7,107 million from s50 (3) and s50 (4) fines issued during the current financial year. The entry also includes the R5,061 million from Sabric and Insurance from 2022/23 that was received during the current financial year.
'Amounts recognised' includes the amount from Sabric and Insurance that had not yet paid by year end of R1,560 million and the amounts from issued fines and penalties for the current year of R0.00 as of the 01st April 2023 to 31 March 2024, BMA will now issue the fines for section 50(3) and section 50(4) respectively.

23.2 Accrued departmental revenue written off

		2023/24	2022/23
Nature of losses	Note	R'000	R'000
Fines retracted		-	1 965
Total		**-**	**1 965**

The amount of R1,965 million is a result of fines that were retracted.

23.3 Impairment of accrued departmental revenue

		2023/24	2022/23
	Note	R'000	R'000
Estimate of impairment of accrued departmental revenue		238 085	269 457
Total		**238 085**	**269 457**

The department has applied the present value method to estimate the expected future inflow of cash that is expected to be received from the issued fines and penalties balance, which resulted in the estimated impaired balance of R238 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 was constrained 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. The implementation of BMA as from 01 April 2023, schedule 3 entity that reports to the Minister of Home Affairs will now take over this function.
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.

24. Unauthorised, Irregular and Fruitless and wasteful expenditure

		2023/24	2022/23
	Note	R'000	R'000
Unauthorised expenditure - current year		-	-
Irregular expenditure - current year		466 131	144 737
Fruitless and wasteful expenditure - current year		30	78
Total		**466 161**	**144 815**

Information on any criminal or disciplinary steps taken because of unauthorised expenditure, irregular expenditure and fruitless and wasteful expenditure is included in the annual report under the PFMA Compliance Report.

The balance for the current year Irregular expenditure is as follows:

- *R3 thousand: Official trip took place without approval.*
- *R34,875 million current year expenditure for the ABIS contract.*
- *R1,114 million current year expenditure for the Foursight contract.*
- *R4,460 million current year expenditure for Sigogo and Webber Attorneys.*
- *The amount listed as irregular expenditure under assessment for the 2023/24 financial year for R205,974 million and for the 2022/23 financial year for R99,176 million relates to the procurement of professional services for digitisation of Civic Services records. The total expenditure as at 31 March 2024 amounts to R205,974 million and the background to this matter is explained below.*
- *During the 2023/24 audit, AG picked up an amount of R41 thousand that is in contravention of Treasury Regulation 16A6.1 in respect of Inanda service provider. In addition, during the 2023/24 audit an amount of R1,687 million was also picked up by AG which was in contravention of the PPR 2022.*
- *The amount of R15 million relates to the procurement of Routers and Switches that were procured in line with SITA General Regulation 17.6.1 that was identified by the AGSA as irregular. There were no payments made for the other SITA transactions that were identified by the AGSA as irregular. The AGSA is of the view that the transactions were supposed to be procured through SITA. The Department applied SITA regulation 17.6 when approving the procurement and is not agreeing with the AGSA finding. The matter will be addressed in line with the National Treasury instruction no.04/2022/2023.*
- *The amount of R202,3 million relates to the Digitisation project site building works that were procured in line with National Treasury PFMA instruction no.03 of 2021/2022. The AGSA has identified the irregular expenditure due to non-compliance with the CIDB regulations amongst other alleged transgressions and the Department is not agreeing with the finding. The matter will be addressed in line with the National Treasury instruction no.04/2022/2023.*
- *The amount of R396 relates to the procurement for the dismantling of shelving that were procured in line with National Treasury RT8-2020 procurement procedure. The AGSA has identified the transaction as irregular expenditure due to non-compliance with SCM instruction note 2 of 2021/22, which requires the obtaining of three (3) quotations.*

The balance for the current year Fruitless and Wasteful expenditure:

- *An amount of R19 thousand for penalties and arrears incurred on the transfer of vehicle licensing from Gauteng to Western Cape was adjudicated and the committee could not finalise the matter due to outstanding information required from Channel Management.*
- *The matter was deferred back to WC to finalise the case. In addition, an amount of R5 thousand was a no show case from WC.*
- *An amount of R6 thousand for penalties and arrears incurred on the transfer of vehicle licensing from was adjudicated and the committee could not finalisethe matter due to outstanding information required from responsible official.*

25. Related party transactions

1. 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. The IEC in turn manages the Political Party Fund account. This allows for the transfer of funds to Political Parties in accordance with their representation.
2. Government Print Works: The GPW is a government component that reports to the same Minister as DHA. GPW provides security printing for the state, such as passports and identity documents. GPW does not receive the budget allocation from the DHA vote as they are self-sustained.
3. 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 01 April 2023. The BMA receives their budget allocation through the DHA Vote.

26. Key management personnel

		2023/24	2022/23
	Note	R'000	R'000
Level 15 to 16		16 294	24 021
Level 14 (incl CFO if at a lower level)		40 263	40 467
Political Office Bearers		4 781	4 642
Total		**61 338**	**69 130**

The decrease in the payment to SL 14 and upwards regarded as KMP is as a result of vacancies which could not be filled, due to the DPSA Directive 49 of 2023, read together with the DHA / DG's Circular 4 of 2023, in which the DPSA has instructed that all vacancies will be frozen until the MPSA's concurrence to fill such is granted, based upon available funding".

27. Provisions

		2023/24	2022/23
	Note	R'000	R'000
Please specify			
Long service award (20 years in service) provision for 409 employees in 2023/24		4 457	948
Long service award (30 years in service) provision for 93 employees in 2023/24		2 027	1 744
Long service award (40 years in service) provision for 22 employees in 2023/24		639	581
Total		**7 124**	**3 273**

The increase in the long service award was due to an increased number of employees who has 20 years' service followed by the number of employees who has 30 years or more of service.

27.1 Reconciliation of movement in provisions - Current year

		2023/24			
		Provision 1	Provision 2	Provision 3	Total provisions
		R'000	R'000	R'000	R'000
Opening balance		948	1 744	581	3 273
Increase in provision		3 509	283	58	3 850
Closing balance		**4 457**	**2 027**	**639**	**7 124**

The increase in the long service award was due to an increased number of employees who has 20 years' service followed by number of employees who has 30 years and more of service. Uncertainties will be due to new appointments and natural attrition.

27.2 Reconciliation of movement in provisions - Prior year

		2022/23			
		Provision 1	Provision 2	Provision 3	Total provisions
		R'000	R'000	R'000	R'000
Opening balance		948	1 744	581	3 273
Closing balance		**948**	**1 744**	**581**	**3 273**

28. Non-adjusting events after reporting date

The NIIS system is not active in the DHA environment as of 1st April 2024 and no user is able to access or capture the data. The cost of the system will be adjusted out of the register during 2024/25FY. Dr. Leon Schreiber, MP was appointed as Minister of Home Affairs on 3 July 2024 which was after the reporting period.

29. Movable Tangible Capital Assets

MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2024

	2023/24				
	Opening balance	Value adjustments	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	**2 160 794**		**518 293**	**229 380**	**2 449 707**
Transport assets	411 206		144 717	72 498	483 425
Computer equipment	1 345 563		307 189	136 879	1 515 873
Furniture and office equipment	205 108		16 733	7 535	214 306
Other machinery and equipment	198 917		49 654	12 468	236 103
TOTAL MOVABLE TANGIBLE CAPITAL ASSETS	**2 160 794**		**518 293**	**229 380**	**2 449 707**

The increase of the movable asset during 2023/24 FY was due to digitisation project and new mobile trucks, which was procured during the 2023/24 FY. An amount of R198.9 million was restated with R2.419 million that represents guns.

Movable Tangible Capital Assets under investigation		Number	Value
	Note		R'000
Machinery and equipment		2 465	51 929
Total		**2 465**	**51 929**

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. Included in the above total of the movable tangible capital assets per the asset register are assets that are under investigation.

29.1 MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2023

	2022/23				
	Opening balance	Prior period error	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	**2 052 549**		**190 049**	**(81 804)**	**2 160 794**
Transport assets	354 489		98 354	(41 637)	411 206
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	192 560		13 549	(7 192)	198 917
TOTAL MOVABLE TANGIBLE CAPITAL ASSETS	**2 052 549**		**190 049**	**(81 804)**	**2 160 794**

29.1.1 Prior period error

		2022/23
Nature of prior period error	*Note*	R'000
Relating to 2022/23 [affecting the opening balance]		
Relating to 2022/23		2 419
Machinery & Equipment (Guns)		2 419
Total prior period errors		**2 419**

An amount of R2,4 million has been recognised on the asset register. The said guns are yet to be transferred to BMA after all processes and reconciliations are finalised.

29.2 Minor assets

MOVEMENT IN MINOR CAPITAL ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2024

	2023/24					
	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				227 918		227 918
Additions				27 818		27 818
Disposals				(24 535)		(24 535)
Total Minor assets				**231 201**		**231 201**

	Specialised military assets	Intangible assets	Heritage assets	Machinery and equipment	Biological assets	Total
Number of R1 minor assets				93		93
Number of minor assets at cost				231 076		231 076
Total number of minor assets				**231 169**		**231 169**

Minor capital assets under investigation		Number	Value
	Note		R'000
Machinery and equipment		10 966	14 215

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. An amount of R227,9 million opening balance of minor asset affecting 2022/23FY was restated with an amount of R124 thousand for guns.

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				224 592		224 592
Prior period error				-		-
Additions				15 284		15 284
Disposals				(11 958)		(11 958)
Total Minor assets				**227 918**		**227 918**

	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
Total number of minor assets				**215 271**		**215 271**

Prior period error

		2022/23
Nature of prior period error	*Note*	R'000
Relating to 2022/23 [affecting the opening balance]		
Relating to 2022/23		124
Minor Asset (Guns)		124
Total prior period errors		**124**

An amount of R124 thousand for guns to be transferred to BMA

30. Intangible Capital Assets

MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2024

	2023/24			
	Opening balance	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000
Software	1 088 548	42 096	-	1 130 644
Total intangible capital assets	**1 088 548**	**42 096**	**-**	**1 130 644**

There is an increase in the intangible assets balance of the department as compared to the previous financial year, due to the digitization project and IT related tech refresh on servers. The transfer of functions in respect of Intangible asset is incomplete. BMCS is a module of the Live Capture system that DHA uses for smart ID and passport applications, and eVisa. Currently, the department is in the process of decoupling the BMCS module from the Live Capture system. An action plan is being developed between BMA and DHA to transfer BMCS to BMA once the decoupling is completed and the BMCS undergoes rigorous testing to ensure its functionality outside of live capture. However, BMA lacks the resources and funds to support the system, which means it, will be supported by DHA after the transfer is done. In addition, the NIIS system is not active in the DHA environment as of 1st April 2024 and no user is able to access or capture the data. The cost of the system will be adjusted out of the register during 2024/25FY. The NIIS was kept as a back system in case ASM system shut down.

30.1 MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2023

	2022/23				
	Opening balance	Prior period error	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
Software	955 001		133 547		1 088 548
Total intangible capital assets	**955 001**		**133 547**		**1 088 548**

30.1.1 Prior period error

		2022/23
Nature of prior period error	*Note*	**R'000**
Relating to 2022/23 [affecting the opening balance]		
Relating to 2022/23		10 086
Software Assets		10 086
Total prior period errors		**10 086**

Prior period error for non-disclosure of Intangible Capital assets-Capital Work in progress and Opening balance of Intangible Capital Asset balance relating to ABIS system which include milestone 53, 57, 56 and change request (C001.2 data migration).

30.2 Intangible capital assets: Capital Work-in-progress

CAPITAL WORK-IN-PROGRESS FOR THE YEAR ENDED 31 MARCH 2024

		Opening balance 1 April 2023	Current Year WIP	Ready for use (Assets to the AR) / Contracts terminated	Closing balance 31 March 2024
	Note	**R'000**	**R'000**	**R'000**	**R'000**
Intangible assets	Annex 7		5 055		5 055
Total			**5 055**		**5 055**

Current work in Progress for the ABIS project in 2023/24 FY, which affect the following milestones: 2.12, 2.13, 2.14, 2.15, 2.16, 2.17, 2.18, 2.01, 2.02, 2.08.

Payables not recognised relating to Capital WIP		2023/24	2022/23
	Note	R'000	R'000
Amounts relating to progress certificates received but not paid at year end and therefore not included in capital work-in-progress		16 950	4 716
Total		**16 950**	**4 716**

ABIS Milestone 2-05, testing completed, core ABIS customisation completed milestone 2-04, project management milestones (2.19, 2.20, 2.21, 2.22) and technical due diligence.

31. Immovable Tangible Capital Assets

MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2024

	2023/24			
	Opening balance	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	**1 055 849**	**329 050**	**-**	**1 384 899**
Non-residential buildings	1 055 849	329 050	-	1 384 899
TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	**1 055 849**	**329 050**	**-**	**1 384 899**

There is an increase of R329 million as compared to the previous financial year, which includes refurbishments of which offices especially relating digitisation

31.1 MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2023

	2022/23				
	Opening balance	Prior period error	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	**995 557**		**60 292**		**1 055 849**
Non-residential buildings	995 557		60 292		1 055 849
TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	**995 557**		**60 292**		**1 055 849**

31.1.1 Prior period error

		2022/23
Nature of prior period error	*Note*	**R'000**
Relating to 2022/23 [affecting the opening balance]		
Relating to 2022/23		(4 321)
Immovable Asset (Accruals)		(4 321)
Total prior period errors		**(4 321)**

During the current financial year, end 31 March 2024, prior year payables to the equivalence of R4,321 million was erroneously included in the capital asset additions for the year-end 31 March 2023. The department only recognises the capital expenditure when the expenditure has been paid as per the modified cash standard and not when accrued.

32. Principal-agent arrangements

32.1 Department acting as the principal

	Note	2023/24 R'000	2022/23 R'000
Department of International Relations & Cooperation (DIRCO) VISA Facilitation Services (VFS)		-	-
		-	-
Total		**-**	**-**

DIRCO is mandated to conduct and coordinate South Africa's international relations in support of the country's foreign policy objectives. This includes coordinating the activities performed by its diplomatic and consular missions abroad. The department does not have the capacity to provide international services without the assistance of the missions. DIRCO receives money from third parties at the missions abroad on behalf of the department and surrenders all monies directly to the NRF. The National Treasury in a letter dated 20 March 2014 approved this arrangement. In terms and conditions of the arrangement are set out in a memorandum of understanding (MoU) concluded between the two departments. No fees are payable to DIRCO for services rendered in terms of this MOU. A risk for the department is that errors and omissions in the DIRCO collection and payment processes will have an impact on the department's audit outcomes. This risk will be mitigated by the management of departmental face value forms at mission level between the two departments. The 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. There were no changes to the MOU during the reporting period.

The department has contracted Visa Facilitation Services (VFS) to provide it with visa facilitation services locally and abroad. VFS collects applications on behalf of the department and charges clients for this administrative service. The department does not pay VFS and fees. The terms and conditions as set out in contract. There are no significant risk involved in the contract.

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 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 centre have been in operation. There were no changes to the SLA during the reporting period.

32.2 Department acting as the agent

33.2.1 Revenue received for agency activities

	Note	2023/24 R'000	2022/23 R'000
Border Management Authority (BMA)		-	-
		-	-
Total		**-**	**-**

The BMA was established as a schedule 3A entity effective 01 April 2023. Before this BMA was incorporated within programme 4 of the department. The BMA lacked fully functional financial system effective from 01 April 2023. In terms of the shared service agreement the department agreed to procure goods and services, machinery and equipment on behalf of the BMA which the financial system was being implemented.During the year under review, the department incurred expenditure for goods and services and machinery and equipment on behalf of the BMA. The BMA was unable to procure as it lacked fully functional financial system with effect from 01 April 2023. The amount of expenditure incurred on behalf of the BMA for the period is R305 million. Of this amount the BMA reimbursed the department R150 million in 2023/24. The BMA goods and services, machinery and equipment and agency fees were not charged by the department for this service. The department has received cash on behalf on the BMA for Fines and Fireblade which amounts to R6,415 million. The department applied its own SCM processes and other policies. The risk of BMA not reimbursing the department was assessed and management accepted that BMA might honour its obligations through a process that allows the BMA management to verify whether expenditure is correctly allocated. As the procurement was done at the department level, the risk of incurring irregular expenditure rests with the department.

33. Prior period errors

		2023/24		
		Amount bef error correction	Prior period error	Restated
	Note	R'000	R'000	R'000
Expenditure:				
Multidisciplinary Task Committee		-	2 416	2 416
Inventory (New note)		-	12 289	12 289
Minor Asset: opening balance		224 468	124	224 592
Net effect		**224 468**	**14 830**	**239 298**

- *The multidisciplinary Task Committee was restated with an amount of R2,4 million*
- *The inventory new note 44 was restated with an amount of R12,8 million*
- *Minor Asset opening balance was restated R224,4 million to R224,5 million.*

		2023/24		
		Amount bef error correction	Prior period error	Restated
	Note	R'000	R'000	R'000
Assets: *(E.g. Receivables, Investments, Accrued departmental revenue, Movable tangible capital assets, etc.)*				
Building and other Fixed Structures (Non –residential Building): Opening		999 878	(4 321)	995 557
Software (opening)		944 915	10 086	955 001
Machinery & Equipment: opening Balance		190 141	2 419	192 560
Net effect		**2 134 934**	**8 184**	**2 143 118**

- *Building & Other fixed structures an amount of R999,8 million was restated/reduced with an amount R4.3 million.*
- *Software equipment an amount of R944,9 was restated/added with an amount of R10,0 million*
- *Machinery & Equipment was restated/added with an amount of R2,4 million*

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)	Functions (transferred) / received	Functions (transferred) / received	Balance after transfer date
			BMA	Dept name *(Specify)*	Dept name *(Specify)*	
	Note	R'000	R'000	R'000	R'000	R'000
ASSETS						
Current Assets						
Receivables			(155 318)			(155 318)
Total assets			**(155 318)**			**(155 318)**
Liabilities						
Current liabilities						
Payables			(6 415)			(6 415)
Total liabilities			**(6 415)**			**(6 415)**
Net assets			**(161 733)**			**(161 733)**

34.1.2 Notes

		Balance before transfer date	Functions (transferred)	Functions (transferred) / received	Functions (transferred) / received	Balance after transfer date
			BMA	Dept name *(Specify)*	Dept name *(Specify)*	
	Note	R'000	R'000	R'000	R'000	R'000
Employee benefits		-	(14 933)			(14 933)
Movable tangible capital assets		-	(193 168)			(193 168)

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 Transfers, BMA was operational effective 01st April 2023, officials from the department 's IMS branch where transferred to the BMA, as from 15th April 2023 they received their salaries under BMA payroll system called SAGE. However, because BMA's financial system was not yet functional all the expenditure was still being carried in the department's books until 31 March 2024. The department then transferred payments to the BMA effective from 01 April 2023. Transfer of assets and liabilities to the BMA, was supposed to have happened from the 01st April 2023 due to BMA readiness and the two institution agreed to finalise this process by the 31st March 2024.

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).

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 08th December 2022. The following documents provide roles, responsibilities and accountability arrangements:

- *SLA DHA and BMA.pdf (the SLA)*
- *Proclamation to transfer of functions.6 Sept 2022.pdf (the proclamation)*
- *BMA-DHA MoU.pdf (the MoU)*
- *Approved Joint Submission without annexures.pdf (the Joint Submission)*
- *2023.04.04.letter.BMA transition letter.pdf (the transition letter)*

For the period 01 April 2023 to 31st March 2024, the expenditure incurred by BMA on their financial system has been for salaries for employees which was transferred by the department to BMA. The expenditure incurred by the department on behalf of BMA is R305,318 million of which an amount of R150 million was paid by BMA during 2024/25 financial year. Transfer payment were made on a monthly basis to BMA. During the 2023-24 financial year the BMA did not have its own functional financial system or procurement relied on the Department to procure Goods and Services.
The BMA had its own bank account from 1 April 2023, into which the DHA transferred the BMA's appropriated funds. However, a separate revenue bank account for collection of revenue was only opened for the BMA in November 2023.
The transfer of function from the DHA to the BMA at the ports of entry was effected 1 April 2023. The salaries of these officials were paid BMA, from 1 April 2023. The documents which BMA used to issue fines and penalties still included the banking details of the DHA, therefore any revenue received was and will be paid into the DHA's bank account until the banking details on these documents were updated to that of the BMA. Out of the R12,472 million as per the TB, an amount of R5,365 million is for Fines and penalties collected by the BMA and this amount will be paid over to the BMA.

The transfer of functions in respect of Intangible asset is incomplete. The software used at the ports of entry to scan biometrics is called BMCS. This is a module of the Live Capture software developed by the DHA. Although the BMA was using BMCS, at this stage the DHA is not able to transfer BMCS to the BMA as it was agreed that BMCS could only be transferred with the required budget. This function will be transferred to BMA, once the budget, personnel and etc. has been identified which could happen in the next financial year.

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.

36. Natural disaster or relief expenditure

		2023/24	2022/23
	Note	R'000	R'000
Goods and services		499	1 395
Total	**Annex 11**	**499**	**1 395**

There is a decrease of R896 thousand as compared to the previous FY due to a decrease in the procurement of the PPE's. The R50 thousand is for the procurement of the PPE's and the R449 thousand is a relief expenditure incurred in waiving costs of reissuing of the face value documents due to natural disaster.

ANNEXURE 1A

STATEMENT OF CONDITIONAL GRANTS AND OTHER TRANSFERS PAID TO MUNICIPALITIES

	2023/24											2022/23	
	Grant allocation				Transfer			Spent					
Name of Municipality	DoRA and Other transfers	Roll overs	Adjustments	Total Available	Actual transfer	Funds withheld	Re-allocations by National Treasury or National depart-ment	Amount received by department	Amount spent by department	Unspent funds	% of available funds spent by department	DORA and other transfers	Actual transfers
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000	R'000	%	R'000	R'000
Various municipalities:					221								761
MUN B/ ACC:MUN RATES AND TAXES					3 690								2 048
Total					3 911								2 809

ANNEXURE 1B

STATEMENT OF TRANSFERS TO DEPARTMENTAL AGENCIES AND ACCOUNTS

	2023/24						2022/23	
	Transfer allocation				Transfer			
Departmental Agency or Account	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 Comm	2 232 334			2 232 334	2 232 334	100%	2 223 790	2 223 790
Represented Political Parties Fund	350 345	300 000	200 000	850 345	850 345	100%	342 077	342 077
Border Management Authority	1 341 225			1 341 225	1 341 225	100%		
Comm Licences	150			150	150	100%	761	761
Total	**3 924 054**	**300 000**	**200 000**	**4 424 054**	**4 424 054**		**2 566 628**	**2 566 628**

ANNEXURE 1E

STATEMENT OF TRANSFERS TO FOREIGN GOVERNMENT AND INTERNATIONAL ORGANISATIONS

	2023/24						2022/23	
	TRANSFER ALLOCATION				EXPENDITURE			
Foreign government / International organisation	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
Transfers	**3 543**	**-**	**-**	**-**	**3 542**	**100.0%**	**2 200**	**2 106**
International Organisation of migrants	-	-	-	-	-	-	-	-
Total	**3 543**	**-**	**-**	**-**	**3 542**	**100.0%**	**2 200**	**2 106**
Subsidies	-	-	-	-	-	-	-	-
Total	**3 543**	**-**	**-**	**-**	**3 542**	**100.0%**	**2 200**	**2 106**
Total	**3 543**	**-**	**-**	**-**	**3 542**	**100.0%**	**2 200**	**2 106**

ANNEXURE 1G

STATEMENT OF TRANSFERS TO HOUSEHOLDS

	2023/24						2022/23	
	Transfer allocation				Expenditure			
Household	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
Transfers								
HH Retirement benefit	-				-	-	-	-
HH Leave gratuity	20 251				20 251	100%	21 167	21 167
HH Claims against the state	106				106	100%	729	729
Total	**20 357**				**20 357**	**100%**	**21 896**	**21 896**
Subsidies								
Total								
Total	**20 357**				**20 357**	**100%**	**21 896**	**21 896**

ANNEXURE 1H

STATEMENT OF GIFTS, DONATIONS AND SPONSORSHIPS RECEIVED

Name of organisation	Nature of gift, donation or sponsorship	2023/24 R'000	2022/23 R'000
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
StudyVisit to the United States of America (USA): 05 - 08 September 2022	Sponsored by the US Defence Threat Reduction Agency International Counter Proliferation Program		39
Chairperson of Standing Committee for Refugee Affairs (SCRA) 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 (PNR), 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 expect group meeting to review policy report on free movement of person for trade: towards an accelerated ratification of the African Union free movement of persons protocol in support of the implementation of the AFCFTA from 29 - 30 March 2023 to Nairobi (Kenya)	Sponsor to CD: Policy and Strategic Management; Mr Sihle Mthiyane		-
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 and signatures for acceptance of donations by UNHCR	Donation of two HP Scanjet Enterprise flow printers to Desmond Tutu RRO and Cape Town RRO		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 African Union (AU) Free movement of Persons Protocol in Support of the implementation of the AFCFTA, 29-30 March 2023, NAIROBI, KENYA		-
Participation at the 3rd Biennial Postdoctoral Research Conference in Africa scheduled on the 18-22 September 2023 (Cape Town).	Participation at the 3rd Biennial Postdoctoral Research Conference in Africa scheduled on the 18-22 September 2023 (Cape Town).	13	

Official visit to attend the first in person Southern Africa Regional Informal working group on Advance Passenger Information (API) and Passenger name record (PNR), Botswana: 24-25 November 2022	Sponsored by the United Nations: 24-25 November 2022	59	-
The seven migration dialogue for Southern Africa (MIDSA) Ministerial Conference, Kinshasa, Democratic Republic of Congo (DRC) on the 03 - 06 October 2023	The seven migration dialogue for Southern Africa (MIDSA) Ministerial Conference, Kinshasa, Democratic Republic of Congo (DRC) on the 03 - 06 October 2023	4	
The 2nd meeting of the Southern Africa Regional Informal working group (IWG) on Advanced Passenger Name record (PNR) 22-23 November 2023, Dar Es Salaam, Tanzania	The 2nd meeting of the Southern Africa Regional Informal working group (IWG) on Advanced Passenger Name record (PNR) 22-23 November 2023, Dar Es Salaam, Tanzania	131	
Request for approval and signatures for acceptance of donations by UNHCR	Donation of two HP Scanjet Enterprise flow printers to Desmond Tutu RRO and Cape Town RRO	213	
The African Union Commission to the 8th Pan African Forum on migration on the 31 October to 2nd November 2023 at Gaborone, Botswana.	The African Union Commission to the 8th Pan African Forum on migration on the 31 October to 2nd November 2023 at Gaborone, Botswana.	-	
The inter-regional consultation on mixed and irregular migration along the southern routes and Western Indian Ocean routes from 20-22 November 2023, Lusaka, Zambia	The inter-regional consultation on mixed and irregular migration along the southern routes and Western Indian Ocean routes from 20-22 November 2023, Lusaka, Zambia	45	
Workshop on developing implementation guides for civil registration and vital statistics system (CRVS) improvement in Africa from 29 January - 2nd February 2024 at Nairobi, Kenya	Workshop on developing implementation guides for civil registration and vital statistics system (CRVS) improvement in Africa from 29 January - 2nd February 2024 at Nairobi, Kenya	35	
Validation meeting on the draft continental guidelines on return, readmission and sustainable reintegration of migrants and their support tools, Abidjan, Cote Voire on the 25 -26 April 2024	Validation meeting on the draft continental guidelines on return, readmission and sustainable reintegration of migrants and their support tools, Abidjan, Cote Voire on the 25 -26 April 2024	31	
Chairperson of Standing Committee for Refugee Affairs (SCRA) to attend International Association of Refugee and Migration judges (IARMJ) Africa Chapter 2022 Conferencein Arusha, Tanzania: 22-23 November 2023	Sponsored by the (IARMJ) Africa Chapter 2022 Conference in Arusha, Tanzania: 22-23 November 2023	65	
Total sponsorships received		**596**	**710**

ANNEXURE 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
Aid assistance received in cash						
Cara Funding	Funding Sub-programme 3- Immigration Services	13 201	101 546	1 765	-	112 982
RDP (UNHCR)	Funding Sub-programme 3- Immigration Services RAA		18 032	18 032	-	-
Subtotal		**13 201**	**119 578**	**19 797**	**-**	**112 982**
Aid assistance received in kind		**-**	**-**	**-**	**-**	**-**
Subtotal		**-**	**-**	**-**	**-**	**-**
Total aid assistance received		**13 201**	**119 578**	**19 797**	**-**	**112 982**

ANNEXURE 1J

STATEMENT OF GIFTS, DONATIONS AND SPONSORSHIPS MADE

Nature of gift, donation or sponsorship *(Group major categories but list material items including name of organisation)*	2023/24 R'000	2022/23 R'000
Donations		
Waiving of application fees for 58 Smartcard and 2 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 reissuing of identity documents and Birth certificates (destroyed documents) for fire victims at Corner 2nd street and 3rd Avenue, Marlboro Informal settlement, Alexandra Region E, Ward 108		3
Waiving of application fees for reissuing of identity documents and Birth certificates (destroyed documents) for fire victims at no 53-9th Avenue & Richard Baloyi Street Alexandra		1
Waiving of application fees for reissuing 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 reissuing of identity documents and Birth certificates (destroyed documents) for 28 fire disaster victims from Elgin Fruit Juices, Grabouw on the 1st July 2022: Western Cape		5
Waiving of application fees for reissuing of identity documents and Birth certificates (destroyed documents) for 42 fire disaster victims from P735, Tshungulwana Street, Village V3 North, Khayalitsha on the 15th February 2022: Western Cape province		7
Waiving of application fees for reissuing 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 148-4th 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
Requestfor 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
Requestfor approval to waive application fees for identity documents, temporary identity and birth certificates in respect of the 1014 Fire Disaster Victims from Wetlands, Zululand, Masiphumelele on the 21 November 2022: Western Cape Province		151

Requestfor 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 148-4th Avenue Alexandra Region E, ward 75		-
Requestfor 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
Request for waiver of fees to provide Identity documents, temporary Identification certificates and unabridged birth certificates for disaster management assistance at no 82, 85 and 86 -16th Avenues Alexandra Region E	5	
Request for approval to waive of fees to provide Identity documents, temporary Identification certificates and unabridged birth certificates in respect of the 148 Fire Disaster Victims from Ethembeni IFS, Lonja Street, Nomzamo on 10th May 2023: Western Cape Province	25	
Request to reprint & waive the fees for passports lost as a result of a hijacking Skynet Courier vehicle on the 28 June 2023 on its way to Harrison JHB office	16	
Request for waiver of fees to provide Identity documents, temporary Identification certificates and unabridged birth certificates to flood survivors in the Helderberg area, in the Cape Winelands: WC Province	97	
Request to reprint & waive the fees for passports lost as a result of a hijacking Skynet Courier vehicle on the way to Libode, Sasolburg, Evaton and Veereniging on the 19th& 20th September 2023	15	
Request for waiver of fees to provide Identity documents, temporary Identification certificates and unabridged birth certificates for disaster management assistance at no 221 - 2nd street , Wynberg, Alexandra Region E	3	
Request to reprint & waive the fees for passports lost as a result of a hijacking Skynet Courier vehicle on the various offices at North West	73	
Request to reprint & waive the fees for passports lost as a result of a hijacking Skynet Courier vehicle on the route to ABSA Towers Johannesburg district in Gauteng and Britz offices in the North West province	9	
Request to reprint & waive the fees for passports lost as a result of a hijacking Skynet Courier vehicle on the route to Nedbank Lakeview in Gauteng and Carolina office in Mpumalanga	3	
Request for waiver of fees to provide Identity documents, temporary Identification certificates and unabridged birth certificates to fire disaster that occurred at Smutzville, Knysna , WC Province on the 30 August 2023	4	
Request to reprint & waive the fees for passports lost as a result of a of fire that broke out at Marshalltown Building in Johannesburg 31 August 2023	9	

Request for waiver of fees to provide Identity documents, temporary Identification certificates and unabridged birth certificates which was stolen during the hijacking of the Skynet vehicle at a Gqeberha	9	
Request for waiver of fees to provide Identity documents, temporary Identification certificates and unabridged birth certificates which was stolen during the hijacking of the Skynet destined to LIBODE, SOWETO, Umtata and Orlando West	37	
Request for waiver of fees to provide Identity documents, temporary Identification certificates and unabridged birth certificates which was stolen during the hijacking of the Skynet destined to Maponya Mall Soweto	25	
Request for waiver of fees to provide Identity documents, temporary Identification certificates and unabridged birth certificates after the Department of Home Affairs Swellemdam office burn down	2	
Request for approval to waive application fees for identity documents, temporary identity and Birth certificates in respect of the 495 fire disaster victims from Kayamandi Informal settlement, stellenbosch, on 29 January 2024, 30 January 2023, 12 April 2023, 23 July 2023, 08 January 2024,24 January 2024 and 29 January 2024: Western Cape Province.	84	
Request for approval to waive application fees for identity documents, temporary identity and Birth certificates in respect of the 198 fire disaster victims from 71 Mshumpela way, Langa/Zone 31, Joe Slovo IFS, Mgoyi Street, Langa/Kosovo Langa IFS: Western Cape Province.	33	
Total donations	**449**	**539**
Total gifts, donations and sponsorships made in kind	**449**	**539**

ANNEXURE 3B

STATEMENT OF CONTINGENT LIABILITIES AS AT 31 MARCH 2024

Nature of liability	Opening balance1 April 2023	Liabilities incurred during the year	Liabilities paid / cancelled / reduced during the year	Liabilities recoverable (Provide details hereunder)	Closing balance 31 March 2024
	R'000	R'000	R'000	R'000	R'000
Claims against the department	**124 300**	**39 251**	**9 844**		**153 707**
Litigation and Legal Enquiries Claims against the department: Labour matters					
Subtotal	**124 300**	**39 251**	**9 844**	**-**	**153 707**
Environmental liability					
Subtotal					
Other	**115 200**	**-**	**-**	**-**	**115 200**
EOH /IDEMIA					
Subtotal					
Total	**239 500**	**39 251**	**9 844**	**-**	**268 907**

ANNEXURE 4

CLAIMS RECOVERABLE

Government entity	Confirmed balance outstanding		Unconfirmed balance outstanding		Total		Cash-in-transit at year end 2023/24	
	31/03/2024	31/03/2023	31/03/2024	31/03/2023	31/03/2024	31/03/2023	Receipt date up to six (6) working days after year end	Amount
	R'000	R'000	R'000	R'000	R'000	R'000		R'000
Department								
National Department: Salary Recoverable	351	799	-	-	351	799	-	-
Provincial Department: Salary Recoverable	24	24	-	-	24	24	-	-
Department of International Relations (Foreign Relation)	29 263	567 419	-	-	29 263	567 419	-	-
XON Department of Justice	-	325	-	-	-	325	-	-
ABIS Department of Justice	(400)	4 241	-	-	(400)	4 241	-	-
Department of International Relations (COLA)	3 915	4 113	-	-	3 915	4 113	-	-
Correctional Services	471	-			471			
Department of International Relations (COLA)	2 531	-			2 531			
ABIS	11 004	-			11 004			
Subtotal	47 159	576 921			47 159	576 921	-	-
Other Government Entities							**-**	**-**
BMA	155 319	-			155 319	-	-	-
UNHCR	3 387	7 099			3 387	7 099	-	-
Subtotal	158 706	7 099			158 706	7 099	-	-
Total	**205 865**	**584 020**			**205 865**	**584 020**	**-**	**-**

ANNEXURE 5

INTERGOVERNMENT PAYABLES

GOVERNMENT ENTITY	Confirmed balance outstanding		Unconfirmed balance outstanding		Total		Cash-in-transit at year end 20YY/ZZ	
	31/03/2024	31/03/2023	31/03/2024	31/03/2023	31/03/2024	31/03/2023	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 & Constitutional Development	48 394	10 022	-	-	48 394	10 022	-	-
Public Works	182 607	19 209	-	-	182 607	19 209	-	-
DPSA	1 236	1 376	-	-	1 236	1 376	-	-
KZN Dept of Transport	48	182	-	-	48	182	-	-
Gauteng Road	107	5	-	-	107	5	-	-
DIRCO	2	-	-	-	2	-	-	-
Subtotal	**232 395**	**30 794**	**-**	**-**	**232 395**	**30 794**	**-**	**-**
Total Departments	**232 395**	**30 794**	**-**	**-**	**232 395**	**30 794**	**-**	**-**
Other government entities								
TELKOM	2 673	2 623	-	-	2 673	2 623	-	-
G-FLEET	7 563	106	-	-	7 563	106	-	-
SITA	52 184	29 443	-	-	52 184	29 443	-	-
GPW	128 701	130 305	-	-	128 701	130 305	-	-
City of tshwane	8	23	-	-	8	23	-	-
GMT WP & GMT	-	377	-	-	-	377	-	-
Auditor - general	3 724	3 497	-	-	3 724	3 497	-	-

SARS	8 914	-	-	-	8 914	-	-	-
CSIR	7 929	-	-	-	7 929	-	-	-
IEC/RPPF (2ND Adjustment)	-	300 000	-	-	-	300 000	-	-
Subtotal	**211 697**	**466 374**	**-**	**-**	**211 697**	**466 374**	**-**	**-**
Total intergovernment payables	**444 091**	**497 168**	**-**	**-**	**444 091**	**497 168**	**-**	**-**

ANNEXURE 6

INVENTORIES

	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 2024	**R'000**	**R'000**	**R'000**	**R'000**	**R'000**
Opening balance	12 289				12 289
Add/(Less: Adjustments to prior year balances	-				-
Add: Additions/Purchases - Cash	7 762				7 762
Add: Additions - Non-cash	-				-
(Less): Disposals	(16)				(16)
(Less): Issues	(7 264)				(7 264)
Add/(Less): Received current, not paid; (Paid current year, received prior year)	-				-
Add/(Less): Adjustments	(2 137)				(2 137)
Closing balance	**10 633**				**10 633**

	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 2023	**R'000**	**R'000**	**R'000**	**R'000**	**R'000**
Opening balance	12 309				12 309
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
Closing balance	**12 289**				**12 289**

ANNEXURE 7

MOVEMENT IN CAPITAL WORK IN PROGRESS

Movement in capital work in progress for the year ended 31 March 2024

	Opening balance	Current year CWIP	Ready for use (Asset Register) / Contract terminated	Closing balance
	R'000	R'000	R'000	R'000
Buildings and other fixed structures				
Non-residential buildings		0		0
Software				
Software		0		0
Total		**0**		**0**

ANNEXURE 11

NATURAL DISASTER OR RELIEF EXPENDITURE

Per quarter and in total

Expenditure per economic classification					2023/24	2022/23
	Q1	Q2	Q3	Q4	Total	Total
	R'000	R'000	R'000	R'000	R'000	R'000
Goods and services						
F&O/EQP<R5000:office furniture	10	24	16	-	50	921
CONS SUPP:medical supplies						125
CONS HOUS SUP:toiletries						63
P/P:cleaning services						286
CONS: sp&os: stationery	30	113	93	213	449	-
Total natural disaster or relief expenditure	**40**	**137**	**109**	**213**	**499**	**1 395**

- *Only disclosed PPE'S*
- *Include waiver of fees for reprint of ids and birth / marriage / death certificates in case of fire / floods*









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