



Annual Report

2019 - 2020



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA



We Care!



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF HOME AFFAIRS VOTE NO. 05

ANNUAL REPORT

2019/2020 FINANCIAL YEAR



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PART A

GENERAL INFORMATION

1. DEPARTMENT GENERAL INFORMATION

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2. LIST OF ABBREVIATIONS/ACRONYMS

Abis	Automated Biometric Identification System
AG	Auditor-general
AGSA	Auditor-General of South Africa
AIDS	Acquired immunodeficiency syndrome
APP	Annual performance plan
AU	African Union
BAS	Basic Accounting System
BASA	Banking Association of South Africa
BBBEE	Broad-based black economic empowerment
BMA	Border Management Authority
BMCS	Biometric Movement Control System
BMI	Body mass index
Cara	Criminal Assets Recovery Account
CFS	Cash flow statement
CoE	Compensation of employees
CoP	Community of practice
CSIR	Council for Scientific and Industrial Research
DHA	Department of Home Affairs
Dirco	Department of International Relations and Cooperation
DPME	Department of Planning, Monitoring and Evaluation
DPSA	Department of Public Service and Administration

DPW	Department of Public Works
DPW&I	Department of Public Works and Infrastructure
EAP	Employee assistance programme
eMCS	Electronic Movement Control System
EMS	Enterprise Service Bus
EWP	Employee wellness programme
Exco	Executive committee
Gems	Government Employees Medical Scheme
GPW	Government Printing Works
GSCID	Governance, State Capacity and Institutional Development
Hanis	Home Affairs National Identification System
HDI	Historically disadvantaged individuals
HIV	Human immunodeficiency virus
HR	Human resources
ICA	Immigration control account
ICT	Information and communication technology
ID	Identity document
IEC	Independent Electoral Commission
IT	Information technology
JCPS	Justice, Crime Prevention and Security
KZN	KwaZulu-Natal
LID	Logical Interface Document

Logis	Logistical Information System
MCS	Movement Control System
MMM	Ministerial Management Meeting
MoU	Memorandum of understanding
MPSA	Ministry for Public Service and Administration
MTEF	Medium Term Expenditure Framework
MTSF	Medium Term Strategic Framework
NCoP	National Council of Provinces
NIS	National Identity System
NPR	National Population Register
NRF	National Revenue Fund
PFMA	Public Finance Management Act
PMO	Project management office
PPP	Public-private partnership
PSCBC	Public Service Co-ordinating Bargaining Council
RFP	Request for proposal
RFQ	Request for qualification
RSA	Republic of South Africa
SADC	Southern African Development Community
SAPS	South African Police Service
SARS	South African Revenue Service
SCM	Supply Chain Management

SCRA	Standing Committee on Refugee Affairs
Sita	State Information Technology Agency
SLA	Service level agreement
SMS	Senior management service
STI	Sexually transmitted infection
UNHCR	United Nations High Commission for Refugees
VFS	Visa Facilitation Services
WAIO	Who Am I Online

3. FOREWORD BY THE MINISTER



Dr P A Motsoaledi

The 2019/20 financial year marks the end of the Department of Home Affairs (DHA) 2015/20 strategic plan cycle. During this period, the DHA set the following ministerial priorities, which were closely aligned to the government's 2014/19 Medium Term Strategic Framework (MTSF):

- Complete the DHA modernisation programme.
- Establish an effective Border Management Authority (BMA).
- Upgrade and redevelop six major land ports of entry as one-stop border posts.
- Comprehensively review the immigration policy.
- Improve client experience through leadership (the Moetapele programme).

The ministerial priorities were augmented by departmental priorities that included the following:

- Reposition the DHA as a modern and secure department.
- Accelerate the roll out of the smart ID card.
- Enter public-private partnerships (PPP) with banks and other institutions to improve access to DHA services.
- Run the war on queues campaign.

The department's work over the past five years centred around these priorities.

While annual reports give an account of the department's performance over one year, they should be viewed against this larger context. The department has made significant progress towards achieving these priorities during the 2019/20 financial year. It achieved 75% of the 24 targets contained in its annual performance plan (APP) for 2019/20. This was a performance improvement of 2% from the 2018/19 financial year.

The modernisation journey to improve immigration systems continued in the 2019/20 reporting cycle. The electronic visa (e-Visa) solution development was completed and the e-Visa was piloted in Kenya and India. Implementing the e-Visa solution will enable applicants to apply for visas online instead of visiting Visa Facilitation Services (VFS) offices. Officials at South African missions abroad will assess high-risk applicants and interview them or request more information where required, while applicants not regarded as high risk will be issued with visas within prescribed time frames.

The department made substantial progress towards establishing an effective BMA. The BMA is undergoing the final processes before realisation as the Bill was passed by the National Assembly on 3 March 2020 and is now awaiting the president's assent. This is a significant step towards improving the management and security of the border line and our porous borders.

A project that is closely related to establishing the BMA is redeveloping the six major land ports of entry as one-stop border posts, working closely with our neighbouring countries. During the 2019/20 financial year, the department spearheaded bilateral meetings with our neighbouring countries (Zimbabwe, Mozambique, Eswatini, Botswana and Lesotho) to deliberate on the bilateral agreements that will guide the development and management of the one-stop border posts.

In December 2019, Cabinet approved the *White Paper on Home Affairs*, which lays a policy foundation for repositioning the DHA as a modern and secure department that is located within the State's security system. While Cabinet has approved the DHA's repositioning to operate within the State's security system, there is no legislation that empowers the department to perform functions related to security or law enforcement, as is the case with other departments that operate within this space. Therefore, during the 2019/20 financial year, the department undertook the process of drafting a new empowering and framing legislation, the Home Affairs Act. The Home Affairs Act will, inter alia, define the DHA's mandatory obligations and frame the mandate and principles by which subsidiary legislation will be drafted.

In 2019, the department began a process of modernising the marriage laws to ensure that they adhere to the principles of the Constitution, which enjoins the State to put in place legislation that does not unfairly discriminate against any person who wishes to enter into a marriage in South Africa. The department hosted several ministerial dialogues with key stakeholders, including traditional and religious leaders, human rights organisations, gender activists, academics, and family law practitioners. The purpose of these dialogues was to canvas the views of various stakeholders on the development of a marriage policy that will inform the drafting of a new single marriage legislation. The process culminated in a draft marriage policy that will be submitted to Cabinet during the 2020/21 financial year to request approval for public consultation.

During the 2019 department budget vote in Parliament last year, I undertook to partner with the Department of Health on a birth registration project that would ensure the registration of all births that take place in our health facilities. The project, which will enable birth

registrations at all 1 445 health facilities with maternity wards, has been launched and will continue to roll out during the 2020/21 financial year.

The department has continued to deliver services, with a footprint that includes 412 civic services offices, 100 mobile trucks, 72 ports of entry, 5 refugee reception offices, the Lindela repatriation centre and a presence in 32 missions abroad. The department improved access to its services by partnering with 6 banks, 391 health facilities, 4 premium visa and permit centres and the VFS. To date, the department has rolled out a live capture system to 24 branches of the 6 banks. This led to the varied achievement of the APP targets in the 2019/20 financial year.

The DHA registered 845 253 births within 30 calendar days against the annual target of 810 000. This means that approximately 77% of the projected 1,1 million births per annum were registered within 30 days. The Civic Services branch also issued 94% (2 816 544) of the annual target of 3 million smart ID cards. The permitting targets included in the DHA APP are crucial for growing the economy and facilitating investment in the country. The DHA adjudicated 95,8% of permanent residence permits, which exceeded the target of 85%. In addition, 98,2% of business and general work visas were adjudicated, exceeding the target of 90%. In total, 87% of critical skills visas were adjudicated against a target of 85%.

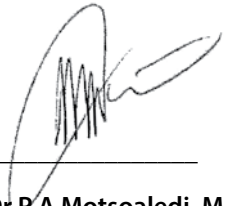
These, and other targets, were achieved against the backdrop of unfavourable economic conditions in the country, which saw the department's baseline budget cut over the MTSF period. The department was also unable to fill all posts vacated during the calendar year as the National Treasury placed a restrictive ceiling on the compensation of employees budget. The DHA is currently operating at 44% of its approved establishment.

Going forward, the department will intensify implementing its repositioning and modernisation programmes, which will completely repositioning the DHA as a modern and secure department that is a critical enabler of economic development, national security and a capable and developmental state.

Over the next five years key elements of a repositioned DHA will be phased in, such as the required policy and legislative environment, a new operating model and continued

modernisation. Modernisation will focus on elements that include a fully digital process for births, marriages and death; the use of e-gates for trusted travellers at high-volume ports of entry; and a single hub to adjudicate permits and visas. All these services will be accessed through an expanding number of digital DHA channels.

I would like to thank our officials and partners who have enabled the department to achieve 75% of its APP targets. Finally, I wish to extend our gratitude to the Portfolio Committee on Home Affairs for the valuable oversight, support and guidance it has provided over the reporting period.



Dr P A Motsoaledi, MP

Minister of Home Affairs

Date: 30 June 2020



4. DEPUTY MINISTER'S STATEMENT



Mr N Nzuza

The Department of Home Affairs is the only institution of the State that deals with a person from the cradle to the grave. The services that we provide during a person's life are mandatory and cannot be outsourced or privatised. Only the DHA can register a birth, affirm a person's identity and issue a South African identity document, passport and death or marriage certificate. No other department can affirm or grant citizenship. Only an immigration officer appointed by the DHA has the authority to allow anyone to enter or leave South Africa, and to issue a permit and a visa. Only the DHA can grant asylum seeker or refugee status.

The Constitution of the Republic of South Africa is the first and primary point of reference for the DHA's mandate. The reference to the Constitution is accompanied by the notions of sovereignty, identity, citizenship, national security interests, universal adult suffrage and regular elections. In promoting and fulfilling the provisions in the Constitution, the DHA is mandated to develop and manage an identity, citizenship and immigration system. According to the Constitution, no citizen may be deprived of citizenship (Section 20), every child has the right to a name and a nationality from birth (Section 28(1)(a)), everyone has the right to leave the republic (Section 21(2)), and every citizen has the right to a passport (Section 21(4)).

Knowing that the services offered by the DHA are foundational to human dignity and cannot be duplicated anywhere else, we rose above all socio-economic challenges and fought against the scandal of invisibility; that is, a situation where people are born and die without ever leaving a trace in any legal record of their existence. We ensured that major vital events – birth, marriage and death – that took place in our communities were captured and registered in our National Population Register (NPR).

In the previous financial year, we reached a milestone of 845 253 births registered within 30 days, surpassing the 810 000 target for early birth registration. The early birth registration programme resulted in a 27,8% decrease in late birth registrations, with the unregistered children above 14 years decreasing by 59,8%. This programme ensures that our children get their identity early in life, easing their life journey. The programme was anchored in the strategy to increase our footprint at health facilities. We now have footprint in 391 health facilities; 322 of them public and 69 private. Our focus is on making it easier for parents to register the birth of their newborns within 30 days of birth.

We have stepped up our initiatives for first-time smart ID applicants. We allocated mobile units to schools in partnership with the Department of Education in a medium-term strategy of going directly to our youth in schools to ensure that no learner loses a school day going to DHA offices to apply for their identity documents.

We have successfully implemented a special volunteer programme that dedicates identified holidays and weekends as special days for learners. These special days have helped us to reach learners on holidays and weekends and save them school hours, which is critical as our learners, particularly matriculants, have lost valuable time at school as a result of covid-19.

The younger members of the department have selflessly given time to supply these services to other young people during certain holidays and weekends; their dedication is inspiring. The initiative has helped to bring us closer to our target for issuing new smart ID cards.

Despite the department's efforts to encourage citizens to collect their smart ID cards from our offices, uncollected cards remains very high at 412 686 uncollected identity documents. We will continue with our awareness campaigns to urge the public to collect their identity documents for the country to continue towards its smart and secure identity regime.

In the 2019/20 financial year, we continued to enable our citizens and residents to travel internationally by issuing them with travelling documents and passports. The South African passport is rated among the most secure passports in the world. We are proud that of the 782 047 adult passports issued, 95,31% were issued within 13 days. We went further and issued 162 340 passports for minors within 18 working days and 1 877 beyond 18 working days.

Our capacity to deliver our mandate adequately was hampered by the instability of the network. During the year under review, system downtime and instability caused the department to miss the target for smart ID cards by 183 456. The department does not have many options for solving this problem as it can only source network services from the State Information Technology Agency (Sita). To find a lasting solution to this challenge, the department concluded a trilateral agreement with Sita and Dimension Data in the previous financial year to develop a new network architecture appropriate for the department and to manage the current telco service providers.

The building of uninterrupted and stable network connectivity will include building backup network routes in provinces like the Eastern Cape, Northern Cape, Limpopo, KwaZulu-Natal and the Western Cape. These interventions, which will improve our systems availability, are

currently in progress and should be completed within 24 months. The improvement in systems availability will go a long way towards ensuring that citizens are assisted quickly, which will, in turn, reduce long queues and the time clients spend in our offices.

Not achieving some of our targets can also be attributed to the spread of the covid-19 pandemic worldwide and its impact on the operations of states. The DHA has not been spared by this crisis. The lockdown restrictions, including the suspension of international travel and key immigration services, meant that the department could not meet its targets. During the lockdown, the DHA's working hours were reduced from 10h00 to 14h00 during the week (Monday to Friday). Only limited services were provided:

- (1) issuing temporary identity certificates
- (2) issuing death certificates
- (3) re-issuing birth certificates.

During the lockdown visas from high-risk countries were rescinded; 35 land ports of entry were closed while the remaining 18 ports of entry stayed open to allow for the movement of essential goods and for movement for medical emergencies.

In the 2020/21 financial year, we will continue to answer our call to the national duty of ensuring that all births, marriages and deaths in our communities are registered on the NPR. We will also ensure that all qualifying citizens are issued with smart ID cards to avoid them being rendered stateless. As soon as international restrictions are removed, we will be ready to facilitate international travel for our citizens and international visitors.

In operating under the new normal that the covid-19 pandemic has brought to our shores, our valuable human capital – our employees – will be provided with all possible support and protective equipment. We will continue to take precautions and comply with all the national disaster regulations to protect our employees. In a department like Home Affairs, the health of our employees is priceless. We therefore will not intentionally expose our employees to danger; rather, we will adjust our service delivery model in line with a risk-adjusted approach.

Now more than ever the words of former president Thabo Mbeki hold true: "Gloom and despondency have never defeated adversity. Trying times need courage and resilience. Our strength as the people is not tested during the best of times. As we said before, we should never become despondent because the weather is bad, nor should we turn triumphalist because the sun shines."



Mr N Nzuzo, MP

Deputy Minister of the Department of Home Affairs

Date: 30 June 2020

5. REPORT OF THE ACCOUNTING OFFICER



Jackson McKay

OVERVIEW OF THE OPERATIONS OF THE DEPARTMENT

5.1.1 Introduction

On 15 March 2020, the president announced the declaration of a national state of disaster following the World Health Organization declaring the covid-19 outbreak a pandemic. The president also announced the lockdown measures to be implemented in South Africa. Various sets of regulations, circulars and instructions were issued that changed our lives forever.

However, during this time the department continued to operate. In accordance with the regulations, staff and client numbers were limited and health safety measures introduced. During lockdown level 5, the department provided limited but critical services such as issuing temporary ID documents and death certificates, and facilitating the international movement of essential goods and services.

From a reporting perspective, the impact of the declaration of a national state of disaster was limited, coming as it did close to the end of the financial year. However, the declaration and lockdown had a significant impact on the financial year-end closure processes that led up to the preparation and submission of this annual report and financial statements.

5.1.2 Departmental operations

The DHA is mainly responsible for determining and recording the identity and status of all people living in South Africa, and for issuing enabling identification documents. The department is made up of various branches/units with their own functions. Civic Services is the custodian of the NPR, which contains the records of all citizens and permanent residents, including changes in status such as marriage and death. The key role of citizen affairs is to secure and register the identity of citizens, determine their status and issue related enabling documents such as IDs (green barcoded ID documents and smart ID cards and passports, as well as birth, marriage and death certificates).

Immigration Services is responsible for managing the movement of persons through ports of entry and via foreign missions according to a risk-based approach, and for issuing a range of visas and permits. It is also responsible for determining the status of asylum seekers and refugees, and for issuing the related permits. The inspectorate is responsible for enforcing the Immigration Act, 2002 (Act No. 13 of 2002).

Corporate Accounts assists public and private organisations with applications to import scarce skills and business permits. It is also responsible for managing a holding facility for illegal immigrants awaiting deportation after confirmation by their countries of origin.

With regard to services rendered abroad, the department was represented at 32 missions and was assisted by the Department of International Relations and Cooperation (Dirco) where it was not represented. The head of the mission, who is a Dirco official, is responsible for the overall management of the mission, including Home Affairs activities. Dirco missions also collect revenue on behalf of the department in an agent/principal relationship, and deposits this money directly into the National Revenue Fund (NRF). In addition, the department sourced the services of VFS to collect visa and permit applications in some countries abroad, as well as within South Africa.

The minister of Home Affairs has oversight of three statutory bodies: the Immigration Advisory Board, the Refugee Appeal Board and the Standing Committee on Refugee Affairs. The main responsibility of these bodies is to assist the department in discharging its mandate in line with the Immigration Act and the Refugees Act, 1998 (Act No. 130 of 1998).

Two entities report to the minister: the Independent Electoral Commission (IEC) and the Government Printing Works (GPW). The IEC is a Chapter 9 institution responsible for ensuring free and fair elections. As part of the vote, the department also receives an allocation for the Representative Political Parties Fund, which it channels to the Fund via the IEC transfers. The GPW is a government component created in accordance with the Public Service Act, 1999 that provides security printing and auxiliary services to all organs of state. The GPW prints various documents for the department including passports, identity documents and face value forms.

5.1.3 Results

The progress by the department must be assessed in terms of its predetermined strategic objectives, which were aligned with its mandate and national priorities.

During the year under review, the department achieved 75% of its targets, which is a 2% improvement on the 73% of the previous year. In part this was due to improved and more realistic planning, stringent monitoring processes, properly costed targets that were evidence-based and funded, and all levels of the organisation being involved in developing the APP and monitoring it. Internal Audit also played a significant role in the planning and

monitoring processes to ensure that information submitted by various units was accurate and duly supported by adequate evidence. The department also established a Project Acceleration Support task team to track targets and report to the executive committee (Exco) on those that were at risk of not being achieved.

APP targets achieved in the 2019/20 financial year

PROGRAMME	TARGETS	ACHIEVED	NOT ACHIEVED
ADMINISTRATION	15	10 (67%)	5 (33%)
CITIZEN AFFAIRS	3	2 (67%)	1 (33%)
IMMIGRATION AFFAIRS	6	6 (100%)	0 (0%)
PROGRAMMES COMBINED	24	18 (75%)	6 (25%)

Programme 1: Administration covers all functions of the DHA that support its core business such as policy, governance, finance, human resource (HR) management, communications, information technology (IT) and security. It is responsible for providing information and communication technology (ICT) infrastructure, accommodation and transport, and for keeping records. In addition, large transversal IT systems reside under this programme, which explains why its budget is relatively large. Administration is also responsible for implementing key systems in the department's modernisation programme such as finalising the Who Am I Online (WAIO) scope, and building the Automated Biometric Identification System (Abis) and the National Identity System (NIS).

The target to develop the NIS was discontinued in light of national security concerns. The department will, however, reinstate the target in the 2020/21 financial year following engagement with the chief procurement officer at the National Treasury on the best possible option for procuring the NIS.

The target to pilot the e-Gate solution at one port of entry was not achieved. The reasons for non-achievement relate to the lack of integration skills in the department, the Abis and Biometric Movement Control System (BMCS) environments not being ready and competing priorities within the live capture modernisation development. The department has secured two integration specialists, resources were assigned and the e-Gates project will be prioritised for the 2020/21 financial year.

The e-Visa system could not be rolled out to six missions as planned. The e-Visa system was piloted in Kenya and India, where clients successfully applied for and received their electronic visas, travelled to South Africa, were processed upon arrival at OR Tambo International Airport and exited through the BMCS upon departure. The plan was to roll out the e-Visa system to China and Nigeria in March 2020. Unfortunately, covid-19 prevented travel to these countries. The pilots will be rolled out as soon as international travel is allowed.

Limited capacity in the department's Legal Services and the late appointment of a service provider contributed to us not achieving the target to submit the final draft of the DHA Bill to Cabinet for approval for public consultation. However, the Bill was consulted widely and presented to the Justice, Crime Prevention and Security (JCPS) and the Governance, State Capacity and Institutional Development clusters.

The target to submit the revised DHA access model for approval to the ministerial management meeting (MMM) was not met. The model was presented to Exco, where concerns were raised on some of the standards that informed its design. The third draft of the model was received from the service provider on 24 March 2020 and the final draft will be presented to Exco and the MMM in the next financial year.

The target to submit a draft request for proposal (RFP) for the six key land ports of entry PPP project to the National Treasury was not met. This was mainly because of contractual disputes on the terms and conditions of the service level agreement (SLA). Following protracted engagements, the transaction adviser eventually signed the SLA. In this regard, the department intends to submit the RFP to the National Treasury and appoint a preferred bidder (or bidders) in the new financial year.

Programme 2: Citizen Affairs covers the activities of Civic Services at national and provincial levels. This involves providing and managing identity and status services for citizens, permanent residents and persons accorded refugee status. Services have to be rendered to clients at over 700 sites, which include local and mobile offices, health facilities and bank branches. The following shows the targeted and actual outputs of the major identity and status services.

Targeted and actual outputs of the major identity and status services

TARGET OUTPUT	ACTUAL OUTPUT
810 000 births registered within 30 calendar days of birth	845 253 births were registered within 30 calendar days of birth
3 million smart ID cards issued to citizens 16 years of age and older	2 816 544 million smart ID cards issued to citizens 16 years of age and older
90% of machine-readable passports (new live capture system) for adults issued within 13 working days for applications completed and processed within the RSA (from branch process complete date until passport is scanned at office of application)	95,31% of machine-readable passports (live capture process) issued within 13 working days: 745 331 of 782 047 issued

During the year under review, the department missed the target for smart ID cards issued by 183 456. The reasons for the non-achievement were system downtime and instability, mobile units that were not fully functional, ailing infrastructure at some offices and some client's reluctance to replace the existing green barcoded ID books.

Programme 3: Immigration Affairs covers the activities of the Immigration Services at provincial, national and international levels. The branch is responsible for implementing immigration and refugee legislation; managing the immigration and refugee system, functions at ports of entry and refugee reception offices, the immigration inspectorate and deportations and the visa and permitting regime; processing asylum seekers and refugees; and managing a holding facility (Lindela) for illegal immigrants awaiting deportation after confirmation by their countries of origin.

Furthermore, the branch is responsible for facilitating the movement of people in and out of the country, and for administering the Enhanced Movement Control System (EMCS) and the advance passenger processing system on a 24-hour basis through an operational centre. In this regard, there is ongoing liaison with other countries and international and multilateral bodies. During the year under review, the branch has achieved its set targets despite current capacity constraints.

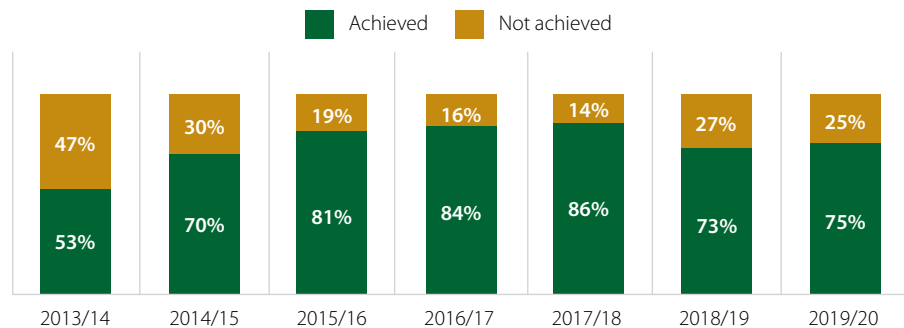
The target to establish the BMA as per the BMA roadmap was discontinued as the department is not in control of the legislative process. In June 2017, the National Assembly passed the BMA Bill and referred it to the National Council of Provinces (NCoP) for processing. Finally, in March 2020, the National Assembly adopted and passed the BMA Bill.

Overall performance

In the financial year under review, the DHA achieved 75% of the targets set out in its APP, which was approved by Parliament along with the budget. This is an improvement of 2% from the 2018/19 financial year. Below is a comparative analysis of the department’s performance against the set targets over the period 2013/14 to 2019/20:

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

DHA ORGANISATIONAL PERFORMANCE OVER THE LAST SEVEN FINANCIAL YEARS



5.1.4 Challenges

(i) Network connectivity

Over the last few years, the department implemented a modernisation programme, which initiated the transformation towards a paperless environment. This was realised by, among other things, automating processes and capturing citizens’ information through a live capture system. Clients can now apply for smart ID cards and passports online, through the e-HomeAffairs portal accessible on the departmental website. The department is also

responsible for facilitating the movement of travellers in and out of the country using the Enhanced Movement Control System (EMCS). The modernisation programme depends on a reliable and uninterrupted network infrastructure. Systems downtimes frustrate clients as DHA services cannot be sourced anywhere else. The department, on the other hand, can only source network services from SITA as it is classified as mandatory services. In order to find a lasting solution to this challenge, the department concluded a trilateral agreement with Sita and Dimension Data in the previous financial year to develop a new network architecture appropriate for the department and to manage the current telco service providers.

The Dimension Data network assessment produced 34 findings, the majority of which are for the department. These findings are being attended to. The strategy and investment plan for uninterrupted networks, post-review by an independent assessor, has since been amended to include Sita’s plans for resolving some of government’s core network issues. Sita’s interventions on the government core network include building redundant/backup network routes in provinces such as Limpopo, KwaZulu-Natal, Northern Cape, Eastern Cape and Western Cape. The Sita interventions are in progress and should be completed within the next 24 months.

(ii) Long queues

Long queues have again become synonymous with Home Affairs. High client volumes caused by unpredictable walk-ins, discontinuation of Saturday working hours, inadequate front office space, high vacancy rates (unfunded posts), unstable systems (networks and applications), inefficient work flow processes and uncoordinated communication strategies lead to client dissatisfaction and negative publicity, which dents the image of the department. The war on queues campaign assisted to some extent to manage these queues and to reduce the time spent at our offices, but could not resolve the fundamental issues of an inadequate footprint, staff shortages and network downtime. Overtime was approved for January and February 2020 in an attempt to accommodate clients, and school children in particular, applying for smart ID cards. In addition, mobile units were deployed where possible. Unfortunately, the department continued to experience system downtimes and instability during this period.

(iii) Provision of office accommodation

The department uses physical office infrastructure as the main delivery channel for its services. However, it is dependent on the Department of Public Works and Infrastructure (DPW&I) to acquire and maintenance its offices. The department's footprint does not meet the minimum accessibility norms (distance to be travelled by clients to access services) of 50 km in the Northern Cape and 25 km in other provinces, as set by the Department of Public Service and Administration (DPSA). This remains a challenge in the quest to improve service delivery and broaden access to services, in particular for people in rural and remote communities.

Eight offices were modernised during the year under review.

(iv) Capacity constraints

The department is currently functioning at 44% of its approved capacity (the total of filled posts versus the approved establishment of more than 20 000 officials). A total of 688 positions have been unfunded since 2016/17 due to the National Treasury implementing austerity measures. As at 31 March 2020, the department had a total of 8 726 filled posts. Aside from a lack of numbers and the struggle to retain staff, the department has insufficient capacity and capability in critical specialist and management areas.

As previously reported, the departmental baseline is inadequate for it to fulfil its mandate. To alleviate the pressure on frontline offices and to build internal IT capability, in 2018/19 the department petitioned the National Treasury to reprioritise R90 million from goods and services to compensation of employees (CoE). Approval was granted with effect from 1 April 2020, linked to a baseline cut on CoE of R22 million. While the department appreciates this support from the National Treasury, it is not sustainable to continuously reduce the goods and services budget to augment the CoE budget. In the past, this pressure on goods and services was reduced by an increase in the self-financing allocation.

OVERVIEW OF THE DEPARTMENT'S FINANCIAL RESULTS

5.2.1 Budget appropriation

In accordance with the 2019 Medium Term Expenditure Framework (MTEF) allocation letter, the department's baseline for 2019/20 was set at R8,339 billion. Included in this amount was a baseline increase of R16 million for the BMA and R162 million for the Advanced Passenger Processing System, and a baseline reduction of R196 million, mainly from goods and services. However, during the adjustment estimates of national expenditure, additional funding of R1,188 billion was allocated to the department for self-financing. Self-financing is a mechanism created by the National Treasury in which the department is allocated part of the revenue it collects during the financial year to pay for certain items of expenditure such as smart ID cards for first-time applicants and elderly citizens above 60 years, infrastructure to implement the WAIO project, fees for cash in transit and printing costs for enabling documents. However, the funds are only transferred around February of each year, when the Appropriation Bill has been enacted. The net effect of the adjustment estimates of national expenditure was an adjusted appropriation for 2019/20 of R9,528 billion.

Annual appropriation: R9,528 billion

BASELINE ALLOCATION BY NATIONAL TREASURY	2019/20	2018/19
	R'000	R'000
Baseline amount	8 339 704	7 915 439
Home Affairs functions	6 169 195	5 801 041
IEC	2 012 749	1 965 004
Represented Political Parties Fund	157 760	149 394
Additional funds	1 188 000	1 132 000
Home Affairs functions	1 188 000	1 132 000
Final appropriation	9 527 704	9 047 439

The budget allocation for 2019/20 shows a marginal increase of 5% compared to the previous financial year. The increase is mainly due to the additional funding of R1,188 billion in self-financing compared to the R1,132 billion for 2018/19. Therefore, in real terms, the

2019/20 budget did not cater for the rise in the inflation rate since the previous year, while the demand for DHA services increased based on the growth in the population as well as the number of foreign nationals in the country. Despite these challenges, the department continued to improve the management of its budget, as it underspent its allocation by only R187 thousand.

5.2.2 Departmental receipts

During the year under review, the revenue collected declined by 6% against the previous year collections and by 10,2% against the budgeted amount. Departmental revenue is derived from services rendered to citizens and foreign visitors according to approved tariffs.

Departmental revenue: R1,062 billion

Departmental receipts	2019/20			2018/19		
	Estimate	Amount collected	Over/Under collection	Estimate	Amount collected	Over/Under collection
	R'000	R'000	R'000	R'000	R'000	R'000
Sale of goods and services	1 164 394	1 018 711	145 683	1 120 660	1 110 249	10 411
Fine, penalties and forfeits	7 365	23 146	-15 781	281	8 739	-8 458
Interest, dividends and rent on land	283	2 184	-1 901	-	2 202	-2 202
Transfer received	-	507	-507	-	-	-
Sale of capital assets	2 501	1 503	998	2 459	9	2 450
Financial transactions in assets and liabilities	8 753	16 590	-7 837	8 600	9 267	-667
Total	1 183 296	1 062 641	120 655	1 132 000	1 130 466	1 534

In terms of the agent/principal relationship between the DHA and Dirco, during the year under review R192 million was collected, R66 million was deposited directly to the NRF and a balance of R126 million has been recorded as a receivable on the statement of position. Furthermore, R125 million was paid by Dirco to the NRF in respect of previous years' balances.

The decline in revenue is attributed to the inability to render services to all clients due to system instability, the economic downturn, and the impact of covid-19 on tourism in the last quarter of the financial year. Services to citizens range from issuing birth certificates to ID documents and passports. Services provided to foreigners include issuing visas, permits and permanent residence certificates. The department imposes Section 50(3) and 50(4) fines on conveyors where a transgression in terms of the Immigration Act has occurred. However, the department only recognises the revenue upon receipt of the payment of the fine. The department has also signed agreements with various financial institutions for ID verification at a cost of 15 cents per transaction, which has contributed to revenue collected.

Tariff policy

The department did not review its tariffs for the 2019/20 financial year; it continued to use the approved tariffs of the 2011/12 financial year. The department has concluded its process of reviewing the current tariffs as well as determining new revenue streams and submitted a request to the National Treasury for consideration. The National Treasury advised

the department to develop a consistent and economically viable tariff framework that is justifiable for the adjustment of the proposed tariff. The department has since advertised a tariff adjustment tender that will address aspects raised by the National Treasury for implementation during the 2020-2021 budget process in tariff adjustments.

Free services

The department provides free services in terms of the Identification Act, 1997 (Act No. 68 of 1997), and the Identification Regulations as contemplated in Section 22 of the Act with the first issue of an ID and birth, marriage and death certificates. It also issues free official passports.

Programme expenditure

	2019/20			2018/19		
	Final appropriation	Actual expenditure	Variance	Final appropriation	Actual expenditure	Variance
	R'000	R'000	R'000	R'000	R'000	
Programme						
Administration	2 531 803	2 531 717	86	2 326 056	2 325 956	100
Citizen Affairs	5 657 197	5 657 096	101	5 447 520	5 447 420	100
Immigration Affairs	1 338 704	1 338 704	-	1 273 863	1 273 863	-
Total	9 527 704	9 527 517	187	9 047 439	9 047 239	200

Expenditure per economic classification

	2019/20			2018/19		
	Final appropriation	Actual expenditure	Variance	Final appropriation	Actual expenditure	Variance
	R'000	R'000	R'000	R'000	R'000	R'000
Compensation of employees	3 594 077	3 593 896	181	3 403 150	3 403 150	-
Goods and services	3 274 815	3 269 769	5 046	3 171 631	3 171 432	199
Transfers and subsidies	2 196 909	2 196 909	-	2 135 356	2 135 356	-
Payments for capital assets	461 903	461 901	2	332 315	332 314	1
Payment for financial assets	-	5 042	-5 042	4 987	4 987	-
Total	9 527 704	9 527 517	187	9 047 439	9 047 239	200

Furthermore, in terms of both the Identification Act and the Immigration Act, the minister has a right to waive the prescribed fees for enabling documents under certain circumstances. During the year under review, no material free services were granted.

5.2.3 Programme expenditure

The department used 100% of the budget allocated for the 2019/20 financial year, including funds allocated during the adjustment estimates. This shows continued improvements in expenditure management and is supported by an improvement in payments within 30 days. Below are the details per programme and economic classification.

5.2.4 Virements

During the year under review, the department shifted funds between programmes/ economic classification in line with the Public Finance Management Act, 1999 (PFMA) (Act No. 1 of 1999). The set threshold of 8% was not exceeded. It should be noted that the National Treasury granted approval on 6 December 2019 for the virement of R41,2 million from goods and services to CoE; the National Treasury also granted approval on 30 March 2020 for the virement of R6,1 million from CoE to households.

5.2.5 Rollover

As the department spent 100% of its allocation, there will be no request to rollover funds.

5.3 UNAUTHORISED EXPENDITURE

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

5.4 IRREGULAR EXPENDITURE

In the financial year under review, the department incurred irregular expenditure of R11,787 million (R27,045 million in 2018/19). The irregular expenditure relates to R7,2 million for the EOH ABIS (Automated Biometric Identification System) contract; R4,327 million for the use of cleaning services procured on a quotation basis (as opposed to a bid process), and a transaction of R150 000 involving the use of a non-tax-compliant service provider. Irregular expenditure condoned in the year under review amounts to R24,596 million (R328,296 million in 2018/19). The closing balance for irregular expenditure increased from R253 million in 2018/19 to R500 million in the year under review. The increase is due to the previous years' unconfirmed irregular expenditure of R277 million relating to the Abis Enterprise Outsourced Holdings (EOH) contract, which was disclosed as irregular expenditure confirmed. The remainder of the closing balance (R199 million) relates to an old security contract where condonation is required from the National Treasury. This contract expired in April 2017. Of the closing balance, R11,5 million relates to cleaning services. In this case, the department used the request for quotation process and not a tender process.

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

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

5.5 FRUITLESS AND WASTEFUL EXPENDITURE

An amount of R17 000 (as against R73 000 for 2018/19) was recorded as fruitless and wasteful expenditure in the current financial year. These cases mainly relate to non-attendance, where officials fail to arrive at a hotel after a booking has been made. In some instances, the official was at fault, while in others their non-attendance was beyond their control. These cases have been referred to the Loss Control Committee for its consideration. Depending on the recommendations of the committee, any official responsible for fruitless expenditure will be held accountable for the loss. Traffic fines are not recorded on the fruitless and wasteful expenditure register as such expenditure is summarily deducted from the salary of the driver involved.

5.6 FUTURE PLANS OF THE DEPARTMENT

Five ministerial priorities were identified by the department at the start of the 2014 MTFS cycle:

- Establish an effective BMA
- Complete the modernisation programme
- Comprehensively review the immigration policy
- Upgrade the six key land ports of entry as one stop Border Posts
- Improve client experience through leadership (Moetapele).

These priorities are closely aligned to the MTSF commitments that are the DHA's responsibility. Included are department-specific priorities such as the Moetapele initiative and redeveloping the six land ports of entry as one-stop border posts. The ministerial priorities have been expanded for the 2020 – 25 cycle to include the following:

- The issuance of critical skills
- Early birth registration (including expanding connectivity at health facilities)
- The war on queues.

The following departmental priorities will form an integral part of the departmental strategic planning process going forward:

- The flagship programme for the 2020 – 25 MTSF cycle and beyond, which is the repositioning programme to give effect to the *White Paper on Home Affairs*.
- Establish and incrementally roll out the BMA.
- Continue the ICT modernisation of the DHA, including critical projects such as the NIS, Abis and ensuring network stability.
- Comprehensively review policy and legislation linked to the core mandate of the DHA.
- Formation PPPs to assist with economical, effective and efficient service delivery; for example, the appointment of a permitting business partner and a new DHA head office.
- Develop access and footprints to improve the reach of DHA services, including purpose-fit departmental physical infrastructure.
- Continue to implement a risk-based and developmental approach to immigration through initiatives such as upgrading the Advance Passenger Processing (APP) System and introducing the Passenger Name Record (PNR); combatting fraudulent marriages; introducing and rolling out technology in the immigration sphere (e.g. e-Visa, e-Gates, national targeting centre); dealing decisively with undocumented foreigners; introducing one-stop border posts and improving efficiency at refugee reception centres.
- Obtain and maintain a clean audit outcome.
- Digitise records.

The speed and pace of implementing these priorities will depend on the availability of adequate resources, both in respect of human capital and budget. Government's declaration of a national state of disaster and introduction of a risk-adjusted strategy in March 2020 will have a significant impact on the DHA's strategy and plans going forward.

5.7 PUBLIC-PRIVATE PARTNERSHIPS

The department had not concluded any public-private partnership agreements by the reporting date. However, the following progress was made:

5.7.1 Partnership with the banks and the e-HomeAffairs platform

As reported in the previous financial years, the department entered into partnerships with South Africa's four major banks: Absa, First National Bank, Nedbank and Standard Bank. This was on a pilot basis at 15 branches collectively for the application of smart ID cards and passports through the e-HomeAffairs platform.

The department registered its PPP with the banks at the National Treasury in 2016. A concept document that would serve as a feasibility study was prepared and signed by the banks and the Banking Association of South Africa (BASA). Following a meeting with the National Treasury on 14 February 2018, the department was advised to appoint a transaction adviser to conduct a formal feasibility study to test the market, and should there be no response to the market test, to proceed to contract with BASA and the banks. The transaction adviser was appointed on 5 October 2018 and the feasibility study was submitted to the National Treasury for TAIIB approval on 30 April 2019.

At a meeting with budget office and treasury officials on 29 May 2019, the department presented the feasibility study and was advised to attend to various issues and revise the feasibility study. The feasibility study was resubmitted to the National Treasury for approval based on our understanding of the PPP requirements on 19 August 2019. However, there appears to have been a misunderstanding of what is required for treasury IIB approval and to fast-track the project while adhering to the requirements of Treasury Regulation 16.

In this regard, on 24 October 2019 the National Treasury advised the department as follows:

- The department must put in place a process to assess and review whether the feasibility study complies with the requirements of Treasury Regulation 16.4.2, as the exemption was given on the grounds that the department had worked on the pilot sites and was experienced in planning PPPs to ascertain their affordability, value for money and significant risk transfer for the feasibility study, and to comply with these regulatory requirements without treasury oversight.
- The department is expected to prepare the procurement documentation, including the draft PPP agreement. In this respect, the DHA is expected to have a process in place to assess and approve the procurement documentation before the procurement documentation is issued to the market.
- When the department is satisfied with the procurement documentation, it should go ahead and issue to the market, evaluate the bids and decide on their preferred bidder.
- Before appointing the preferred bidder, the department must submit a report to the National Treasury for approval and apply for treasury approval IIB.

The department did assess and review the feasibility study documents to ensure the feasibility study complies fully with the requirements of Treasury Regulation 16.4.2. In addition, the transaction adviser has prepared the procurement documentation, including the draft PPP agreement in terms of Treasury Regulation 16.5.1. These documents were reviewed and approved by the accounting officer, and their terms were agreed to by the banks. The department has therefore, in our opinion, complied with the requirements of paragraphs I and II of the Treasury letter, dated 24 October 2019.

The challenge is to issue these documents to the market. In this regard, the department was cautioned that should it decide to follow a 'limited procurement process' this must be in line with all relevant legislation and must be cleared with the office of the chief procurement officer. The department never intended to issue the procurement documentation to the market in the normal, open sense, but to the banks only in a 'closed bid'. The department also never intended to advertise the bid, evaluate bids and decide on preferred bidder from among the banks under the BASA umbrella. Indeed, the department intended to engage with all the banks under the BASA umbrella on exactly the same terms and conditions.

It is perhaps apposite at this point to reflect what has been agreed upon with the banks. In this regard, the banks agreed to provide the department with space, staff, equipment and connectivity to allow the issuance of smart ID cards and passports – the department will provide the banks with access to a live capture system in a controlled, secure environment. No additional funding is required from the fiscus. In return, the department's footprint and reach will be considerably extended. Banks will charge their clients an agreed user fee to cover their costs.

The banks indicated in May 2018 that they had become impatient because the project was not moving forward as anticipated. The department cannot afford to compromise the goodwill and patience displayed by the banks, given its own capacity constraints, and accordingly requested the chief procurement officer at the National Treasury to approve the deviation from normal competitive bidding processes and to allow the department to enter into agreements with the South African banks with regards to the issuance of smart ID cards and passports outside the current PPP process on the basis of a Treasury Regulation 16A6.4 deviation. The chief procurement officer granted such approval on 19 December 2019. Accordingly the department will not proceed with this PPP process and has requested that the National Treasury deregister this project as a PPP.

Contracting with the banks is at an advanced stage.

5.7.2 Public-private partnerships to redevelop six land ports of entry

The department registered a PPP with the National Treasury in 2015 to redevelop six land ports of entry as modern, state-of-the-art facilities for the movement of people and goods. The six ports of entry are Beit Bridge, Lebombo, Kopfontein, Masero Bridge, Ficksburg and Oshoek. These ports were all developed pre-1994 and do not serve our current objectives of promoting fraternal relations with our neighbouring countries, regional integration and the free and secure movement of people and goods across our borders. The intention is to develop these ports of entry as one-stop border posts, which will significantly reduce border crossing times, promote more efficient trade, simplify bureaucratic processes and enhance joint border law enforcement between South Africa and its neighbours.

A KPMG-led consortium was appointed as transaction adviser in 2015. The National Treasury granted conditional TA I approval in August 2017 and TA II approval on 20 March 2018. The department issued a Request for Qualification to test the market appetite and to further pre-qualify bidders in March 2018. Ten responses were received and evaluated. Five consortia met the RFQ criteria and were pre-qualified. On 15 April 2019, the National Treasury approved the department to prepare the RFP to the pre-qualified bidders. The KPMG-led consortium contract ended in 2018/19.

A new transaction adviser (Ernst & Young-led consortium) was appointed and is finalising the RFP documents.

5.7.3 Public-private partnerships to establish a refugee reception centre at Lebombo

The department adopted a policy position that refugee processing centres be established at or near the ports of entry. The department further determined that the first of these centres be established near Lebombo. A suitable site was identified and the project was registered as a PPP at the National Treasury on 6 July 2017. A transaction adviser (Turner & Townsend (Pty) Ltd) was appointed to undertake a feasibility study and possible procurement of a private party to design, build, finance, operate and maintain the Lebombo Refugee Processing Centre on behalf of the department.

As previously reported, the transaction adviser presented a comprehensive needs analysis to the department on 31 July 2018. In this regard, the transaction adviser indicated that the unitary payment required will amount to approximately R37 million (VAT inclusive) per annum, in nominal terms. The department could not confirm the budget availability for such a unitary payment and did not succeed in securing additional funds for this purpose via the MTEF process. As a consequence, the PPP process could not proceed.

5.7.4 Public-private partnerships to build, operate and transfer a new head office complex for the department

The department's head office operations are located in six different buildings in and around Tshwane. Apart from the ministry building and operational environment, these buildings are leased. To improve efficiency and save costs, the department decided to consolidate its head office into a single, campus-like building on state-owned land. A suitable site was identified within the inner-city boundaries of Tshwane at Salvokop.

The project was registered as a PPP at the National Treasury on 14 June 2018 and a transaction adviser was appointed. The transaction adviser (Utho Capital (Pty) Ltd) assisted the department to prepare a feasibility study within the guidelines of the PPP Manual. According to the feasibility study value assessment report, the project passes the three tests required by National Treasury Regulation 16 of risk transfer, value for money and affordability. However, there is an affordability gap in the unitary payment that requires the department to reprioritise some funds to this project. The feasibility study will be submitted to the National Treasury for TA1 approval when the affordability gap is resolved.

5.8 ACTIVITIES DISCONTINUED/TO BE DISCONTINUED

The department did not discontinue any activities during the year under review. However, it is envisaged that most of the functions currently under the chief directorate: port control will relocate to the BMA when it is established, as the frontline management and facilitation of the movement of people will be the responsibility of the new BMA.

In addition, the department intends to replace all green barcoded ID books with a smart ID card in a phased-in approach. However, since a live capture system could not be implemented at all DHA offices due to a lack of infrastructure and resources, some first-time applicants continued to apply for and receive green barcoded IDs. This hampers the intended security imperatives and benefits of the new card system as the department is continuing to issue two types of identity. It also extends the completion date for totally replacing the green barcoded ID books. The green barcoded ID book will still remain valid until such time as the department is in a position to provide all citizens with the smart ID card.

5.9 NEW OR PROPOSED ACTIVITIES

The priority of early birth registration, i.e. birth registration within 30 days, is critical for a credible and reliable population register and to ensure that all South Africans are documented. A birth certificate is the most important document issued by the DHA. The registration of a birth will provide citizens with the legal standing to receive all other services and rights. The department therefore intends to embark upon a project to ensure that all the 1 445 health facilities with maternity wards are connected to the NPR and able to register births. No child should leave a hospital without a birth certificate. The Department of Health will be a key partner in this process.

5.10 SUPPLY CHAIN MANAGEMENT

Considerable progress has been made on implementing supply chain management principles. The department has adhered to the requirement of submitting the departmental procurement plan to the National Treasury on or before the 31 March of each financial year. The department facilitates the process by finalising the allocation of budget per unit before the end of the financial year, which is aligned to its APPs. This includes submitting quarterly reports on the actuals against the procurement plan, any appointments through a deviation process as well as the appointments through contract variations/extensions.

As reported in the previous financial year, the department grappled with drafting bid specifications and had to cancel several bids given the inconsistencies in the bid specifications. To address this problem, additional training was provided and bid specification committees strengthened with specialised supply chain management (SCM) capacity. Bid specifications are also subjected to scrutiny and approval by the bid adjudication committee before issuance. The bid adjudication committee was reconstituted to allow for a rotation of members as the terms of some members expired. New bid adjudication members were trained.

SCM capacity constraints, especially in the provinces, continue to be a challenge. The lack of sufficient staff in this critical area at provincial level compromises segregation of duties and the SCM processes in general. To address this challenge, the department prioritised filling the three vacant director: finance & support posts. The interview processes were concluded and the new appointees have already assumed their positions.

During the year under review, the accounting officer approved four Treasury Regulation 16A6.4 deviations to the value of R194 million. Of this amount, the sole supplier deviation for the Biometric Access Control System with the Datacentrix/Lawtrust consortium constituted R189 million. The Biometric Access Control System is a security system developed for the department to control user access to the NPR. The other deviations relate to the appointment of the Government Technical Advisory Centre at the National Treasury to conduct an organisational assessment study of the key functional areas as part of the departmental repositioning process (R3,9 million), the agreement with the banking sector as part of the process to roll out smart IDs and passports (zero cost), and the emergency procurement of covid-19 personal protective equipment (R1 036 035).

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 have disclosed their financial interests and signed a code of conduct.

The department did not conclude any unsolicited bids for the year under review.

5.11 GIFTS AND DONATIONS RECEIVED FROM NON-RELATED PARTIES

The department is fortunate in that it receives various donations in kind. The nature of such donations varies from donations of laptops to sponsorships for rental payments and covid-19 personal protective equipment. The sponsors constitute an equally diverse group. Donations in kind to the State for the financial year total R852 000. The details of the gifts and donations received are set out in the annexures to the financial statements.

The department is also the beneficiary of the Criminal Assets Recovery Account (Cara) funding. Cara was created in terms of the Prevention of Organised Crime Act, 1998. In this regard, the department received R70 million in the 2018/19 financial year for four law enforcement-related projects. Of the first R28 million, R21,860 million was expensed in the 2018/19 financial year. During the financial year under review, R3,5 million was used to procure additional vehicles with Cara funding. These vehicles were deployed in the inspectorate environment to assist the fight against illegal migration. Cara funding is accounted for as aid assistance received, the details of which are set out in the annexures to the financial statements.

In cases of distress, the department considers waiving fees for ID replacements. This usually happens where residents of informal settlements lose all their belongings and identity documents due to fire or floods. The waiver of fees in such instances is accounted for as gifts/donations made by the State. Gifts/donations in kind made by the department in the financial year amount to R54 000 (R2 312 000 in 2018/19). The details of such gifts/donations are set out in the annexures to the financial statements.

5.12 EXEMPTIONS AND DEVIATIONS RECEIVED FROM NATIONAL TREASURY

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

5.13 INVESTIGATIONS

5.13.1 Who Am I Online

As reported in previous financial years, the department commissioned an investigation into awarding the WAIO tender and requested condonement for expenditure incurred on implementing the WAIO from the minister of Public Service and Administration. While investigating, the department received a letter from the Office of the Public Protector indicating that it would be investigating the matter. The department therefore prudently suspended its investigation to avoid duplication of efforts. The department provided the

Office of the Public Protector with all the relevant documentation pertaining to awarding the bid on 14 July 2011. The report from the Office of the Public Protector is awaited.

In addition, on 24 April 2013, the department was informed that the Special Investigating Unit intended investigating the settlement of the WAIO contract and all the necessary documentation was submitted. The report from the Special Investigating Unit is still awaited.

5.13.2 The Automated Biometric Identification System contract

The department requested that Sita procure the services of a suitable service provider to design, provision, customise, integrate, migrate existing data, commission, maintain and support Abis in 2015/16. The bid consisted of an accreditation and procurement phase. The bid process was audited at Sita by the Auditor-General of South Africa (AGSA), which raised findings and limitation of scope issues. These findings were not shared by Sita. The department was informed by its AGSA auditors of the findings towards the end of the 2017/18 audit cycle. Sita management accepted the AGSA findings and disclosed the transaction as non-compliance (to SCM laws and regulations). As the expenditure was incurred by the department, the department disclosed the expenditure as irregular expenditure under investigation/determination in the 2018/19 financial year and as confirmed irregular expenditure in the 2019/20 financial year. The department appointed an external audit firm (Nexia SAB&T) to conduct a forensic investigation into the procurement process followed by Sita. The report from the audit firm is still awaited.

5.13.3 Immigration uniforms

Organised labour reported on 1 October 2019 that a storeroom of uniforms at Lindela and Hallmark had not been issued as their sizes were incorrect, and were being sold off by some officials. A question posed was why the department continued to procure uniforms while it had unused stock. In addition, organised labour mentioned that unusual payments were made for uniforms to a supplier in or around 2010.

An audit firm (Nexia SAB&T) was appointed to conduct a forensic audit. The report is expected in 2020/21.

5.14 CONTINGENT LIABILITIES: R2,189 BILLION CLOSING BALANCE

The department is frequently cited as a respondent in civil cases and has disclosed contingent liabilities of R2,189 billion (R2,088 billion in 2018/19, restated). A contingent liability is a potential liability that may occur depending on the outcome of an uncertain further event, in this case, the outcome of a civil suit against the department. Most of these civil matters are old with no movement on the part of the plaintiffs. Where matters do go to court and judgement is given against the department, the amounts awarded as damages are usually significantly less than the amounts claimed.

Claims in the Civic Services environment arise mainly from fraudulently issuing death certificates, not issuing unabridged birth certificates and ID documents, and fraudulent use of ID documents and passports resulting in the arrest and detention of the users of such documents. Of the total claims, five major claims (R5 million and above) amounting to R542 million, reside under the branch.

Claims in Immigration Services arise mainly from the unlawful arrest and detention of illegal foreigners, and damages arising from the department's failure to make timely decisions on visas and permits. Of the total claims, 11 major claims (R5 million and above) amounting to R696 million, reside under the branch.

There are two major tender and contract claims (R100 million and above). These two cases are:

- New Dawn Technologies – R602,4 million
- Double Ring (Pty) Ltd – R171,5 million

A total of R829 million is disclosed as contingent liability for tenders and contracts. The New Dawn Technologies and the Valor IT (R28 million) matters are set down for trial in November 2020.

An amount of R111 million is disclosed as the labour dispute contingent liability. The disputes are mainly due to unfair labour practices and unfair dismissals where retrospective reinstatement is ordered.

The department intends to strengthen its civil litigation unit by appointing additional staff. In addition, the department is considering appointing a service provider to implement a case management system for litigation matters and to assess cases.

5.15 FINANCIAL MANAGEMENT IMPROVEMENTS

The department continued to entrench its financial management improvement programme to ensure that it achieves its ultimate goal of a clean audit opinion. In this regard, commitments were submitted to the AGSA aimed at ensuring that recommendations made by both internal audit and the AGSA are implemented. The plan was based on the findings issued. The monthly compliance checklist continued to be implemented, monitored and revised in certain areas; however, it still covered aspects such as leave and asset management, keeping face value registers, paying invoices within 30 days, and keeping accurate and complete accrual and commitment registers. All office managers and managers from assistant director level upwards were required to submit monthly compliance checklists, which were monitored and presented to the Exco and the MMM. In this regard, the performance agreements of all managers were amended to include improving audit outcomes as a compulsory key result area.

During the year under review, there was a significant improvement in managing payments within 30 days, as required in Treasury Regulation 8.2.3. This is evident in the drop in payables that exceeded the payment term of 30 days, from R19,288 million in the previous financial year to R9, 878 million in the financial year under review. The department also introduced a central receiving point at the head office for invoices to ensure processing the invoices was properly monitored. To manage travelling payments, the department provided the appointed travel agent with an office at the head office to ensure that the entire process, including payments, was properly coordinated and managed. In this regard, the department introduced a credit card facility to pay travelling invoices to ensure that invoices were paid within 30 days.

The process of allocating the budget was also strengthened to ensure that every unit approved the allocation for CoE, contractual obligations and projects before the financial

year commenced, and that the allocations were aligned to the set targets. Furthermore, the responsibility managers received a letter of allocation of their budgets at the beginning of the financial year.

There was a significant improvement in managing assets, led by a better understanding of using the barcoded auditing asset management system. Unfortunately, the declaration of the national state of disaster on 15 March 2020 and the subsequent lockdown, precluded most provinces from finalising their final asset verifications for the 2019/20 financial year. As a consequence, the number and value of movable tangible capital assets under investigation at reporting increased to 6 247 assets with a value of R168 million. The department will verify the existence of these unverified assets as soon as the covid-19 pandemic allows for safe travel.

Progress against the audit action plan was monitored through the back-to-basics meetings and progress was reported to the Exco and MMM. All audit matters were channelled via the audit facilitator who kept and updates the tracking register on requests for, and the communication of, audit findings. During the year under review, a constant effort ensured that we responded to all audit findings prior to 2018/19 and those that could not be resolved were transferred to the risk register, with clear mitigating interventions. Furthermore, failure to adhere to the agreed turnaround times was followed up and officials who failed to submit information requested or responses on time received “poor performance” letters. These letters appear to have the desired effect.

5.16 EVENTS AFTER THE REPORTING DATE

As a result of the national state of disaster declared by the president on 15 March 2020, and the budget pressures facing government in the fight against the covid-19 pandemic, the minister of finance introduced a Special Adjustment Budget in July 2020. This budget cut the department's 2020/21 budget by R562 million. The budget cut was financed by delaying projects such as passenger name recognition, improvements to ports of entry infrastructure and upgrades to the disaster recovery site; not filling posts; and cuts on travel and accommodation, venues and facilities, catering and entertainment.

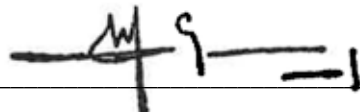
The president assented to the Border Management Act, 2020 (Act No. 2 of 2020), on 21 July 2020. This Act provides for the establishment, organisation, regulation, functions and control of the BMA; the appointment, terms of office, conditions of service and functions of its commissioners and officials; and their duties, functions and powers, etc. The establishment of the BMA follows on the recognition that border management is exercised by multiple organs of state with the purpose of securing the borders of the Republic and protecting national interest. This Act will have a major impact on the budget, staffing and operations of the relevant departments currently involved in border management.

5.17 ACKNOWLEDGEMENT/S OR APPRECIATION

The department wishes to thank the minister, Dr Motsoaledi, MP, the deputy minister, Mr Nzuzi, MP, the Portfolio Committee on Home Affairs, the audit and risk committees and the AGSA for their guidance and support. In conclusion, I would like to acknowledge and thank the staff of the department for their dedication and commitment to service excellence during the financial year, and for the continued support of my executive committee.

5.18 APPROVAL AND SIGN OFF

The annual financial statements set out on pages 173 to 267 have been approved by the accounting officer.



Jackson McKay

Director-General (Acting)

Department of Home Affairs

Date: 30 June 2020

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 free from any omissions.

The annual report has been prepared in accordance with the guidelines on the annual report as issued by National Treasury.

The annual financial statements (Part E) have been prepared in accordance with the Modified Cash Standard and the relevant frameworks and guidelines issued by the National Treasury.

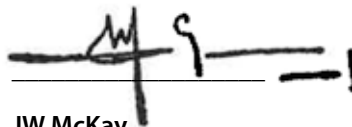
The accounting officer is responsible for the preparation of the annual financial statements and for the judgements made in this information.

The accounting officer is responsible for establishing and implementing a system of internal control that has been designed to provide reasonable assurance of 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 2020.

Yours faithfully



JW McKay

Acting Director-General
Department of Home Affairs

Date: 30 June 2020

6. STRATEGIC OVERVIEW

6.1. VISION

A safe, secure South Africa where all of its people are proud of, and value, their identity and citizenship

6.2. MISSION

The efficient determination and safeguarding of the identity and status of citizens and the management of immigration to ensure security, promote development and fulfil our international obligations

6.3. VALUES

The Department of Home Affairs is committed to being:

- People-centred and caring
- Patriotic
- Professional and having integrity
- Corruption free and ethical
- Efficient and innovative
- Disciplined and security conscious

7. LEGISLATIVE AND OTHER MANDATES

The department executes or plays a critical role in the execution of the following legislation in order to fulfil its mandate:

7.1. 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 Regulations, 2006

7.2. IDENTITY DOCUMENTS AND IDENTIFICATION

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

7.3. CITIZENSHIP

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

7.4. TRAVEL DOCUMENTS AND PASSPORTS

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

7.5. LEGISLATIVE MANDATE: IMMIGRATION

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

7.6. OTHER PRESCRIPTS RELEVANT TO THE MANDATE OF HOME AFFAIRS

- The Constitution of the Republic of South Africa, 1996
- Promotion of Access to Information Act, 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

7.7. OTHER LEGISLATIVE MANDATES

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

7.8. ENTITIES REPORTING TO THE MINISTER

The department transfers funds to institutions reporting to the minister of Home Affairs and exercises oversight in that regard, as prescribed by the PFMA, Treasury Regulations and the Acts establishing the entities. The entities reporting to the minister of Home Affairs are the following:

- The IEC
- The GPW

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

7.9. REVISION TO LEGISLATIVE MANDATES

The BMA Bill was formally introduced into Parliament in May 2016 and could not be finalised by the NCoP when the 5th Parliament rose in March 2019. The Bill has since been adopted by the NCoP and passed by the National Assembly on 3 March 2020 with the following fundamental amendments:

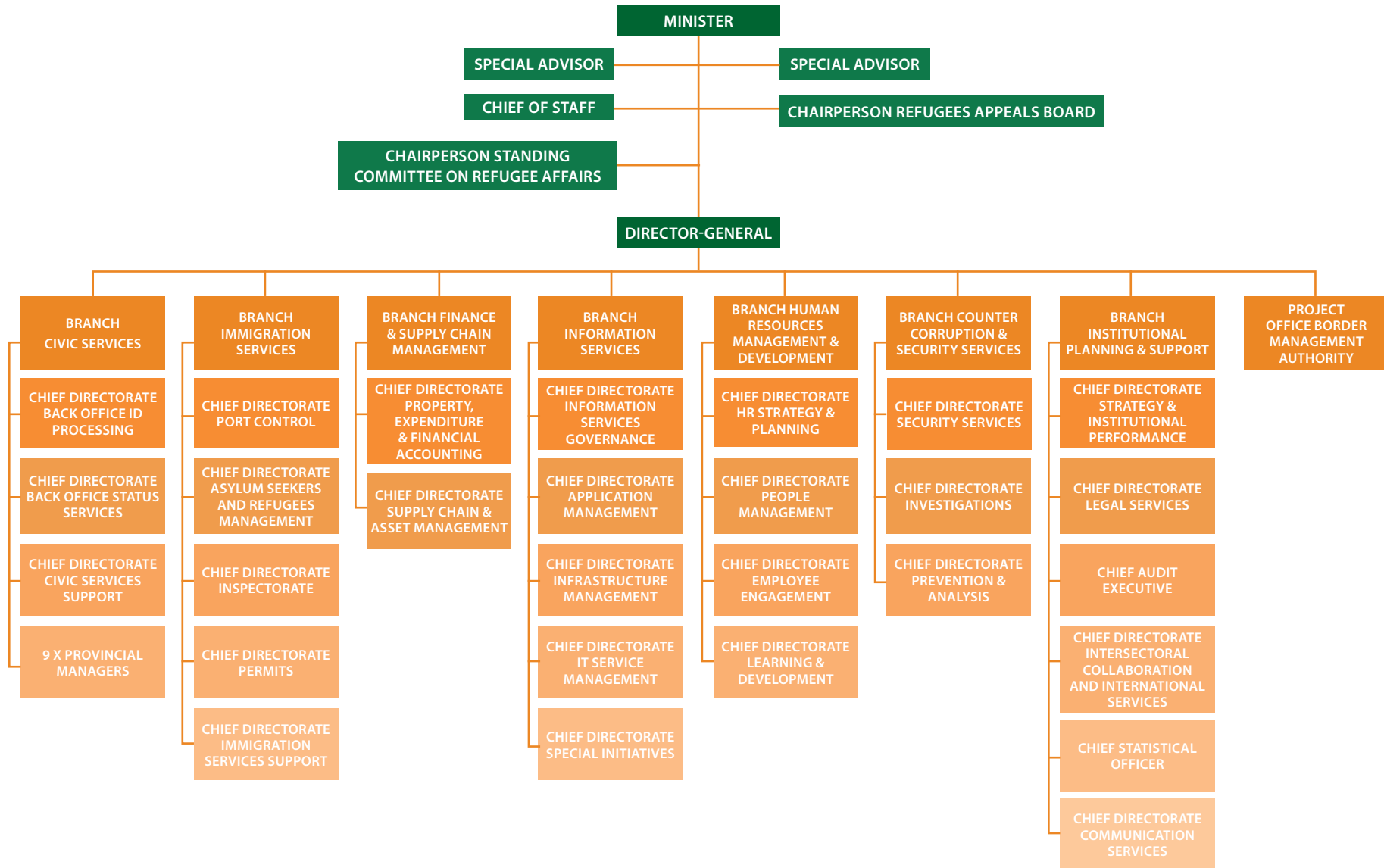
- Insertion of a provision related to the terms of office of the commissioner and deputy commissioner
- Insertion of a provision to deal with the appointment and functions of a maximum of two deputy commissioners
- Revisions of a provision relating to limitation of rights
- Insertion of a provision to deal with quarterly reporting on the performance of the BMA
- Improved drafting related to the provisions on the powers of entry, search, seizure, arrest and detention
- Insertion of a provision for the minister of Home Affairs as the chairperson of the Inter-Ministerial Consultative Committee and a revised list of members of this committee
- Insertion of a provision requiring the commissioner to be consulted when the minister delegates his functions or powers to either a deputy commissioner or any official of the BMA

- Insertion of a provision requiring draft regulations to be submitted to Parliament for comments
- Introduction of the “carve-out” clauses in relation to the South African Revenue Service (Customs). This effectively means that the South African Revenue Service (SARS) (Customs) will not form part of the authority
- Introduction of the obligation for the BMA to conclude implementation protocols with SARS (Customs), South African Police Service (SAPS) and South African National Defence Force.

The following Bills were initiated by Parliament:

- Committee Bill: Immigration Amendment Bill, 2018. The Constitutional Court declared Section 34(1)(b) and (c) of the Immigration Act, 2002 (Act No. 13 of 2002) unconstitutional as it was inconsistent with Section 12(1) and 35(2)(d) of the Constitution in that the section provided for the detention of a deportee for 30 days without appearing before the court. The declaration was suspended for 24 months to enable a process to amend Section 34 of the Immigration Act. The court gave Parliament 24 months to amend the legislation.
- Private Member’s Bill: Civil Union Amendment Bill, 2018. The purpose of the Bill is to repeal Section 6 of the Act, which allows a marriage officer to inform the minister that he or she objects on the ground of conscience, religion and belief to solemnising a civil union between persons of the same sex.

8. ORGANISATIONAL STRUCTURE



9. ENTITIES REPORTING TO THE MINISTER

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

Name of Entity	Legislative Mandate	Financial Relationship	Nature of Operations
Electoral Commission	The Commission was established in terms of section 3 of the Electoral Commission Act, 1996 (Act No. 51 of 1996)	Transfer payments	The functions of the Commission include the following: <ul style="list-style-type: none"> • To manage any election • To ensure that an election is free and fair • To perform the functions assigned to it by the Act
Government Printing Works (GPW)	The GPW operates as a government component after proclamation in Government Gazette No. 32616, dated 9 October 2010	Not applicable	The functions of the GPW include the following: <ul style="list-style-type: none"> • Compiling, editing, printing and distribution of the <i>Government Gazette and Provincial Gazette</i> • Procuring and stocking departmental forms and face value forms • Provisioning a printing service pertaining to high-security documents and printed matter of a general nature • Administering the Publications Section to provide for the stocking of government publications and the selling thereof to government institutions and the public, as well as institutions abroad





PART B

PERFORMANCE INFORMATION

1. AUDITOR GENERAL'S REPORT: PREDETERMINED OBJECTIVES

The AGSA currently performs necessary audit procedures on the performance information to provide reasonable assurance in the form of an audit opinion. The audit opinion on the performance against predetermined objectives is included in the report to management, with no 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 168 of the Report of the Auditor-General, published as Part E: Financial Information.



2. OVERVIEW OF DEPARTMENTAL PERFORMANCE

2.1 SERVICE DELIVERY ENVIRONMENT

The DHA currently operates in an environment that presents many challenges to consistently meeting service delivery standards. A major factor is that the DHA has inherited an operating and organisational model with outdated, fragmented and manual identity systems and processes. This has increasingly frustrated the department's efforts to build a modern and secure department. In the Civic Services environment, the department's transformation trajectory has been limited to the modernisation of the smart ID card and passport application systems and processes in 194 front offices that are capacitated with a live capture system. The back office processes and systems are largely outdated and fragmented. While the application process for products such as the smart ID cards and passports have been modernised, applications for most products remain manual, which contributes to long queues in our offices and delays in finalising applications related to the change of status (name, surname and identity number).

As reported in the previous financial year, the department entered into partnerships with South Africa's four major banks – Absa, First National Bank, Nedbank and Standard Bank – on a pilot basis at 15 branches collectively for the application of smart ID cards and passports through the e-HomeAffairs platform. The department continued to partner with the Department of Health to improve the registration of births and deaths. As of March 2020, 391 health facilities were connected to the NPR and were capacitated to register births and deaths.

In the immigration environment, the department's modernisation interventions have focused on introducing the BMCS, e-Visa and e-Gate, and redeveloping the six major land ports of entry as one-stop border posts. The BMCS will run on a live capture system and will enable live verification of citizens at the ports of entry. It will further enable capturing and verifying the biometrics of foreign nationals. The BMCS solution was piloted at OR Tambo and King Shaka international airports. The e-Gate will allow passengers to scan their own passports at the electric gates instead of waiting for passports to be checked by an immigration officer.

The broad objective of the system is to facilitate the movement of low-risk travellers through a self-service solution. This would free capacity for high-risk categories to be assessed by an immigration officer.

The e-Visa will enable eligible travellers to complete the online application forms in the comfort of their homes and submit these to Home Affairs without visiting our missions abroad. This will ease the financial burden and time spent by tourists in our missions and improve South Africa's attractiveness to tourists. Redeveloping six major land ports of entry as one-stop border posts is one of the key modernisation projects in the border environment that will transform the traditional two-stop border posts.

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

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

- Constitutionally sound and modern policies and legislation
- Modern and future-fit operating and organisational model

- Modernisation programme with specific focus on the NIS
- Recruitment and retention of employees who are fit and proper to deliver the mandate of the DHA
- Expansion of the department’s service delivery points through the digital channels and partnership with third-party organisations
- Revenue generation through tariffs, verification services and premium services.

The challenges that confronted the department in its transformation agenda have not deterred it from delivering on its mandate, which is to manage civil registration and citizenship, international migration and refugee protection. The department achieved 75% of its APP targets; this is an improvement of 2% from the 2018/19 performance, which was achieved despite the impact of the covid-19 pandemic on the achievement of, for instance, the smart ID card and the e-Visa rollout targets.

2.2 SERVICE DELIVERY IMPROVEMENT PLAN

The department has completed a service delivery improvement plan. Below is the plan and achievements to date.

Main services and standards

Main services	Beneficiaries	Current/actual standard of service (baseline 2018/19)	Desired standard of service	Actual achievements
Quantity				
Birth registration	South African citizens and permanent residents	816 698 births were registered within 30 calendar days	810 000 births registered within 30 calendar days	845 253 births registered within 30 calendar days
	South African citizens and permanent residents	58,91% of unabridged birth certificates were issued within eight weeks	70% of unabridged birth certificates Issued within weeks	60,86% of unabridged birth certificates issued within eight weeks
Personal amendments	South African citizens	A change request to enhance the track and trace system was developed but not yet implemented. Therefore, the measurement of the turnaround time is not possible at this point. However, the DHA measures the number of personal amendments from the NPR. A total of 97 971 personal amendments were processed for the age group 0 – 15 years. The branch will develop a change request for the extraction of amendment information for adults as this data is currently not available	80% of personal amendment applications finalised in eight weeks	The change request to enhance the track and trace system was not implemented during the financial year as systemic issues on the live capture necessitated specialist resources to remedy. Finalised amendments below 15 years: 142 303 Finalised amendments above 15 years: 42 712

Main services	Beneficiaries	Current/actual standard of service (baseline 2018/19)	Desired standard of service	Actual achievements
Quantity				
Permanent residence permit	Foreign nationals	95,1% (8 991 of 9 452) permanent residence applications adjudicated within eight months for applications collected within the RSA	90% of permanent residence applications adjudicated within eight months for applications collected within the RSA (from the date of receipt until the outcome is in scan at the VFS centre – office of application) [Above applications refer to: critical skills (s27b), general work (s26a) and business (s27c) only]	95.8% (8 142 out of 8 497) permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)
Quality				
Birth registration	RSA citizens	From inception in 2016/17, a total of 11 488 736 images were digitised The access tool has not yet been developed but images are available	Digitisation of birth, marriages and death records	No further records were digitised during the 2019/20 financial year due to a lack of funding
	SA citizens	Standard operating procedures for the new live capture processes will be finalised after the Hematite pilot is finalised	Signed standard operating procedures for birth and death registration process	The standard operating procedures in respect of births and deaths were approved on 9 November 2017
Personal amendments	SA citizens	A change request was developed but was not implemented	Enhance track and trace functionality to measure end-to-end personal amendment process	No further development of the track and trace system was implemented during the financial year
	SA citizens	No new standard operating procedures can be developed until the track and trace enhancements are finalised	Signed standard operating procedures for Personal Amendment process	Standard operating procedures covering personal amendments were approved as part of the births standard operating procedures that were approved on 9 November 2017

Main services	Beneficiaries	Current/actual standard of service (baseline 2018/19)	Desired standard of service	Actual achievements
Quantity				
Permanent residence permit	Foreign nationals residing within and outside SA who require permanent residency in the country	Not done	Exco approval of findings of feasibility study conducted in three missions	The business case was submitted to the National Treasury in the 2019/20 financial year for additional staff in critical missions. No response has been received thus far
Permanent residence permit	Foreign nationals residing within and outside SA who require permanent residency in the country	Full e-Permitting solution has not yet been implemented; pilot will be concluded in the 2019/20 financial year	e-Permitting solution implemented Number of applications finalised	<p>e-Visa: the modernisation journey to improved immigration systems continued in the 2019 reporting cycle. Development of the e-Visa solution has been concluded and QA processes are underway.</p> <p>A milestone in October 2019 was the launch of an e-Visa prototype in Kenya followed by India in January 2020. These were soft launches conducted under controlled conditions.</p> <p>Implementation of the e-Visa solution is being managed in a phased approach, and full deployment is subject to enabling international conditions (post covid-19). The system must be sufficiently robust at the time of full deployment within high-volume, key international nodes</p>

Batho Pele arrangements with beneficiaries (consultation access)

Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
Consultation		
<p>Communication strategy and action plan implemented with a focus on corporate communication services, media relations and public awareness engagements</p> <ul style="list-style-type: none"> • 4 publications of <i>Ikhaya</i> internal newsletter • 79 media engagements • 8 <i>Izimbizo</i> conducted • 1 budget vote communication event • 4 publications of the ministerial <i>Home Affairs Today</i> • 10 <i>Notes from the director-general's desk</i> produced • 2 campaigns (1 war on queues campaign and 1 travel ready campaign) 	<p>Communication interventions are part of the communication strategy as outlined in the APP, and implemented in respect of corporate communication services, media relations and public awareness engagements</p>	<p>In 2019/20, Communication Services made great strides in implementing the departmental communication strategy in respect of media relations, corporate communication services, and public awareness engagement. Overall, Communication Services achieved all, and surpass some, of its key targets. This was done in support of major DHA programmes and events. Communication Services responded proactively to the communication and media environment as is evident in the issues that were covered positively by the media. During the reporting period, positive media reports were generated on the 5th Annual Meeting of ID4Africa at Emperors Palace, which enabled the modernisation programme to gain some traction in the media space. The budget vote, hosted on 10 July 2019, detailed the department's programme of action for the 2019/20 financial year. In 2019, media coverage on immigration issues increased in light of the new list of visa-free countries that was expected to boost the tourism sector in the country. Robben Island celebrated the twentieth mass wedding on 14 February 2020. The first Braille marriage certificate was introduced. Communication Services also continued to enhance the effectiveness and impact of communications platforms, including in-house publications. These included:</p> <ul style="list-style-type: none"> • Home Affairs NOW • Home Affairs Today from the ministry • <i>Ikhaya</i> newsletter • <i>Notes from the director-general's desk</i> • communicating administration matters to staff (through circulars)
<p>Provinces report consistently that all offices have implemented complaint/suggestion boxes. However, not all provinces have standard forms. Western Cape, for example, reports that they use the client satisfaction rating card while Gauteng reports that feedback forms are not in place. The branch will work closely with channel management to formalise customer rating forms</p>	<p>Complaint/Suggestion boxes placed in all front offices with standard feedback form to capture client's suggestions and feedback</p>	<p>281 offices have complaint/suggestion boxes and 84 offices do not (76,99% compliance rate)</p>

Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
<p>December 2018 – February 2019: The birth registration, smart ID and travel ready advertising plans were implemented using various mediums including airport screens, at stadiums during PSL soccer tournaments/matches, and placement in print publications</p> <p>April 2019: During the Easter period the travel ready advertising plan was implemented on digital media</p> <p>July 2018 – May 2019: The apply and collect ID integrated communication plan was implemented by supporting DHA office openings and hosting Izimbizo in KwaZulu-Natal (KZN), the Eastern Cape, the Western Cape and the Northern Cape. This was reinforced by placing advertisements in print publications and on radio. These events were intended to align to the national election communication strategy compiled by the Government Communication and Information System and the IEC</p>	<p>Communication strategy to inform the public and Home Affairs staff about services and products through training and campaigns developed and implemented with a focus on corporate communication, media relations and public awareness engagements</p>	<p>Communication strategy implemented for 2019/20 with focus on corporate communication, media relations and public awareness engagements</p> <p>The birth registration was rolled out to encourage all mothers to register their children within 30 days. Re-affirming communication's strategic role as a tool for citizen empowerment on DHA services, a sustained ID collection public education campaign was held in support of the 2019 general election during August and September 2019. The travel ready campaign was rolled out in preparation for the 2019 festive season – messaging was flighted in print media, online and on radio during December 2019 and January 2020</p> <p>These include unmediated ministerial Izimbizo held by Minister of Home Affairs Dr Aaron Motsoaledi, and Deputy Minister of Home Affairs Mr Njabulo Nzuzza, throughout the reporting period as per the APP targets. Of note was that in quarter one the target was overachieved due to the DHA's need for more offices and engagements with communities to encourage ID applications and collections at DHA offices countrywide in support of the general elections</p>
<p>The draft socio-economic impact assessment for the Immigration Bill will be finalised in the 1st quarter of 2019/20 financial year. A draft Immigration Bill has also been developed and subjected to inter-departmental consultations. The draft Bill will be finalised in the 2019/20 financial year</p>	<p>New legislation implemented</p>	<p>In 2019, the DHA embarked on the development of a draft Immigration Bill as part of operationalising the <i>White Paper on International Migration</i> and responding to the need to comprehensively support national economic development, strengthen national security and protect the sovereignty of the State.</p> <p>During the development of the draft Immigration Bill and consultations with relevant stakeholders, the DHA realised that despite having adopted the white paper, there is a need to review it and make provision for drafting a single legislation to manage international migration and refugee protection. The department achieved the APP target for 2019/20, although these latest developments will put the development of the draft Immigration Bill on hold, pending the review and development of a new <i>White Paper on International Migration and Refugee Protection</i></p>

Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
Service standards		
Birth optimisation strategies for each of the nine provinces were approved during the financial year for implementation during 2019/20	Improving service delivery standards by optimising the use of existing health facilities for registration of birth	Annual birth registration data extracted from the NPR reflects that the department succeeded in maintaining a presence at 352 health facilities out of 391 health facilities during the financial year. The department could not maintain presence in 39 health facilities out of the 391 health facilities due to the high dependency of the network connectivity to the hospital network and challenges with network coverage in some hospitals
Interim biometric functionality was installed at 10 ports of entry in 2017/18 and there was no further roll out	Improving service standards using business process engineering with rolling out online verification, providing access to systems, using inherent biometric features and system integration	The department took a decision to stop the rollout of the interim biometric system as it strained resources. The BMCS was developed and piloted at Lanseria Airport and OR Tambo International Airport. The system supports the envisaged NIS to have single view of all citizens and non-citizens
The birth, marriage and death registration phase 1 module has been automated onto live capture. The module has been rolled out to 26 modernised offices Automated birth registration could not be piloted at the two health facilities identified because the network was not compatible with Hematite requirements	Increase the number of offices and health facilities registering births and deaths using the new automated process	A total of 10 live capture offices could register births and accounted for 2 436 transactions conducted during the review period
58,91% of unabridged birth certificates were issued within eight weeks	70% of unabridged birth certificates (issued within eight weeks)	60,86% of unabridged birth certificates issued within eight weeks
The track and trace system developed and completed, awaiting business implementation A change request was developed	Enhance track and trace functionality to measure end-to-end personal amendment process	No further development of the track and trace system was implemented during the financial year
No new standard operating procedures can be developed until the track and trace enhancements are finalised	Personal Amendment process	Standard operating procedures covering personal amendments were approved as part of the revised births standard operating procedures, which were approved on 9 November 2017 No further development of the track and trace system was implemented during the financial year Standard operating procedures covering personal amendments were approved as part of the revised births standard operating procedures, which were approved on 16 October 2014

Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
While the branch does not have an end-to-end measurement in place, we measure the number of amendments of children between 0 – 15 years	Use end-to-end measurements to improve operations management	Amendments in respect of all age groups were merged into a single directorate during the review period. Amendments were previously processed in two different directorates (16 years and above) by directorate: application processing and 0 – 15 years by the directorate: births, marriages and deaths. The practice of separating these services led to different interpretations of the Births and Deaths Registration Act and supporting regulations and standard operating procedures. Amendments are now under the control of the directorate: document management where all birth, marriage and death registers are permanently retained. These original registers are required to implement amendments; therefore the function is best located under the control of this directorate. As part of improving operations, the two postal receiving units in the branch were merged during the review period
A change request to enhance the track and trace system was developed but not implemented as yet. Hence, the measurement of the turnaround time is not possible at this point. However, the DHA does measure the number of personal amendments from the NPR. A total of 97 971 personal amendments were processed for the age group 0 – 15 years. The branch will develop a change request for the extraction of amendment information for adults as this data is currently not available	70% of personal amendment applications finalised in eight weeks	Notwithstanding the track and trace functionality is still not adequately developed, the branch maintains statistics in respect of personal amendments. The annual totals are as follows: Finalised amendments below 15 years: 142 303 Finalised amendments above 15 years: 42 712
95,1% (8 991 of 9 452) permanent residence applications adjudicated within eight months for applications collected within the RSA	90% of permanent residence applications adjudicated within eight months for applications collected within the RSA (from the date of receipt until the outcome is in scan at the VFS Centre – office of application) [applications refer to: critical skills (s27b), general work (s26a) and business (s27c) only]	95,8% (8 142 out of 8 497) permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)
Target is outside the APP – the 18 months as proposed has not been implemented as it requires Exco/MMM approval. It will only be presented for approval in the 2019/20 financial year	Spouse permanent residence applications permits will be adjudicated within 18 months within the RSA from the date of receipt of application until outcome is known	Presentation to Exco and MMM for approval has not yet been made. This will be prioritised during the 2020/21 financial year

Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
Access		
<p>The birth optimisation implementation plan was piloted at Baragwanath and Femina hospitals as per recommendations in the approved provincial state of readiness plans</p> <p>Sita awarded the bid to a service provider. The contract and SLA have been signed between DHA and Sita</p>	<p>Connectivity of additional health facilities with maternity wards and continuous optimisation of health facilities registering births and deaths</p>	<p>The directorate: footprint development and hospitals embarked on rolling out the online birth registration project in July 2019. The project proposal and business case for rolling out the online birth registration was endorsed by the minister and further discussed with the Department of Health.</p> <ul style="list-style-type: none"> • Optimisation and functionality of 47 health facilities • 46 of 47 health facilities are optimised, functional and can issue a birth certificate on the spot in line with end-to-end birth registration • ICT infrastructure, including IT equipment and software for all health facilities, were procured, deployed, installed and configured • Of 47 health facilities, 9 had adequate space and negotiations for alternative space at 38 health facilities were finalised. Adequate office space was identified and secured at 15 health facilities and prefabricated mobile offices will be provided at 23 health facilities • The tender for the appointment of the service provider has been approved by the bid adjudication committee and will be advertised during the 2020/21 financial year • Of the 47 health facilities, 23 have adequate space • Refurbishing and configuring office space was completed at 21 health facilities, with the exception of Bertha Gxowa and Paarl hospital <p>Counters and public seating were installed at 21 health facilities, including directional, operational and building signage</p>
<p>The birth, marriage and death registration phase 1 module has been automated onto live capture. The module has been rolled out to 26 modernised offices</p> <p>The automated processes for birth registration were piloted during the review period. A total of 2 924 births were registered during this pilot. It has since emerged that piloting the automated processes at health facilities cannot be implemented at this stage due to network compatibility issues</p>	<p>Optimise birth and death registration using the new automated process at DHA service points (front offices, health facilities, mobile units and foreign missions)</p>	<p>A total of 10 live capture offices could register births during the review period and accounted for 2 436 conducted during the review period</p>

Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
16 mobile units procured and equipped with IT equipment. All mobile units awaiting connectivity from Sita	Mobile solution rolled out to 200 offices	100 mobile units were equipped with connectivity by Sita and MTN. These units were also installed with the live capture solution and all peripherals required to provide services to clients. Xerox photocopiers were also installed in all units for scanning of supporting documents During the 2020/21 financial year, the units will be installed with point-of-sale devices for processing payments. Once installed, the units will be capable of operating independently under the control of provincial managers
For the financial year under review the department has installed 33 internal and 7 external signage at its front offices	Signage (internal and external) at all front offices	For the financial year under review, the department has installed 11 231 internal and 3 576 external signage at its front offices
The majority of offices have adequate facilities to cater for access to people with disabilities. The Department of Public Works (DPW), which is responsible for procurement of offices, was provided with specifications whenever new offices were procured or built. In offices where there is non-compliance, DPW moves the department to more compliant offices, as and when they become available [is adequate funding]	Accessible rails at all Front Offices	The majority of offices have adequate facilities to provide access for people with disabilities. The DPW&I, which is responsible for procurement of offices, was provided with specifications whenever new offices were procured or built. In offices where there is non-compliance, DPW&I moves the department to more compliant offices as and when they become available
For the financial year under review, the department has installed at its front offices seven external signages	Directional signage installed at all front offices	For the financial year under review, the department installed 81 internal and 249 external signages
A change request to enhance track and trace was developed but was not implemented	Personal amendment application process at 412 front offices and head office measurable, and operations management improved	No further development of the track and trace system was implemented during the financial year

Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
Applications are still undertaken online through VFS in South Africa	Applications are done online via a newly-appointed service provider in South Africa	<p>The service continues as was previously reported. The current contract with VFS Global is effective until 31 December 2020.</p> <p>As it stands, VFS provides global operational presence on behalf of the department:</p> <ul style="list-style-type: none"> • in 18 territories, operating 45 Visa Application Centres (VACs) internationally • with 15 VACs providing a domestic presence in the country. <p>The VFS service in support of the department's frontline operations is integral to sustained efficiencies gained in the management of permitting and visa applications. Such efficiency supports our role in contributing to the economic stimulus package and the facilitation of migration to South Africa</p>
Premium visa facilitation centres in Gauteng, KZN, and Western Cape are operational and continue to accept applications	Applications are done at three premium visa facilitation centres within South Africa	Premium visa facilitation centres in Gauteng, KZN, and Western Cape are operational and continue to accept applications
<p>Phase 1 solution (TRVs) developed and tested. Pilot has commenced</p> <p>Full e-Permitting solution not yet implemented; pilot will be concluded in the current financial year (2019/20)</p>	<p>e-Permitting solution implemented</p> <p>Number of applications finalised</p>	e-Visa: Development of the e-Visa solution has been concluded and QA processes are underway
Courtesy		
The annual target of 500 managers (junior, middle and senior) trained in leadership and management development programmes to improve performance and professionalism has been achieved: 567 (45 senior, 213 middle, 309 junior) have been trained	100% of nominated staff (500) trained in leadership and management development programmes	546 staff trained in leadership and management development programmes
81,5% of front offices (297 of 367) reported to have service charters displayed compared with 18,5% (68 of 367) of offices reporting that their service charters are not displayed in public spaces	Service charter displayed in all front offices	60,82% of front offices (222 of 365) reported to have service charters displayed compared with 39,18% (143 of 365) of offices reporting that their service charters are not displayed in public spaces
Not done	Service charter published on the department's website	Not achieved

Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
<p>Top management update on the website – executive management profiles regularly updated on the DHA website. Office contact details are regularly updated when information is received from provinces</p> <p>The images of top management are regularly updated and installed at front offices when requests are received from provincial and office managers</p>	<p>Updated top management details displayed on the department's website and front offices</p>	<p>Updates are done once a month via a request for updates from the webmaster through branches' nodal points</p> <p>Images of top management have not been updated due to the moratorium on filling fulltime posts because acting positions change frequently, which wastes funds with posters constantly having to be re-printed</p>
<p>Home Affairs contact centre solution implemented as per project plan. Standard complaints and redress mechanisms implemented in line with the Home Affairs contact centre framework. Revised complaints and redress mechanisms not yet approved and rolled out to the front offices. The revised mechanisms will be approved and rolled out in the 2019/20 year to the front offices</p>	<p>Approved three-year rolling plan for Home Affairs contact centre enhancement implemented</p>	<p>The three-year rolling plan to enhance the Home Affairs contact centre was approved and gradually implemented</p>
<p>VFS displayed service charter on services rendered in their offices</p>	<p>Service charter displayed in all VFS / or new service provider offices</p>	<p>The service charter is displayed as per agreement between the DHA and VFS</p>
<p>DHA contact centre advanced functionality implemented as per the project plan</p>	<p>DHA contact centre solution implemented as per project plan</p>	<p>DHA contact centre solution continued to be implemented in line with the project plan</p>
Openness & transparency		
<p>The situation remained unchanged from the previous financial year – 46% of front offices report that officials are in possession of name tags. To bolster these figures, a new project will be launched</p> <p>Immigration officials are issued with name shields that have been handed to a significant number of officials. Officials at ports of entry have also been issued with name badges and all port managers ensure that officials wear name tags/badges during the execution of their official duties</p>	<p>All officials wearing name tags and displaying name plates at counter level by service provider</p>	<p>2 965 officials possess name tags and 944 officials do not (75,85% compliance rate)</p> <p>1 664 officials possess desk name plates and 2 245 officials do not (42,57% compliance rate)</p> <p>Port control: 100% – all port managers ensure that officials wear name tags/badges (either DHA-issued or Inspectorate issued)</p>

Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
<p>The design of immigration name shields was finalised in 2018/19</p> <p>Red and gold: deputy director-general and chief director.</p> <p>Immigration management services support as follows:</p> <ul style="list-style-type: none"> Black and gold for inspectorate Green and gold for permitting Blue and gold for asylum seeker management 	<p>All officials wearing name tags and displaying name plates at counter level by service provider</p>	<p>A policy has been developed by Immigration Services to ensure that all matters related to uniform, dress code and display of insignia of rank and function is strictly managed. The colour of name tags linked to the chief directorate was dealt with in the draft policy and officials wear them accordingly. Orders are processed on request and upon verification of the role of the official</p>
<p>The VFS call centre number and email address in respect of visa applications are displayed on the DHA website through a VFS link</p>	<p>Service provider call centre number and email address displayed</p>	<p>The VFS call centre number is accessible on the DHA website and linked as per agreement between DHA and VFS</p>
<p>For Immigration Services, VFS has a customer satisfaction survey known as voice of applicant</p>	<p>Customer satisfaction devices in all offices</p>	<p>195 offices have customer satisfaction devices and 170 offices do not (53,42% compliance rate)</p> <p>VFS performance is managed through a formalised governance programme led by the office of the deputy director-general: immigration (chief director: immigration services) in cooperation with the office of the chief director: permits. A Steerco is held monthly at which performance statistics, application volumes and turnaround times are evaluated. This is measured against a formalised SLA. Customer complaints regarding VFS service levels are also attended to at this senior management level</p>
Redress		
<p>Due to the changes in the top management structure during the 2018/19 review period, the leadership charts are outdated and will need to be replaced. The levels of compliance have therefore declined since the previous report</p> <p>Immigration Services has an escalation mechanism where inquiries are conducted through the contact centre, which liaises with a dedicated inquiry unit within Permitting</p>	<p>Leadership charts in all front offices and escalation resolved</p>	<p>206 offices have leadership charts displayed in front offices and 159 offices do not (56,44% compliance rate).</p> <p>Permitting has a dedicated enquiries unit that deals with inquiries received from the contact centre and from other structures of the department</p>

Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
<p>The three-year rolling plan to enhance the Home Affairs contact centre was not completed. Only the automated quality management system, automated email system, web supervisor dashboard and reporting system, server upgrades and Qlik sense analytical and reporting system were implemented. Integration of contact centre systems with core business systems was not completed as Immigration Services indicated a lack of capacity to implement the outstanding interfaces. Redress mechanisms were reviewed but not approved. Complaints were handled and redressed in line with the existing contact centre framework</p>	<p>Approved three-year rolling plan for Home Affairs contact centre enhancement, inclusive of redress mechanism, implemented</p>	<p>Current complaints mechanism – the department has decentralised the complaints mechanism, and it is not standardised in all provinces. The department has a centralised contact centre where 90% of the department's complaints are reported. Provinces have complaints registers and suggestion boxes; all are not managed in the same way</p> <p>Desired state:</p> <ul style="list-style-type: none"> • a standardised complaints management strategy • complaints mechanisms applied uniformly across the department • all complaints registered on the automated complaints management system • a single view of the complaints and customer • accessible to all users and management respectively <p>Actual achievement:</p> <ul style="list-style-type: none"> • a centralised Home Affairs contact centre • established and existing complaints management strategy reviewed <p>The strategy has not been approved yet. Once approved, it will be piloted and rolled out to all customer service points</p>

Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
<p>The average turnaround time or query management improved, with above 90% of cases logged with the department resolved within the specified turnaround times. The contact centre servers were upgraded and Qlik sense analytical and reporting system, together with the quality assurance system, were developed and deployed in the centre to assist with reducing the number of abandoned calls</p> <p>The inspectorate has a unit standard of 28 days, 60 days and 90 days for investigations</p> <p>This is determined by the complexity of cases, for example:</p> <ul style="list-style-type: none"> • Undesirable cases – 28 days • Prohibition, good cause and deportation appeals – 90 days • Status verification investigations – 28 days • Special investigations – fraudulent documents, fraudulent practices, fraudulent marriages – 90 days • Human trafficking and human smuggling – 90 days 	<p>Approved timeline of 25 working days for the resolution of a query or complaint</p>	<p>On average 22 working days were attained for all queries and complaints</p> <p>The inspectorate has a unit standard of 28 days, 60 days and 90 days for investigations and the average working days attained as follows based on the complexity of cases:</p> <p>60% of inspectorate investigations completed within 90 days: Completed 16% (cases received 44, finalised 7)</p> <p>60% of prohibition, good cause appeals completed within 90 days: Completed 34% (cases received 218, finalised 75)</p> <p>60% of overstay appeals completed within 28 days: Completed 72% (appeals received 227, finalised 163)</p> <p>222 law enforcement operations/ inspections conducted to ensure compliance with immigration and departmental legislation. Conducted two hundred and twenty two operations/inspections</p>



Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
<p>The tracking functionality on the website was not operative during the review period.</p> <p>The VFS visa application system provides a tracking functionality. Applicants can monitor the status of their applications online and submit inquiries to the Chief Directorate: Permits for further attention if applications are pending for a long time</p>	<p>Customer can follow the process of their application through the department's website</p>	<p>The tracking functionality on the website did not work during the review period. However, the live capture, ID and late registration tracking systems were in place and accessible to the contact centre and all front line offices to handle enquiries</p> <p>The VFS system provides a tracking functionality, and clients may receive information that confirms their application has been received and registered with the department. However, the department has placed restrictions on any access to its internal systems and adjudication processes undertaken within the visa adjudication system. The enforcement of a limited access and tracking capability is based on confidentiality and rights of access to the system by authorised officials only</p>
<p>Suggestion/complaint or compliment boxes are implemented at front offices. However, we have identified a need to standardise the customer experience questionnaire going forward</p> <p>In respect of visas, applicants can follow up with the contact centre and direct their unresolved cases to the chief director: permitting for a resolution. Applicants have a further redress mechanism in terms of the Immigration Act where rejected applications can be appealed or decisions taken for review</p>	<p>Redress mechanisms developed in line with the service charter</p>	<p>281 offices have redress mechanisms in place and 84 offices do not (76,99% compliance rate)</p> <p>Permitting has a dedicated enquiries unit that deals with inquiries received from the contact centre and from other structures of the department</p>
Value for money		
<p>58,91% of unabridged birth certificates were issued within eight weeks</p>	<p>70% of unabridged birth certificates delivered according to set standards</p>	<p>60,86% of unabridged birth certificates issued within eight weeks</p>
<p>816 698 unabridged birth certificates were issued on the spot for newborn babies</p>	<p>Unabridged birth certificates for new births issued within a day</p>	<p>845 253 full birth certificates were issued on the spot for newborn babies</p>
<p>As indicated above, a change request was developed to enhance the track and trace that currently does not measure the personal amendment process end-to-end. To accurately account for an end-to-end process, the implementation of the track and trace is critical</p>	<p>Reduced level of queries related to, or as a result of, personal amendment applications</p>	<p>As indicated above, the branch reorganised amendments and the postal receiving units during the review period</p> <p>A new director was transferred to fill this position (through in-house re-assignment). Personal amendments for all age groups now fall under a single directorate. The focus going forward will be on continued digitisation of records and enhancing the track and trace functionality</p>



Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
Regular engagements with VFS take place through the established governance structure, which is Steerco	Improve quality of adjudicated files. In-house quality assurance before dispatching	A Steerco is held monthly and is attended by senior managers of the department and VFS. The Steerco is chaired by the Chief Director within the Office of the Deputy Director-General: Immigration Services An SLA between the department and VFS ensures that a number of performance areas are continuously monitored and that quality control mechanisms are in place and functionally effective to render the best end-to-end service possible to the applicant
Time		
58,91% of unabridged birth certificates were issued within eight weeks	70% of unabridged birth certificates issued within eight weeks	60,86% of unabridged birth certificates issued within eight weeks
816 698 unabridged birth certificates were issued on the spot for newborn babies	Unabridged birth certificates for new births issued in a day	845 253 full birth certificates were issued on the spot for newborn babies
A change request to enhance the track and trace system was developed and not implemented. Hence, the measurement of the turnaround time is not possible at this point. However, the DHA measures the number of personal amendments from the NPR. A total 97 971 personal amendments were processed for the age group 0 – 15 years. The branch will develop a change request to extract amendment information for adults as this data is currently not available	Personal amendment applications finalised in eight weeks	The change request to enhance the track and trace system was not implemented during the financial year as systemic issues on the live capture required specialist resources to remedy Finalised amendments below 15 years: 142 303 Finalised amendments above 15 years: 42 712
95,1% (8 991 of 9 452) of permanent residence applications were adjudicated within eight months for applications collected within the RSA	Permanent residence permit issued within eight months	95,8% (8 142 out of 8 497) permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application)
Target is outside the APP – the 18 months proposed have not been implemented as it requires Exco/MMM approval. It will only be presented for approval in the 2019/20 financial year	Spouse permanent residence permits will be issued within 18 months	Presentation to Exco/MMM for approval has not been made yet. This will be prioritised during the 2020/21 financial year
Cost		
First issue of unabridged birth certificate is issued free of charge	First issue of unabridged certificate issued free of charge	First issue of unabridged birth certificate is issued free of charge
R75 charged for unabridged birth certificate	R75 charged for unabridged birth certificate	R75 charged for unabridged birth certificate
Re-issuance of unabridged birth certificates is R70	R70 charged for re-issue of unabridged birth certificate	Re-issuance of unabridged birth certificates is R70

Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
Amendment to the birth register: R70	Amendment to the birth register: R70	Amendment to the birth register: R70
Change of the forenames or surname of a minor: R70	Change of the forenames or surname of a minor: R70	Change of forenames or surname of minor: R 70
Change of the forenames of a major: R140	Change of the forenames of a major: R140	Change of the forenames of a major: R140
Change of the surname of a major: R325	Change of the surname of a major: R325	Change of the surname of a major: R325
All rectifications where the department is at fault: free	All rectifications where the department is at fault: free	All rectifications where the department is at fault: free
The charge remains the same: R1 520	R1 520: DHA processing fee	<p>The fee is unchanged. The R1 520 relates to certain categories of visa and permit applications</p> <p>Visa applications include:</p> <ul style="list-style-type: none"> • general work visa • critical skills visa • corporate work visa • intracompany transfer work visa • corporate • business <p>Permit applications include:</p> <ul style="list-style-type: none"> • 26(a) worker • 26(d) dependent (>21) • 27(a) worker • 27(b) extra ordinary skills (critical skills) • 27(c) business • 27(e) retired • 27(g) relative
The charge remains the same: R1 350	R1 350: handling fee charged for an application through VFS	The VFS service fee is a prescribed R1 350

Current/actual arrangements (baseline 2018/19)	Desired arrangements	Actual achievements
The charge is R1 850, which consist of the normal charge and an extra R500 (R1 350 + R500)	R500 for applications at premium VFS centres (optional)	For all applications lodged at the DHA premium visa & permit services centre for its corporate clients, a mandatory VFS Global service fee of R2 500 is levied

2.3 SERVICE DELIVERY INFORMATION TOOL

Current/actual information tools	Desired information tools	Actual achievements
The requirements for birth and death registration have remained the same throughout the financial year and the existing information distributed to provinces is still applicable, except for the automated birth registration process that is being piloted. These changes will be distributed once the piloting phase is complete	Updated information about the birth and death registration distributed through pamphlets and posters displayed at all DHA service points	226 offices have updated information about birth and death registration and 139 offices do not (61,92% compliance rate)
The rollout of the new service charter is still in progress	Citizens are given complete and accurate information about the services they are entitled to receive in the display at the departmental service charter, at all offices and on other targeted electronic channels	222 offices have updated service charters and 143 offices do not (60,82% compliance rate)
Both the DHA and VFS websites have information on visa and permit applications	Information about the permanent residence application services on the department's website and VFS websites	Communication Services working in conjunction with Immigration Services has constantly placed and updated information on visa and permits on the DHA website
Clients can follow the process through the service provider's website until the application is handed over to the DHA. The client will then follow the process from the VFS Dispatch hub at hallmark until the VFS office of application	Customer can follow process of application through the service provider website	The VFS system provides for a tracking functionality, and clients may receive information that confirms their application has been received and registered with the department. However, the department has placed restrictions on any access to its internal systems and adjudication processes undertaken within the visa adjudication system. The enforcement of a limited access and tracking capability is based on confidentiality and rights of access to the system by authorised officials only

2.4 ORGANISATIONAL ENVIRONMENT

Many of the initiatives that aim to enhance the security and efficiency of our services both nationally and internationally are heavily reliant on advancing our modernisation agenda. The need to accelerate the automation of the department's services has increased due to the economic climate within the country, which, among other challenges, has resulted in a decrease in the department's workforce.

The department is currently functioning at 44% of its approved capacity (the total of filled posts versus the approved establishment of more than 20 000 officials). A total of 688 positions were unfunded since 2016/17 due to the implementation of austerity measures by the National Treasury. As at 31 March 2020, the department had a total of 8 778 filled posts. Besides lack of numbers and the struggle to retain staff, the department has insufficient capacity and capability in critical specialist and management areas.

This under-capacitation has had an adverse impact on the department as the remaining staff, after others have retired or resigned, have to take up the slack, doing more work out of necessity and putting both a physical and mental strain on the existing staff complement. The concurrent under-funding exacerbates the problem as unfunded positions cannot be filled. This slows the pace of modernisation and results in lower employee morale, which affects their engagement considerably. A bare minimum staff complement of 65% is required to drive the pace of both modernisation and repositioning.

Modernising the department's services through ongoing automation is expected to eventually free up human resources who could be reskilled and redeployed to other areas of the business to alleviate the pressure in areas that remain highly labour-intensive.

To mitigate the effects of the decreasing staff complement, during the 2019/20 financial year the department has:

- 1) transferred (permanent re-allocation) and re-assigned (temporary deployment) employees to priority service delivery areas for optimal use of human resources. Attention was on deploying staff to missions abroad and capacitating banks identified within the modernisation agenda

- 2) prioritised filling 53 critical posts, of which 75% were in Information Services (Information Services is central to automating the department's frontline services). The remaining 25% were allocated to the missing management cohort needed to drive the repositioning agenda.

2.5 KEY POLICY DEVELOPMENTS AND LEGISLATIVE CHANGES

In the 2019/20 financial year, the department continued to develop key policies critical to the repositioning programme. These policies are in four main areas and are briefly discussed below:

Repositioning Home Affairs

Cabinet took a strategic decision to reposition the DHA within the State security system to ensure that DHA is positioned to contribute positively to a capable and developmental state. This decision is being implemented through the White Paper on Home Affairs which was approved by Cabinet in December 2019. The white paper is a policy framework to reposition the DHA as a modern and secure department and is reflected in its new vision and exclusive mandate statements:

Vision statement:

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

The exclusive mandate

- Management of citizenship and civil registration
- Management of international migration
- Management of refugee protection
- Responsibility for the National Population Register

The department has also begun the process of drafting a new DHA anchor Bill, which will be submitted to Cabinet for approval for public consultation during the 2020/21 financial year.

One-stop border post policy

The DHA is responsible for the designation and management of the country's 72 ports of entry. As part of efforts to ensure that ports of entry are effectively, efficiently and securely managed, in December 2018 Cabinet approved the one-stop border post framework. The framework directs the DHA to spearhead the redevelopment of six key commercial land ports of entry as one-stop border posts. One-stop border posts are ports of entry where travellers, goods and means of transport stop once to undertake exit and entry formalities between two adjacent countries. The main objective is to enhance trade without compromising national security or revenue collection, by efficiently moving goods and people. The main advantage of one-stop border posts is faster border clearance, which will, in turn, improve trade competitiveness and the movement of people. Policy and legislation are required to establish functioning one-stop border posts. The department is drafting a policy on one-stop border posts that will be submitted to Cabinet for approval for public consultation during the 2020/21 financial year.

Implementing the 2017 White Paper on International Migration

The 2017 White Paper on International Migration is being implemented in a phased approach. Progress has been made in areas such as establishing the BMA; the BMA Bill was adopted by Parliament in the 2019/20 financial year. The e-Visa is also being implemented. Certain elements of the 2017 White Paper on International Migration require further expression and updates in light of changes in the global economy and the impact of the covid-19 pandemic, among others.

Marriage policy

In the 2019/20 financial year, the department initiated a process to develop a marriage policy as part of its mandate to ensure citizenship and civic status are securely and efficiently managed to fulfil constitutional and international obligations. For the first time since democracy, the entire marriage regime was discussed under a single policy document. The marriage policy looks at the challenges of customary marriages, marriages of convenience and civil, religious and same-sex marriages. In the 2020/21 financial year, the marriage policy will be submitted to Cabinet for approval for public consultation.

Official identity management policy

The department is also mandated to secure the population register to empower citizens and enable inclusivity, economic development and national security. An official management identity policy is being drafted and will provide a constitutionally sound policy framework for regulating the following critical elements of identity management:

- Realise the equality, non-discrimination and human dignity values in managing official identity and the status of all citizens and non-citizens
- Reposition the DHA as the sole provider of official identity, and immigration and civic status services
- Enhance the NPR as a single digital population register that is secure, inclusive (citizens and non-citizens) and confidential
- Establish the NIS to interface with other government identity management systems and generate the real-time data needed by e-government and e-commerce to function
- Establish rules that govern access and process NPR information in line with relevant policies and legislation
- Affirm the identity number, biometric data and DHA enabling documents (birth certificate, ID card and passport) as the only means to identify and verify the official identity of a person
- Secure primary systems to enable the DHA to affirm identity and status to citizens and qualifying non-citizens.

3. STRATEGIC OUTCOME-ORIENTED GOALS

The DHA contributes directly to the following MTSF 2014 – 2019 outcomes:

- Outcome 3: All people in South Africa are and feel safe
- Outcome 4: Decent employment through inclusive economic growth
- Outcome 12: An efficient, effective and development-oriented public service.

The DHA developed three strategic outcome-oriented outcomes to support the national outcomes and its own priorities. The three outcomes deal with the core business branches (Civic and Immigration services) and support branches:

- Secured South African citizenship and identity
- Secured and responsive immigration system
- Services to citizens and other clients that are accessible and efficient.

Each of the three outcomes are supported by strategic objectives with five-year targets, outputs and performance indicators and targets. The achievements highlighted below were identified as forming a critical part of the 2014 – 2019 MTSF

During the period under review, the smart ID cards target was 3 million. The department underperformed on this annual target by issuing 2 816 544 smart ID cards to citizens. The most significant contributors to the underperformance was system instability, water shortages and power failure in the operational environment.

In securing the identity and status of citizens, it is crucial to ensure early registration of birth. For the review period, the birth registration target was 810 000 births within 30 days of birth event. The department exceeded this annual target by registering 845 253 births within 30 days.

The turnaround times for key enabling documents in the immigration environment improved significantly, especially for those contributing to economic development. The adjudication of selected categories of permanent residence applications, business and general work visas, and critical skill visas varied between 86,7% and 98,2% in 2019/20. A total of 40 129 330 traveller movements (29 349 114 foreign nationals and 10 780 216 citizens) were processed across our 72 ports of entry. This is a decrease of 4,80% from 2018/19, when a total of 42 152 635 traveller movements (30 900 570 foreign nationals and 11 252 065 citizens) were recorded.

As part of the modernisation programme, the department continued to roll out a live capture system to process smart ID cards and passports. The system was rolled out to two more offices and 10 banks, and 100 mobile units were deployed across all nine provinces.

The BMCS is being piloted at Lanseria, King Shaka and OR Tambo international airports, with continuous enhancement being developed to fix bugs on the system.

The modernisation journey to improve immigration systems continued during the 2019/20 financial year. A milestone was the launch of an e-Visa prototype in Kenya and India under limited and controlled conditions. This was more of an expanded testing opportunity than a pilot, and it provided valuable insight to technical integration deficiencies within port of entry systems, where validation of a traveller against a departmental risk engine is required. The e-Visa was prioritised to deliver on the commitments by President Cyril Ramaphosa in the 2019 State of the Nation Address, and to contribute to economic growth and improving conditions that invite tourism.

4. PERFORMANCE INFORMATION BY PROGRAMME

4.1 PROGRAMME 1: ADMINISTRATION

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

Programme 1: Administration contributes to all three of the departmental outcomes, with its main contribution under outcome 3.

DHA outcome 3: Services to citizens and other clients that are accessible and efficient

Sub-programmes:

- Ministry
- Management support services
- Corporate services
- Transversal IT management
- Office accommodation

Strategic objectives

- Ensure secure, effective, efficient and accessible service delivery to citizens and immigrants
- Good governance and administration
- Ensure ethical conduct and a zero-tolerance approach to crime, fraud and corruption
- Collaborate with stakeholders to support enhanced service delivery and core business objectives.

4.1.1 Management support services

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

Policy and strategic management

The chief directorate of policy and strategic management is responsible for facilitating policy development, strategic planning, research management, and monitoring and evaluation. In addition, the chief directorate is responsible for managing the current phase of the repositioning programme.

Repositioning programme

During the period under review, the chief directorate undertook the following activities as part of the repositioning programme:

- Facilitated developing the White Paper on Home Affairs and submitting it to Cabinet for approval. The white paper was approved by Cabinet in December 2019, as a policy framework for repositioning the DHA as a modern and secure department located within the security system of the State.
- Facilitated the consultation process, which included gazetting the white paper for public comments, presenting the white paper to the JCPS and GSCID clusters, and National Economic Development and Labour Council consultations.
- Facilitated drafting the DHA Framework Bill and submitting it to the minister and the JCPS and GSCID clusters.

Policy development

The directorate is responsible for developing policies that are aligned to the DHA constitutional mandate and government priorities. In the 2019/20 financial year, the directorate spearheaded the development of the following policies:

ONE-STOP BORDER POST POLICY

During the period under review, the directorate undertook the following activities to support developing the one-stop border post policy:

- Facilitated developing the one-stop border post policy and submitting it to the BMA project management office (PMO). This included regularly presenting the draft policy to the interdepartmental one-stop border post steering committee for input. The draft policy, in its current form, makes recommendations on the one-stop border post model that must be adopted by the country.
- Facilitated and participated in international study tours to the Chirundu (between Zimbabwe and Zambia) and Namanga (between Tanzania and Kenya) one-stop border posts. The purpose of the study tours was to learn from these countries' experiences of implementing the one-stop border posts. The Chirundu one-stop border post was chosen because it is the oldest one-stop border post in Africa and is located within the Southern African Development Community (SADC) region. The Namanga one-stop border post was chosen because of its location in the East African Community region. The East African Community has adopted a regional policy and legislative framework for managing one-stop border posts. This is contrary to the SADC experience, which has not adopted any regional policy and legislative instrument for managing one-stop border posts.

MARRIAGE POLICY

During the period under review, the directorate undertook the following activities to support developing the marriage policy:

- Facilitated developing the marriage policy and submitting it to the minister for approval. The draft policy, in its current form, recommends a single (omnibus) marriage legislation that will regulate all marriages in South Africa. The new legislation will repeal the existing marriage Acts [Marriage Act, 1961 (Act No. 25 of 1961); Recognition of Customary Marriages Act, 1998 (Act No. 120 of 1998); Civil Union Act, 2006 (Act No. 17 of 2006).
- Facilitated ministerial dialogues with several stakeholders to solicit their views on the key issues that should be included in the marriage policy. Stakeholders consulted included: traditional and religious leaders, human rights and gender activists, and academics and family law practitioners. The dialogues culminated in a report that informed the drafting of the marriage policy.

OFFICIAL IDENTITY MANAGEMENT POLICY

During the period under review, the directorate undertook the following activities to support developing the official identity management policy:

- Facilitated developing the policy and submitting it to Cabinet for approval. The policy was presented to the JCPS, GSCID and Economic Sectors, Employment and Infrastructure Development clusters. The draft policy is the first step towards establishing a secure and inclusive NPR and biometric-based NIS that will enable a single view of a DHA client.
- While the policy was submitted to Cabinet, the department was advised to revise the policy and resubmit it for further processing.

Concept paper on the impact of illegal migration on social services

During the period under review, the directorate undertook the following activities to support developing the concept paper on the impact of illegal migration on social services:

- The concept paper was revised to reflect the impact of various court decisions on the capacity of the State to deal with illegal migration. Notable cases include the Watchenuka (2004), Bula (2011) and Somali Association (2014). These judgements establish jurisprudential principles and extend socio-economic rights to non-citizens.
- The concept paper was presented to the JCPS and Social clusters for approval.

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 and to the ongoing transformation of the department. The Strategic Plan 2020/2025 and APP for the 2020/21 period were developed during the 2019/20 financial year and tabled in Parliament on 12 March 2020. The APP for 2019/20 was also formally tabled in Parliament in June 2019 as per the directive of the leader of government business. The 2019/20 financial year earmarked the end of the Strategic Plan 2015 – 2020.

The strategic planning process for the 2020/21 financial year and strategic planning period leading up to 2025 were informed by the National Development Plan, the new MTSF for 2019 to 2024, ministerial and departmental priorities. The following departmental and branch strategic planning workshops and sessions were conducted to assist with finalising the various DHA planning instruments:

- An extended Exco retreat was held on 29 June 2019, with the aim of improving the leadership collective in the DHA, and to discuss and confirm the strategic direction and resourcing of the DHA in the medium term.
- The Priority Setting and Strategy Workshop was held on 13 – 14 August 2019. Its purpose was to set the scene for the strategic planning process to unfold during the rest of the 2019/20 financial year in preparation for the 2020 to 2025 period. The minister and deputy minister provided political and strategic direction at the workshop. The workshop included an environmental analysis, an analysis of lessons learned from the MTSF 2014 to 2019 cycle, as well as the confirmation of strategic priorities.
- The branch and provincial planning process took place from August to September 2019. The purpose of these workshops was to translate the priorities identified during the 13 – 14 August 2019 workshop into realistic and implementable measures. Branches and provinces were also requested to identify pressing operational issues that required immediate intervention. As part of the process, branches were also required to discuss the various priorities with all levels of management and staff to ensure ownership and buy-in to the DHA planning instruments.
- The strategic planning workshop of 2 – 3 October 2019 was conducted in preparation for submitting the draft planning instruments to the Department of Planning, Monitoring and Evaluation (DPME) and the National Treasury by 31 October 2019. This workshop was informed by the outcomes of the branch and provincial planning process.

A major focus of these workshops and sessions was to involve all levels of management and staff in the planning process. It also assisted with the practice of implementing integrated planning at the DHA, with due consideration to critical elements such as budget, dependencies and risks.

Some other critical events and meetings considered in the strategic planning process included:

- Quarterly performance reviews of the DHA for the 2019/20 financial year in October 2019 and January 2020
- The preliminary and final budget allocation letters for the 2020 MTEF period and departmental budget committee meetings, and submission of the 2020 estimates of national expenditure
- Feedback from the DPME on the draft strategic plan for 2020 to 2025 and the 2020/21 APP
- State of the Nation Address of 13 February 2020
- Key developments within government and the DHA, for example the austerity measures introduced by the National Treasury and its ongoing impact, the DHA repositioning programme and positive developments in establishing the BMA.

The various initiatives undertaken by the directorate: strategic planning to improve strategic planning practices in the DHA have contributed significantly to improving organisational performance, the quality of performance information, service delivery in general and the significant contribution to government outcomes. The next step is to institutionalise these best practices in the organisation.

Research management

The research management directorate is responsible for the coordinating research functions. The directorate supports DHA strategic objectives through basic and applied research commissioned by the department, assists in identified high-risk projects, advises relevant units on how research may be conducted and strengthens research and innovation by establishing collaborations with key research institutions.

Key initiatives undertaken by the directorate are summarised below:

DEVELOPMENT OF THE RESEARCH AGENDA

- The agenda set out the research needs of the department for the period 2019 to 2022. It has been developed to support research planning in the department and to signal to

relevant internal and external stakeholders the areas of research that the department has identified as being important. The strategic objective of the DHA Research Agenda is to promote evidence-based implementation of departmental programmes and projects through multi- and inter-disciplinary research, and synthesis of existing and new information, which will lead to a realisation of the DHA's mandate and outcomes.

COMMISSIONED RESEARCH

- The Department of Home Affairs commissioned a study aimed at examining the extent to which DHA legislation, policies and practices are aligned to Section 9 of the Constitution. The study outlined a deeper understanding of the extent to which discrimination and inequality are contained in the department's legislation, policies and practices as well as in the forms and manifestations of such discrimination and inequality. Recommendations were thus made to the department on the appropriate, non-discriminatory phrasing of clauses (this is, use of language/wording) where a need was identified for amendment.
- The research management directorate was tasked with conducting the organisational assessment study (deep dive) of the key functional areas (i.e: ICT, HR management & development, finance, and security and enforcement) within the DHA. The studies were aimed at:
 - assessing the capabilities of the DHA's key functional areas and the compliance of these areas with the applicable national regulatory frameworks
 - identifying bottlenecks and propose alternative measures to enable the department to take firmer control of the identified areas in preparation for comprehensively implementing the repositioning programme.
 - Consequently, the DHA drafted and published both the terms of reference and the RFQ for the appointment of a suitable service provider to undertake the organisational assessments.

RESEARCH COLLABORATIONS

- Higher education institutions and research organisations were identified as suitable partners to collaborate with. This would promote evidence-based implementation of departmental programmes and projects through multi- and inter-disciplinary research, and lead to a realisation of the DHA's mandate and outcomes. During the period under review, engagements were held with universities of the Witwatersrand and Pretoria, the Council for Scientific and Industrial Research (CSIR), the Human Sciences Research Council and the NRF. Memorandums of understanding (MoUs) were thus entered into between the DHA and NRF, and the CSIR and DHA. These will be extended to the higher education institutions in the new financial year.

RESEARCH REQUESTS

- Internal and external researchers write to the DHA requesting permission to conduct research at the department. The research management directorate is responsible for attending to these requests, by reviewing the research proposal and all relevant documents and recommending that the department either approve or not approve the request. For the period under review, 34 research requests were received and attended to and only 15 were approved due to their relevance and benefit to the department.

Monitoring and evaluation

The 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 2018/19 was tabled in Parliament and presented to the Portfolio Committee on Home Affairs on 8 October 2019.
- The four DHA performance reports for the 2019/20 financial year were approved and signed by the acting director-general and submitted to the DPME as per the National Treasury prescripts.

- On 11 November 2019, Exco revived the Project Acceleration Support task team to address the poor organisational performance recorded during the first six months of the 2019/20 financial year, and to make specific recommendations to identify and deal with blockages to organisational performance.
- The primary purpose of the Project Acceleration Support task team was to identify poorly performing APP targets, to propose appropriate remedial and mitigating interventions and to monitor these interventions to achieve improved performance compared to the previous years. The monitoring and evaluation directorate started and continued to report at Exco fortnightly on targets that were at risk of not being achieved at the end of the 2019/20 financial year.

Legal services

The chief directorate: legal services is responsible for drafting both primary (Acts of Parliament) and secondary legislation (regulations in terms of the relevant Act), and amending existing Acts and regulations based on requests received from the relevant line functions. Legal opinions are provided on the interpretation of the legislation administered by the department, and commercial contracts/SLAs when requested. Legal assistance is also provided to line and other support functions in dealing with international agreements and MoUs, and with drafting and/or vetting commercial contracts/SLAs. For litigation instituted against or by the department, legal support is provided to the minister and the director-general in all such civil litigation.

DRAFTING DIRECTORATE

Drafting assisted in ensuring that the Border Management Authority Bill, the Immigration Amendment Bill and the Civil Union Amendment Bill were processed through the National Assembly and the NCoP. The directorate also rendered legal support in finalising the MoUs between the department and: the Western Cape Provincial Government, Consumer Credit Profile, Law Trust Third Party Services, Business Integrated Connection, Cancom, Exerian, South African Bankers' Services (Bankserv), Association for Savings and Investment South Africa, Southern African Fraud Prevention Service and the AGSA (with regard to verification of personal information), and the Ethekwini Municipality (for cooperation on the NPR).

International agreements on the waiver of visa requirements were entered into between the Government of the Republic of South Africa and the governments of the Republic of Liberia, Republic of Uganda, Republic of Niger and Republic of Mali.

COMMERCIAL CONTRACTS DIRECTORATE

With regard to commercial contracts and/or SLAs, the directorate: commercial contracts provided legal support (drafting, scrutiny, vetting, legal opinions) on 112 matters received. A significant percentage of the work orders drafted and vetted under the various contracts pertaining to the department's information systems modernisation project were necessary to continue successfully implementing the WAIO project. All the matters received during 2018/19 (112) were finalised within one month of receipt. This directorate is, however, still facing severe capacity constraints, with only being one legal official in this directorate to deal with all the commercial contracts/SLAs involving the department.

LITIGATION DIRECTORATE

The directorate: litigation continued its responsibility to defend the department in court in civil litigation matters, receiving 3 718 cases for the 2019/20 financial year. However, the directorate still faces severe capacity constraints to deal with all the civil litigation involving the department.

The opening balance on contingent liabilities, claims against the department, litigation and legal enquiries is R2,112 billion and the closing balance as at 31 March 2020 is R2,189 billion.

Intergovernmental relations

PARLIAMENTARY ENGAGEMENTS 2019/20 FINANCIAL YEAR

1. The Portfolio Committee on Home Affairs held 14 meetings with the DHA and its entities during the 2019/20 financial year as part of its oversight function.
2. The Select Committee on Social Services of the NCoP held four meetings with the department. These meetings were primarily scheduled for the committee to consider the Border Management Authority Bill [B9B – 2016], referred to the NCoP by the National Assembly for consideration.

3. Committees of Parliament conducted two oversight visits during the financial year:
 - a) The Portfolio Committee on Home Affairs visited the DHA head offices, the IEC and the GPW on 27 – 29 August 2019. The portfolio committee observed the following:
 - i) Permitting operations and civic service back office operations at the department's head office
 - ii) Operations at the Desmond Tutu Refugee Reception Centre
 - iii) ICT systems at the IEC and its outreach programmes
 - iv) The GPW facility used to produce smart ID cards and passports
 - b) On 23 October 2020, the Select Committee on Justice and Security (NCoP) visited the Beit Bridge port of entry in Musina to assess operations and be briefed on the operational challenges the port of entry faces.
4. The department participated in the report-back session of the NCoP Taking Parliament to the People Programme in Gauteng, on 17 March 2020. The department reported on progress in matters raised at the main NCoP Taking Parliament to the People visit held on 19 – 22 November 2018. The oversight programme focused primarily on the impact of migration on service delivery in the various key sectors such as Education, Health, Infrastructure, and Safety and Security.
5. The department's vote 5 budget debate took place in the National Assembly on 10 July 2019 following the tabling of the department's APP 2019/20 in Parliament on 28 June 2019.
6. The DHA Annual Report 2018/2019 was submitted to Parliament on 27 September 2019 and the Portfolio Committee on Home Affairs was briefed on 8 October 2019 on the report.
7. Signed visa exemption agreements between the South African government and the governments of the People's Republic of China, Republic of Niger, Republic of Mali,

Republic of India, Republic of Senegal, Republic of Kenya and Republic of Ethiopia were tabled in Parliament in the 2019/20 financial year.

INTERNATIONAL RELATIONS

The business unit coordinated the following bilateral and multilateral engagements:

Bilateral: Iran, Mexico, India, China, Canada, United Kingdom, Ethiopia, Zimbabwe, Lesotho, France, Mozambique, Eswatini, Kenya, Zambia, Ghana, Niger, United Arab Emirates, New Zealand, State of Qatar and Burundi.

Multilateral: European Union – RSA Cooperation, and SADC.

Visa waiver agreements facilitated with the following countries:

Ethiopia, Ghana, India (relaxation of visa requirements for tourists) and State of Qatar.

Initiated negotiations on visa waiver for official and diplomatic passport holders with the following countries:

Equatorial Guinea, United Arab Emirates, Iran, Congo Brazzaville and Saharawi Arab Democratic Republic.

Channel management

The purpose of the chief directorate is to develop and facilitate strategic channel management to ensure that the department's service points have optimal placement and to provide equitable access to the department's services. Furthermore, the chief directorate is responsible for the department's service delivery improvement programmes and ensures adherence to legislative frameworks on government service delivery within the public service. The chief directorate comprises three directorates: footprint development and hospitals, mobile units and Home Affairs contact centre.

During the period under review, the directorate: footprint development and hospitals embarked on programmes to improve geographic access to the department's services, allowing the department to provide equitable services to citizens and address imbalances of the past that still exist. These programmes included revising the geographic access norms

and standards, revising the model office, auditing the department's footprint and developing the department's access model. The revised programmes also provide the department with an opportunity to revise the user asset immobile asset plan, which is required to acquire new facilities and reconfigure the existing facilities that serve as distribution channels and that allow the department to deliver on its constitutional mandate and achieve its service delivery objectives.

FOOTPRINT DEVELOPMENT AND HOSPITALS DIRECTORATE

The directorate: footprint development and hospitals continued to manage and coordinate the implementation of the footprint strategy. The look and feel project is a footprint development activity with an overall aim of ensuring a conducive working environment for both personnel and the public. During the period under review, the directorate monitored the footprint strategy's implementation by verifying and approving need assessments to acquire new offices and relocate offices in line with the footprint strategy, as well as maintaining the footprint database for the department.

In continuing to standardise the footprint strategy across all tiers, the directorate's programmes resulted in a fusion with the activities of the directorate: property management. The working relationship between the two directorates will allow them to effectively and efficiently provide an enabling environment to both Civic and Immigration services, in line with the regulatory prescripts and framework within the public service.

In addition, the directorate is also responsible for the project to roll out the online birth registration system in 1 445 public health facilities, which commenced in August 2019. The primary goal of this project is to register the birth where it occurs, ensuring that all children born are registered within 30 days of their birth in accordance with the Births and Deaths Registration Act, 1992 (Act No. 51 of 1992). The project optimised the integration of the birth registration system with health facilities, which improved the birth registration process and accelerated birth registration to attain universal birth registrations. The roll out of the online birth registration system involved setting up fully functional service points within health facilities to register births in hospitals. Approximately 98% of health facilities with high actual births per annum across the country are fully functional and can issue a birth certificate on the spot.

The directorate's service delivery improvement plans and service charter remain compulsory programmes. This includes compulsory annual reporting on operations management framework activities to the DPSA. The directorate has maintained the standard and quality of the service delivery improvement plans as required by the DPSA, and adhered to submitting and reporting on it annually. The process of translating the service charter into 10 official languages was also initiated by the directorate through the Department of Sport, Art and Culture during the period under review.

MOBILE UNITS DIRECTORATE

The directorate: mobile units forms part of the department's multichannel strategy, adopted to deliver and improve services. The mobile service delivery unit is part of the Civic Services footprint enabling the department to take its services closer to the people, especially those who live and work in areas remote from permanent service points. Furthermore, the mobile service delivery unit provides services to high-density urban and peri-urban locations, where citizens clustered in specific locations benefit from the presence of the mobile units. During the period under review, the directorate coordinated a project to revitalise mobile trucks. Approximately 100 mobile trucks were capacitated with a live capture system, used to process and issue smart ID cards and passports. The trucks were deployed in all nine provinces.

HOME AFFAIRS CONTACT CENTRE DIRECTORATE

In an endeavour to fulfil regulatory requirements, which make provision for developing the complaints management system or mechanism linked to the contact centre, the **directorate: Home Affairs contact centre** developed a customer complaints management framework that ensures streamlined processes to effectively and efficiently handle and administer complaints and compliments from clients, service providers and staff. The framework also ensures an integrated complaints management structure, covering all areas of both Civics and Immigration services, which aims to reduce duplication of work and increase efficiency gains. Furthermore, the framework made it possible for the Home Affairs contact centre to adopt a clearly defined process flow between the first, second and third phases to resolve customer complaints, enquiries and queries.

During the period under review, the directorate resolved 90% of cases at the first phase of complaints resolution, where queries and complaints are resolved immediately. Of the first phase cases, 10% were escalated to the second and third phases of complaints resolution for further investigation and resolution within prescribed turnaround times. Aside from the complaints and queries received directly from clients, the directorate deals with complaints from Chapter 9 institutions and queries and complaints from the Presidential Hotline. The directorate further resolved approximately 96% of the complaints from the Presidential Hotline, and maintained a satisfactory performance level in resolving queries and complaints within specified time frames.

4.1.2 Corporate services

COMMUNICATION SERVICES

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

In 2019/20, communication services made great strides in implementing the departmental communication strategy for media relations, corporate communication services, and public awareness engagements. Overall, communication services achieved all, and surpass some, of its key targets. This was done in support of major DHA programmes and events.

Of note, communication services responded proactively to the communication and media environment, as was evident in the media's positive coverage of issues. During the reporting period, positive media reports were generated on the 5th Annual Meeting of ID4Africa at Emperors Palace. This enabled the modernisation programme to gain some traction in the media space. The World Refugee Day on 20 June 2019 at the Pan African Parliament, in Midrand, was also well covered.

The DHA hosted its budget vote event on 10 July 2019. The Minister of Home Affairs Dr Aaron Motsoaledi presented the 2019 departmental budget vote speech in the National Assembly. The budget vote speech detailed the department's programme of action for the

2019/20 financial year. The speech received good coverage on social, digital and print media, TV, mainstream radio and community radio stations.

During the latter part of the year, media coverage on immigration issues increased. In July, the minister announced the new list of visa-free countries expected to boost the tourism sector in South Africa. In September, the minister accelerated efforts aimed at securing approval for the BMA, which was meant to curb illegal activities in the South African border environment, among other things. The presidential visit on 4 October 2019 at the Home Affairs head office also received good coverage on social, digital and print media, TV, mainstream radio and community radio stations.

Robben Island celebrated its twentieth mass wedding on 14 February 2020. The minister attended the mass wedding and introduced South Africa's first Braille marriage certificate, which was issued to Frankford Williams and Cindy Mullins-Williams.

Communication services sustained efforts to enhance the effectiveness and impact of internal communication platforms including in-house publications Home Affairs NOW; Home Affairs Today from the ministry, Ikhaya internal newsletter and Notes from the DG's Desk.

To re-affirm communication's strategic role as a tool for citizen empowerment in respect of DHA services, a sustained public education campaign on ID collection was held in support of the 2019 general elections. This included the unmediated ministerial Izimbizo held by Minister of Home Affairs Dr Aaron Motsoaledi and Deputy Minister of Home Affairs Mr Njabulo Nzuza throughout the reporting period as per the APP targets. In quarter one, an overachievement of the target was due to the DHA's need to open more offices and engage more with communities to encourage them to apply for, and collect, their IDs at DHA offices countrywide in support of the general elections.

The travel ready campaign was launched in preparation for the 2019 festive season, and messaging was flighted on print media, online and on radio during December 2019 and January 2020. The chief director: communication services' targets in the 2019/20 APP were achieved.

COUNTER CORRUPTION AND SECURITY SERVICES

Purpose: The mandate of the 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.

The branch's anti-corruption strategy is organised around four components: prevention, detection, investigation and resolution. The strategy is anchored in the seven Ds countermeasures to fraud. They are: **D**eny, **D**eter, **D**isrupt, **D**efend, **D**etect, **D**iffuse and **D**estroy.

The branch had four targets in the department's 2019/20 APP, all of which were achieved using the following:

PREVENTION AND ANALYSIS DIRECTORATE

The directorate: prevention and analysis is responsible for the following processes within the department:

Raising awareness of fraud and corruption, which is an integral part of combatting and ultimately eliminating corruption within the DHA. Twenty awareness workshops were conducted in several provinces for the 2019/20 financial year.

Detection reviews / security evaluations are conducted on specified departmental business processes to identify possible vulnerabilities to fraud, corruption and security breaches in these processes. Two detection reviews / security evaluations were conducted during the 2019/20 financial year.

Trend analyses are conducted to identify corruption trends within the department. Four were conducted in the past year.

VETTING DIRECTORATE

The directorate: vetting is responsible for conducting security vetting investigations of DHA employees (both current and prospective), pre-employment screening and coordinating company screening. A total of 444 vetting fieldwork investigations were finalised and submitted to the State Security Agency. The breakdown of performance is as follows:

SECURITY SERVICES CHIEF DIRECTORATE

The chief directorate: security services is tasked with protecting the department's personnel, assets and information. To achieve this objective and to ensure adequate security measures and compliance within the department, threat and risk assessments are conducted in accordance with the requirements of the Minimum Information and/or Physical Security Standards. In total, 64 threat and risk assessments were conducted in the past financial year, four more than targeted.

HUMAN RESOURCES SUPPORT

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

FINANCIAL SERVICES

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

The branch performs a support function and continues to support the core business units with their service delivery plans. It operates in a strictly regulated environment where the PFMA and the regulations issued in terms of this Act predominate.

To improve the audit outcome, an audit action plan was developed. This plan is monitored at the internal back-to-basic meetings, the Audit Committee meetings, Exco meetings and MMMs. In addition, all managers from assistant director level are required to submit monthly compliance checklists. The checklist is devised to cover all audit areas (for example assets are verified, face value registers kept and performance information submitted). This control measure was introduced to hold management accountable for audit outcomes within the areas of their operations.

PERFORMANCE

The branch's main focus is to improve the audit outcome. This was achieved despite reduced capacity both in the branch and at provincial level. The branch contributes to the APP targets, but is not responsible for any specific APP target. At an operation plan level, the branch is responsible for the following targets:

No.	Target
1.	100% invoices paid within 30 days of receipt
2.	Appointment of a service provider to develop a new tariff framework
3.	New head office complex – Request for TA1 approval submitted to the National Treasury
4.	Establish a refugee reception centre
5.	Infrastructure improvements at two ports of entry

FINANCIAL AND ASSET MANAGEMENT

Assets are managed on the barcoded auditing system and additions are reconciled to the basic accounting system (BAS) monthly. Obsolete and redundant assets were disposed of during the financial year by means of public auctions. Asset verifications were conducted for each quarter during the year and investigations were performed where assets were not verified.

Paying suppliers within 30 days continued to be a challenge and was highlighted as an area where compliance with regulations was lacking. Robust measures were taken to improve compliance with the legislative requirement. All directorates in the payment value chain, from receipt of invoice until payment, were centrally relocated to facilitate the quick resolution of queries and payment. In this regard, 99,3 % of the 29 212 invoices paid during the year under review were paid within 30 days of receipt of the invoice. We will continue to implement corrective measures to improve on this performance.

REVENUE AND BUDGET MANAGEMENT

The department spent 100% of its final appropriation of R9,5 billion. The budget directorate played a crucial role in ensuring that no expenditure was unauthorised. Monthly budget versus expenditure reports were submitted to the executive and management, and quarterly budget reviews were conducted.

Departmental revenue collected for the year amounted to R1,062 billion. Dirco collected foreign revenue of R192 million (R246 million in 2018/19) on behalf of the department and

paid R66 million (R57 million in 2018/19) into the NRF. The department uses the Integrated Receipting Engine to record the local revenue received. This system allows for integration into BAS and enables the department to match a transaction with a deposit. The appointment of a service provider to develop a tariff policy was delayed. However, a bid was issued and it is expected that a service provider will be appointed early in the new financial year.

SUPPLY CHAIN MANAGEMENT

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

Eight bids were awarded by the department during the year under review. These bids were for the supply, delivery and installation of counter furniture; the appointment of a panel of audit firms for internal audit and risk management; a new transaction adviser for the redevelopment of the six key land ports of entry PPP; the transaction adviser for the PPP for the new head office; physical security services for the Free State and Northern Cape; employee wellness services; auctioneering services; and the provision and installation of network points.

4.1.3 Transversal information technology management

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

Automated Biometric Information System

Technology upgrade of the Home Affairs National Identity System (Hanis) to Abis. The Abis project, phase 1, was to implement Abis with fully functional and operational functionalities currently on Hanis. All DHA data stored on Hanis was to be migrated to Abis in its totality, in a readily usable form, with no duplication of data and no compromise on the integrity of data. The planned go-live date was estimated for February 2020 but, because of delays, the system was not launched.

In the 2019/20 financial year the following was achieved:

- 49 million records of Hanis data were migrated to Abis

- Tier 3 data centres were in place
- Interfaces of the systems that will integrate with Abis were developed.

National Identity System

The NIS was intended as an integrated and digitised national identity system that is secure and contains the biometric and biographic data of every person recorded on the system for citizens and non-citizens.

The NIS concept document was developed and defines the NIS as a new back-end system intended to be a master source of information to management systems for the Civic and Immigration services.

ACHIEVEMENTS

The department embarked on a process to develop an NIS specifications document that would enable the department to enter an open bidding process to procure the NIS.

Sita, in partnership with the CSIR, was responsible for research, advice and developing the tender specifications document. The scope of work completed includes the following work packages detailed in the Sita proposal:

- Consultation with DHA external stakeholders
- Capture DHA business and stakeholder requirements
- Conduct research
- Develop data clean-up recommendations
- Capture and document DHA AS-IS architecture
- Develop system requirement specification

In line with the departmental modernisation programme and the strategic objectives, the NIS programme commenced with a process to gather and analyse business requirements in the 2017/18 financial year, followed by drafting the specifications document in the 2018/19 and 2019/20 financial years. The procurement process for the NIS is expected to commence in the 2020/21 financial year.

The NIS project has been discontinued pending confirmation of the NIS procurement process. The department has escalated the matter to the Cabinet and is awaiting a way forward.

Live capture functionality to efficiently process IDs, passports and birth registration

The department continues to roll out a live capture system to support processing smart ID cards and passports. The system was rolled out to an additional 10 banks, 2 offices and mobile units. The DHA now has 195 modernised offices and 24 banks across the country.

Live capture was introduced to mobile units. Of 100 mobile units, 62 were connected and functional. Rolling out live capture has assisted the department to capture applications in remote rural areas and to organise campaigns for the minister and deputy minister.

The e-HomeAffairs (e-channel) portal, which includes a booking system, continues to be the most preferred channel of those with internet access, and is being commended on social media platforms.

Biometrics Movement Control System at the ports of entry

The biometric solution was piloted at OR Tambo and King Shaka international airports, which had four counters equipped with the BMCS functionality, where e-Visa holders and South Africans were processed through the BMCS. The solution was also piloted at Lanseria International Airport. The pilot was preparation for the full roll out of the system to other ports of entry in the near future.

ePermit developed onto live capture system

Live capture was enhanced and ePermit (phase 1: temporary residence permit module) was developed. The e-Visa/ePermit was piloted in Kenya and India where clients were successfully processed from application and receiving their electronics visas, to entering OR Tambo and exiting through the BMCS.

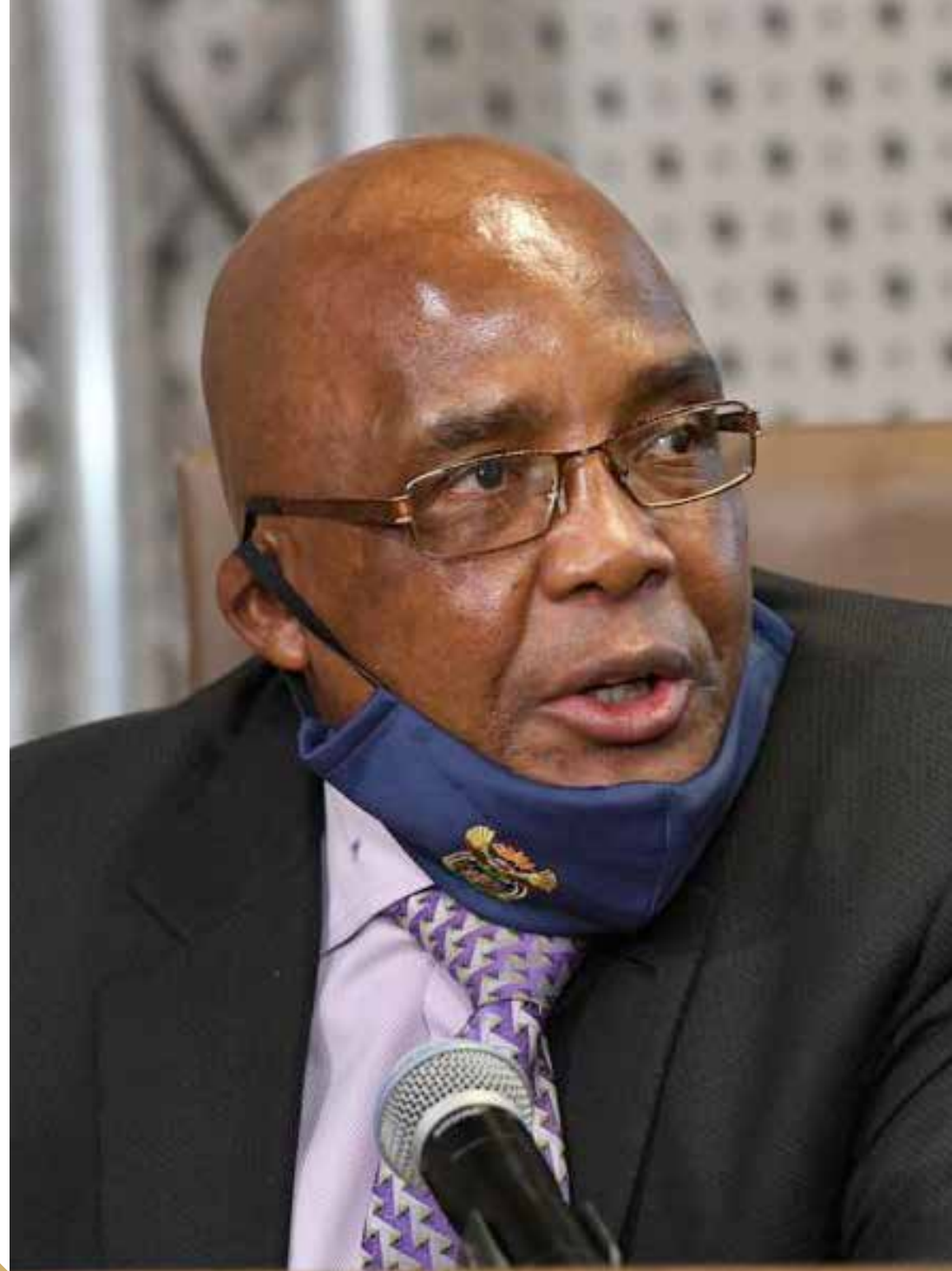
CHALLENGES

Among the major challenges was the inability to test the end-to-end system including the payment module, the central list orchestrator and the SAPS list, due to the Covid-19 pandemic. The e-Visa rollout also encountered language barriers in countries where English was not easily understood, which led to some applicants being unable to populate the forms without assistance from the team. The team was unable to finalise the synchronisation of BMCS with eMCS and the implementation of BMCS offline mode.

4.1.4 Office accommodation

The department's head office staff is located in various buildings in Pretoria. To improve coordination and reduce reliance on leased accommodation, a decision was taken to register a PPP with the National Treasury to build, operate and transfer a new head office complex on a suitable piece of state-owned land. A transaction adviser was appointed and the feasibility study was completed. However, a unitary payment shortfall was identified. Once the funding challenge is resolved, the PPP process will continue.

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



Programme performance

Programme name	Programme 1: Administration						
Outcome	Outcome no. 1: Secured South African citizenship and identity						
Strategic objective	Strategic objective 1.2: An integrated and digitised National Identity System (NIS) that is secure and contains biometric details of every person recorded on the system						
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
NIS development in respect of: publication of RFP	1.2.1	Achieved Specification for NIS approved by the director-general	NIS developed: RFP published	Target discontinued	New procurement model to be adopted considering security concerns on NIS procurement	The director-general engaged the National Treasury (chief procurement officer) regarding the exemption based on national security	Transversal IT management
Programme name	Programme 1: Administration						
Outcome	Outcome no. 1: Secured South African citizenship and identity						
Strategic objective	Strategic Objective 1.3: Ensure that systems are in place to enable the capturing of biometric data of all travellers who enter or exit SA legally						
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
Number of ports with biometric functionality piloted as per signed business requirements of pilot	1.3.1	Not achieved BMCS was developed at quality assurance for user testing	BMCS (full biometric solution) piloted at additional two ports of entry	Achieved The Biometric solution was piloted at OR Tambo and King Shaka international airports e-Visa holders and South Africans were processed The solution was also piloted at Lanseria International Airport	None	None	Transversal IT management

Programme name							
Programme 1: Administration							
Outcome							
Outcome no. 1: Secured South African citizenship and identity							
Strategic objective							
Strategic Objective 1.3: Ensure that systems are in place to enable the capturing of biometric data of all travellers who enter or exit SA legally							
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
Number of pilots conducted for e-Gate	1.3.2	New PI	e-Gate piloted at one port of entry	<p>Not Achieved</p> <p>The success of the target was dependent on BMCS and ABIS, which were not achieved in the previous financial year</p> <p>IBM resources were acquired in January 2020 and started working on the Logical Interface Document (LID) with service provider resources in February 2020</p>	<p>Lack of integration of Enterprise Service Bus (ESB) skills within DHA</p> <p>Abis and BMCS not ready which are dependencies for e-Gate</p> <p>Competing priority with the live capture modernisation development</p>	Not Applicable	Transversal IT management
Number of missions equipped with e-Permit system	1.3.3	e-Permit system piloted in one mission	e-Permit system rolled out to six missions	<p>Not Achieved</p> <p>The e-Visa/ ePermit was piloted in India. Clients were successfully processed from application and receiving their e-Visas to entering OR Tambo and exiting through the BMCS</p>	<p>The plan was to rollout further to China and Nigeria as the payment module had been finalised and released, and the product was awaiting production testing</p> <p>Unfortunately due to covid19, there was no travel to the earmarked countries. Proceeding with the project would have been unlawful and violating restrictions on movement</p>	Not Applicable	Transversal IT management

Programme name							
Programme 1: Administration							
Outcome							
Outcome no. 3: Services to citizens and other clients that are accessible and efficient							
Strategic objective							
Strategic objective 3.1: Secure, effective, efficient and accessible service delivery to citizens and immigrants							
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
Number of managers (junior, middle and senior) trained in leadership and management development programmes to improve performance and professionalisation	3.1.1	Achieved The annual target of 500 managers (junior, middle and senior) trained in leadership and management development programmes to improve performance and professionalism has been achieved: 567 (Senior = 45, Middle = 213, junior = 309) have been trained	500	Achieved 546	46	The programmes earmarked for roll out in the quarter were aligned to operational requirements of the department The overachievement by 46 is due to the mandatory training on ethics in the public service, which inflated the target	Corporate services
Phased implementation of repositioning DHA as a modern and secure department: Fifth phase – DHA Bill submitted to Cabinet for approval for public consultation	3.1.2	Achieved The first draft DHA Bill was submitted to the minister for approval on 29 March 2019	Final draft of the DHA Bill submitted to Cabinet for approval for public consultation	Not achieved Revised DHA Bill presented to: <ul style="list-style-type: none"> the departmental and interdepartmental workshops the JCPS and Governance, State Capacity and Institutional Development clusters Minister and deputy minister 	Limited capacity within Legal services and late appointment of the service provider Minister advised the department to revise the Bill	Not applicable	Corporate services

Programme name	Programme 1: Administration						
Outcome	Outcome no. 3: Services to citizens and other clients that are accessible and efficient						
Strategic objective	Strategic objective 3.1: Secure, effective, efficient and accessible service delivery to citizens and immigrants						
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
Fifth phase official identity management policy submitted to Cabinet for approval for public consultation	3.1.2	New PI	Official identity management policy submitted to Cabinet for approval for public consultation	<p>Achieved</p> <p>The draft policy was presented to the JCPS, Economic Sectors Employment and Infrastructure Development, and GSCID clusters</p> <p>The draft policy was approved by the minister and submitted to Cabinet</p> <p>A revised Cabinet memorandum on the draft policy will be resubmitted to Cabinet to reflect key departmental achievements around modernisation</p>	Not Applicable	Not Applicable	Corporate services

Programme name	Programme 1: Administration						
Outcome	Outcome no. 3: Services to citizens and other clients that are accessible and efficient						
Strategic objective	Strategic objective 3.1: Secure, effective, efficient and accessible service delivery to citizens and immigrants						
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
Approval of revised DHA access model by MMM	3.1.3	Not achieved The target was rolled over to the 2019/20 financial year	Revised DHA access model approved by MMM	Not achieved The draft DHA access model together with the second draft of the preliminary national results for the geographic accessibility study were presented to Exco on 24 February 2020 The third draft of the national results were received from the CSIR on 24 March 2020 Awaiting delivery of the final draft of both the national and provincial reports from CSIR	DHA requested CSIR to temporarily cease accessibility modelling during quarter 3, as Exco raised questions on the geographic access norms and standards Exco approved the geographic access norms and standards on 15 July 2019; however, on 15 November 2019, they raised concerns on some of the standards which informed the revision of the model office. Further engagements on the norms and standards had to take place In the workshop of 11 December 2019, Exco allowed CSIR to continue with the analysis using the norms and standards approved at the workshop This had an impact on the time required to conduct accessibility modelling	Not Applicable	Corporate Services

Programme name	Programme 1: Administration						
Outcome	Outcome no. 12: An efficient, effective and development-oriented public service						
Strategic objective	Strategic objective 3.2: Good governance and administration						
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
Vacancy rate maintained at a set percentage or lower	3.2.1	Achieved Department vacancy rate recorded at 31 March 2019 – 0,34%	Vacancy rate maintained at 10% or below by 31 March 2020	Achieved 1,73%	Not applicable	Not applicable	Corporate services
Percentage of valid misconduct cases submitted to a presiding officer for consideration within 30 working days	3.2.2	The annual progress Population 113 + 104 + 77 + 96 = 390 Achievement 35 + 90 + 57 + 96 = 278 $278/390 * 100 = 71,28\%$	70%	Achieved 87%	17%	Solicitation of human resources from other departments Implemented enhanced monitoring measures	Corporate services
Compliance with Treasury Regulations in respect of entering into a PPP for the redevelopment of ports of entry	3.2.3	Not achieved An RFQ evaluation report was submitted to the National Treasury wherein five bidders were recommended for pre-qualification At the end of the fourth quarter, feedback on the report had not been received from the National Treasury	Draft RFP submitted to the National Treasury	Not Achieved National Treasury's PPP manual prescribes the appointment of a transaction adviser for PPP projects to undertake and advise on technical aspects of the project A transaction adviser was appointed in May 2019 and the SLA was finalised in March 2020 Pending the finalisation of the SLA, the transaction adviser had halted work on the project, resulting in the non-achievement of the annual target	A draft RFP was not submitted to the National Treasury.	Pending the finalisation of the SLA, the transaction adviser had halted all work on the project, resulting in the non-achievement of the annual target	Corporate services

Programme name	Programme 1: Administration						
Outcome	Outcome no. 12: An efficient, effective and development-oriented public service						
Strategic objective	Strategic objective 3.3: Ethical conduct and zero-tolerance approach to crime, fraud and corruption						
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
Number of awareness initiatives on ethics, fraud prevention and counter corruption conducted	3.3.1	Achieved 23	20	Achieved 20	None	Not applicable	Corporate services
Percentage of reported cases on fraud and corruption finalised within 90 working days	3.3.2	Achieved 75,4%	66%	Achieved 74,6%	13%	This overachievement is largely attributed to the continuous training and guidance available from the director: investigations	Corporate services
Number of threat and risk assessments conducted in accordance with the requirements of the Minimum Information Security Standards and / or Minimum Physical Security Standards	3.3.3	Achieved 83	60	Achieved 64	4	An all-out deployment that included support from colleagues within the branch resulted in the overachievement	Corporate services
Number of vetting files referred to State Security Agency for evaluation	3.3.4	Achieved 538	416	Achieved 444	28	<ul style="list-style-type: none"> • Positive responses for appointments by officials • Successful vetting awareness campaign in the provinces • Budget bailout to support fieldwork operations 	Corporate services

Programme name	Programme 1: Administration						
Outcome	Outcome no. 12: An efficient, effective and development-oriented public service Outcome no. 14: National building and cohesion						
Strategic objective	Strategic objective 3.4: Collaboration with stakeholders in support of enhanced service delivery and core business objectives						
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
Number of communication interventions implemented in support of communication strategy and action plan	3.4.1	Achieved 4 publications of Ikhaya internal newsletter 79 media engagements 8 Izimbizo conducted 1 budget vote communication event 4 publications of ministerial Home Affairs Today 10 <i>Notes from the DG's desk</i> produced 2 campaigns (1 war on queues campaign and 1 travel ready campaign)	Communication strategy and action plan implemented with a focus on: <ul style="list-style-type: none"> corporate communication services media relations public awareness engagements (37) 	Achieved Media engagements 53 media engagements conducted	25	<p>Quarter 1: Appointment of new minister and deputy minister</p> <p>Upgrade of live capture system and new requirements for travelling with children</p> <p>Quarter 2: Media reports on choice of surname for persons who marry</p> <p>Handover of documents to victims of ID fraud</p> <p>Ministerial engagements in Eswatini and implementation of visa waivers</p> <p>Quarter 3: Presidential visit to DHA head office</p> <p>Minister's dialogue with traditional leaders</p> <p>Deputy minister's visit to Maseru Bridge</p> <p>Quarter 4: Service interruptions at front offices</p> <p>Briefing of the Portfolio Committee on Refugees in Cape Town</p> <p>Minister's engagement at the IEC Conference on safeguarding electoral integrity in the digital age</p>	Corporate services
				Campaigns 4 campaigns conducted	1	<p>The overachievement was due to the need to communicate on major campaigns as part of ad hoc request from business units:</p> <ul style="list-style-type: none"> Birth registration Smart ID Travel ready etc. 	

Programme name	Programme 1: Administration						
Outcome	Outcome no. 12: An efficient, effective and development-oriented public service Outcome no. 14: National building and cohesion						
Strategic objective	Strategic objective 3.4: Collaboration with stakeholders in support of enhanced service delivery and core business objectives						
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
				Izimbizo 9 Izimbizo conducted	3	<p>The overachievement was led by the need to communicate major outreach programmes as part of ad hoc request from business units</p> <p>Quarter 1:</p> <p>4 Izimbizo</p> <ul style="list-style-type: none"> • The former minister of Home Affairs went to Sterkspruit in the Eastern Cape on 17 April 2019 • The former deputy minister went to Postmasburg on 17 April 2019 • On 30 April 2019, the former minister went to Swartruggens as part of Izimbizo and to open an office • On 2 May 2019, the former deputy minister went to Stellenbosch as part of Izimbizo and to open an office <p>Quarter 2:</p> <p>3 Izimbizo</p> <ul style="list-style-type: none"> • The deputy minister visited the community of Pietermaritzburg in KwaZulu-Natal as part of the Mandela celebration outreach on 24 July 2019 	

Programme name							
Programme 1: Administration							
Outcome							
Outcome no. 12: An efficient, effective and development-oriented public service							
Outcome no. 14: National building and cohesion							
Strategic objective							
Strategic objective 3.4: Collaboration with stakeholders in support of enhanced service delivery and core business objectives							
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
						<ul style="list-style-type: none"> The minister visited the community of Hazyview in Mpumalanga as part of outreach programmes on 31 July 2019 The deputy minister visited the community of Gate 6, Manguzi, as part of the outreach programme on 9 August 2019 <p>Quarter 3: 1 Izimbizo – Minister / Deputy Minister of Home Affairs and Ministers of (JCPS) cluster hosted an imbizo at Manguzi area under uMhlabuyalingana Local Municipality on 01 November 2019.</p> <p>Quarter 4: 1 Izimbizo – DHA –Robben Island Mass weddings on the 14 February 2020 in Cape Town led by the Minister of Home Affairs, Dr. Aaron Motsoaledi.</p>	

Strategies to address underperformance

Indicator	Strategies to address underperformance
Number of pilots conducted for e-Gate	<ul style="list-style-type: none"> e-Gate has been prioritised for the 2020/21 financial year SARS has assigned resources to work on this target for 2020/21 The DHA has secured two ESB resources for 24 months
Number of missions equipped with e-Permit	<ul style="list-style-type: none"> The e-Visa will be rolled out to the outstanding countries in the new financial year
Phased implementation of repositioning the DHA as a modern and secure department	<ul style="list-style-type: none"> Submission of a revised DHA Bill to the minister Submission of a revised Bill to Cabinet for approval
Fifth phase: DHA Bill submitted to Cabinet for approval for public consultation	
Approval of the revised DHA access model by MMM	<ul style="list-style-type: none"> Arrangements have been made with the CSIR to receive the final draft reports. The reports will be verified when received and, if satisfied with the results, the project will be closed Presentation of the DHA access model to Exco and MMM, and approval of the model by the minister was envisaged for June 2020
Compliance with Treasury Regulations in respect of entering into a PPP to redevelop ports of entry	<ul style="list-style-type: none"> The Department intends to submit the RFP to the National Treasury and appoint a preferred bidder in the 2020/21 financial year

Subprogramme expenditure

Sub- programme name	2019/2020			2018/2019		
	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	35 399	35 399	0	38 327	38 327	0
Management support services	207 004	207 004	0	181 026	181 026	0
Corporate services	848 830	848 746	84	722 851	722 752	99
Transversal IT management	873 048	873 046	2	886 458	886 457	1
Office accommodation	567 522	567 522	0	497 394	497 394	0
Total	2 531 803	2 531 717	86	2 326 056	2 325 956	100

4.2 PROGRAMME 2: CITIZEN AFFAIRS

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

Citizen affairs covers the activities of the Civic Affairs branch at national and provincial levels. This involves providing and managing identity and status services for citizens, permanent residents and persons accorded refugee status. Customers have to receive service at various sites, including local and mobile offices, health facilities and bank branches

DHA outcome 1: Secured South African citizenship and identity

Sub-programmes:

- Citizen affairs management
- Status services
- Identification services
- Services to provinces
- Represented Political Parties Fund
- IEC

Strategic objectives

- Eligible citizens are issued with enabling documents relating to identity and status
- An integrated and digitised NIS that is secure and contains biometric details of every person recorded on the system.

Summary of sub-programmes:

Citizens affairs management provides overall management for citizen affairs at both head office and frontline offices, and supplies policy direction, sets standards and manages back office processes.

Status services (back office status services) regulates all matters relating to the NPR. These include: maintaining an accurate population register of all citizens and immigrants who

have acquired the right to permanent residence; registering births, deaths and marriages; amending personal particulars on the NPR, providing travel and citizenship documents, and determining and granting of citizenship.

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

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

Summary of the main achievements per subprogramme:

4.2.1 Status services

BIRTH REGISTRATIONS

A key strategy coordinated by Civic Services is to ensure a credible, accurate and secure NPR with a single point of entry within 30 days of birth. To drive this strategy, the department has enhanced the methods and practices introduced for the national population registration campaign launched during 2010, and pursued some of the following initiatives:

- Conducted outreach programmes in rural areas, schools, farms and informal settlements
- Developed and implemented provincial birth optimisation programmes
- Intensified birth registration at health facilities
- Piloted online birth registration at selected live capture offices
- Provided daily performance updates on births registered to provincial and office management.

The birth registration target for the review period was to register 810 000 births within 30 days of the birth event. The department exceeded this annual target by registering 845 253 births within the stipulated time frame. The achievement can be attributed to the following:

OUTREACH PROGRAMMES

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

DEVELOPED AND IMPLEMENTED PROVINCIAL BIRTH OPTIMISATION PROGRAMMES

- The department developed and implemented birth registration optimisation plans. Officials were deployed to provinces to assist in birth registration. Due to inadequate HR capacity, provincial and head office employees occasionally worked voluntarily on Saturdays, Sundays and holidays to register births.

INTENSIFIED BIRTH REGISTRATION AT HEALTH FACILITIES

- Provinces ensured that in health facilities where the DHA had a footprint for birth registration, officials were permanently deployed in areas with full connectivity and worked rotationally where there was no or low connectivity.

PILOTED ONLINE BIRTH REGISTRATION AT SELECTED LIVE CAPTURE OFFICES

- Live capture birth registration was piloted at 27 offices. The aim of live birth registration was to create a paperless birth registration process. This encouraged mothers to immediately register the birth of their children as the process is simple, easy and paperless. The department is resolving challenges identified during the pilot phase.

PROVIDED DAILY PERFORMANCE UPDATES ON BIRTHS REGISTERED TO PROVINCIAL AND OFFICE MANAGEMENT:

- The department had daily performance updates that reflected provincial performance against set targets. These updates enabled provinces to monitor their progress and close all identified gaps to achieving birth registration targets.

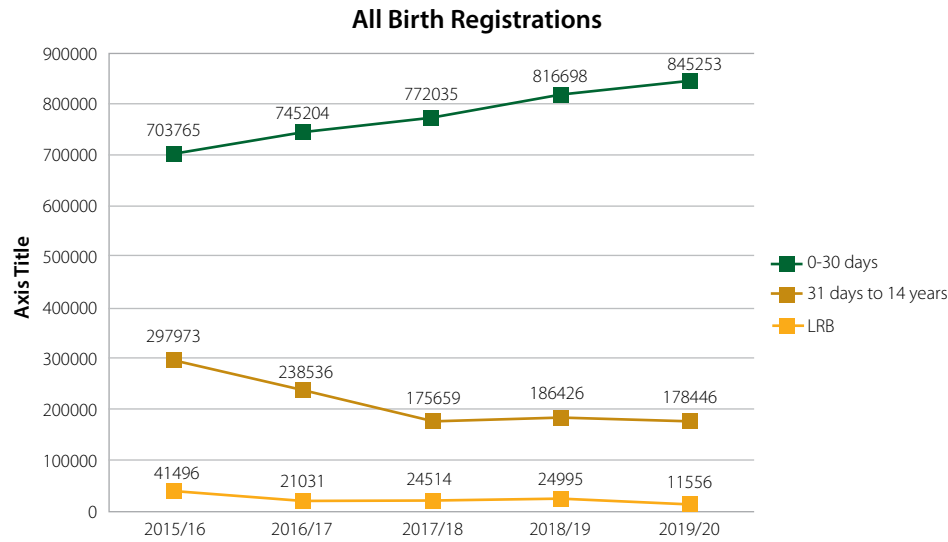
The DHA registered births at 803 sites during the 2019/20 financial year – 412 at local DHA offices and 391 at health facilities.

One of the largest threats facing the operational environment during the review period (and going forward) was the reduction of human capital at local offices. Between April 2019 and March 2020, 204 line-function posts were vacated and could not be filled due to acute funding shortages. As the department is unable to fill vacant posts in the front line, the number of registration officers in terms of Section 4(1) of the Births and Death Registration Act is diminishing without the possibility of replacement over the short to medium term.

According to the United Nations Sustainable Development Goals (Goal 16.9), by 2030, all children must have been provided with legal identity, including birth registration (100% birth registration). Notwithstanding the prevalent threat to the operational environment, we have registered 1 035 255 births of all age groups, of which 81,65% were registered within the legislated period of 30 days (this is marginally up from 79,44% in the previous financial year)¹.

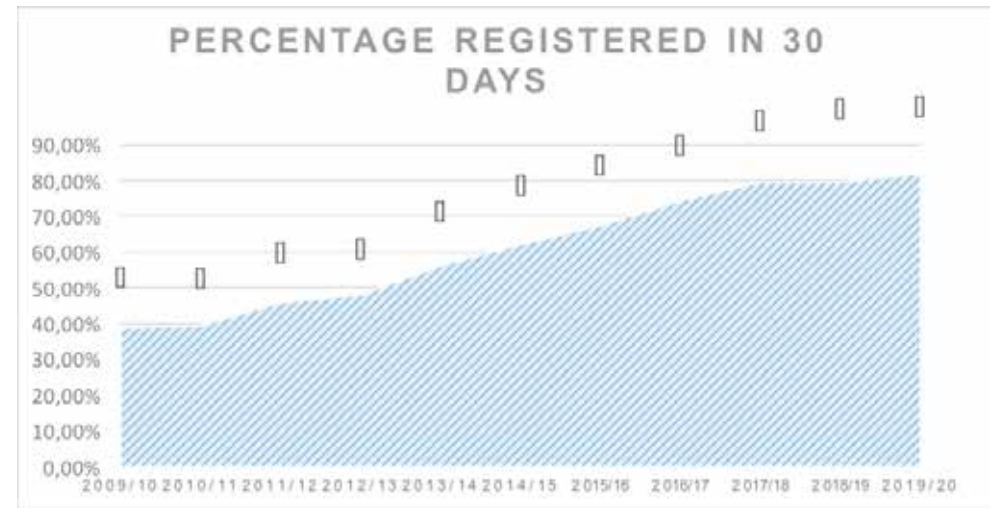
¹ To ascertain the percentage of births registered within 30 days, divide the total “births 0-30 days” by the corresponding total under “all birth registrations”.

The graphs below depict birth registrations between 2015/16 and 2019/20.



There are considerable gains in the number of birth registrations within 30 calendar days, which is encouraging. Over a five-year period (between 2015/16 and 2019/20), this category of registrations has increased by as much as 20,10%. The categories 31 days to 14 years, as well as late registration of births (15 years and above) have decreased by 59,8% and 27,8%, respectively.

Over a 10-year period, the department has witnessed an encouraging surge in compliance with the 30-day birth registration requirements, as displayed in the following graph:



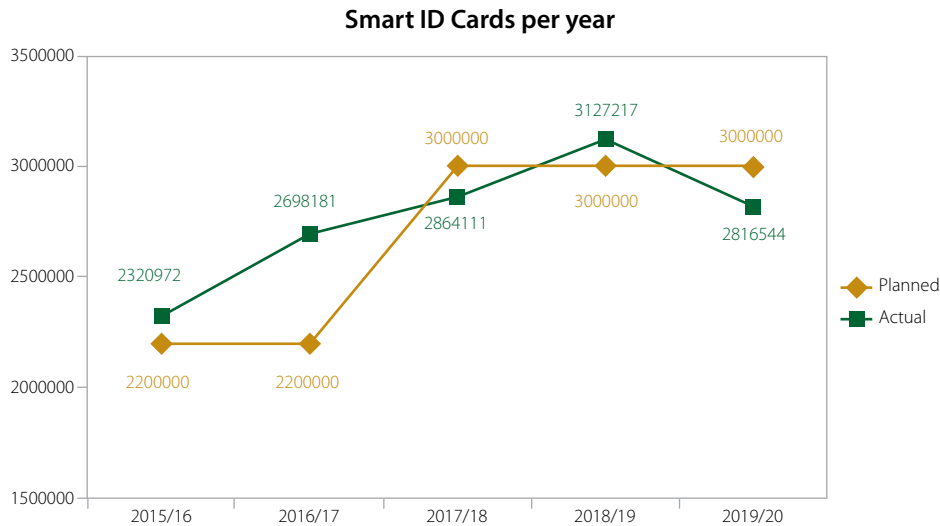
4.2.2 Identification services

ISSUING SMART ID CARDS TO CITIZENS

Since the launch of the smart ID card on 18 July 2013, the number of Home Affairs frontline offices with live capture technology has increased to 195 offices. Twenty-four bank branches also operated during the review period. This is a cumulative total to 219 facilities with a live capture system by the end of the review period (this is an increase of 11 additional service locations compared to the previous financial year).

The live capture solution in mobile units was also tested during the review period but could only cater for non-paying customers. This was because point-of-sale systems were delayed due to the national lockdown. We are, however, in the final stage of rolling out point-of-sale systems to 100 mobile units, which will enable their deployment to rural areas for the full live capture suite of services.

The under-achievement during the past review period mainly stemmed from systemic downtimes that gained ample media attention. The department is implementing measures to address these systemic issues and enhance the customer experience at our offices. The number of smart ID cards issued during the review period is depicted in the graph below:



By the end of April 2020, 15 590 524 South African citizens had been issued with smart ID cards since inception in 2013.

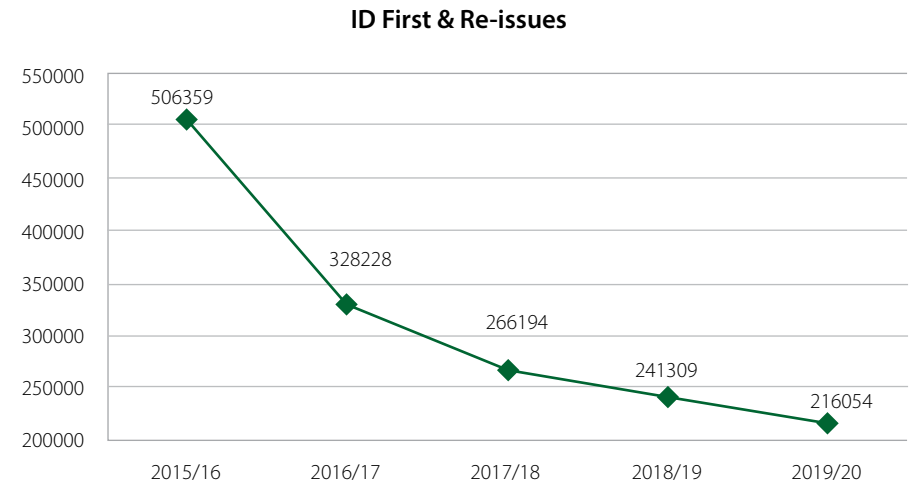
GREEN BARCODED IDENTITY DOCUMENTS (ID FIRST AND RE-ISSUES)

Demand for the green barcoded identity documents continued to decline during the review period. Between 2014/15 and 2019/20, demand had declined to as much as 75,4%. Expanding the live capture functionality to additional service locations and rolling out mobile technology for smart ID card applications are likely to continue gradually reducing the number of green barcoded identity documents issued over the medium term. This will create the ideal environment to implement the ID discontinuation strategy and phase out issuing these enabling documents by 2024/25, as approved in the strategy.

The branch also intends accepting smart ID card applications from naturalised citizens, permanent residents and refugees during the 2020/21 financial year. This should further reduce the number of applications for the green barcoded identity documents.

To phase out the green barcoded identity documents in the medium term, the department still needs to attract cooperation from South African citizens to replace their green barcoded identity documents. However, until an executive decision is taken in this regard, all green barcoded identity documents remain valid in terms of Section 25 (1) of the Identification Amendment Act, 2000.

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



Of the 216 054 green identity documents issued during 2019/20, 128 076 were first ID issues and 87 978 were ID re-issues.

Programme performance

Programme name		Programme 2: Citizen Affairs					
Outcome		Outcome no. 1: Secured South African citizenship and identity					
Strategic objective		Strategic objective 1.1: Eligible citizens are issued with enabling documents relating to identity and status					
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Sub programme
Number of births registered within 30 days	1.1.2	Achieved 816 698 births registered within 30 calendar days	810 000	Achieved 845 253 births registered within 30 calendar days	35 253	<ul style="list-style-type: none"> Voluntary work by provinces and head office support on birth registration over weekends public holidays Daily monitoring of births nationally 	Status services Service delivery to provinces
Number of smart ID cards issued to citizens 16 years of age and above	1.1.3	Achieved 3 127 217 ID smart cards were issued to citizens 16 years and above	3 million	Not Achieved 2 816 544 ID smart cards were issued to citizens 16 years and above.	(183 456)	<ul style="list-style-type: none"> Continued down times due to system instability during the financial year, made it impossible to attain this target Mobile units were not fully functional to take all categories of smart ID card applications Public/customers not willing to replace their green ID book with smart ID cards because the green ID book is still valid Ailing infrastructure at some offices led to occupational health & safety non-compliance and closure of some offices 	Identification services

Programme name		Programme 2: Citizen Affairs					
Outcome		Outcome no. 1: Secured South African citizenship and identity					
Strategic objective		Strategic objective 1.1: Eligible citizens are issued with enabling documents relating to identity and status					
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Sub programme
Percentage of machine-readable passports (new live capture system) for adults issued within 13 working days for applications completed and processed within the RSA (from branch process complete date until passport is scanned at office of application)	1.1.4	Achieved 91,88% of machine-readable passports (new live capture system) issued within 13 working days for applications collected and processed within the RSA	90%	Achieved 95,31% of machine-readable passports (new live capture system) for adults issued within 13 working days (745 331 of 782 047)	5,31%	<ul style="list-style-type: none"> • Secondment of some officials from smart ID card to augment passport dispatch centre • Monthly meetings with service providers, i.e. Skynet, GPW, BBD, etc. • Overtime work by the DHA and GPW 	Status services Service delivery to provinces

Strategies to address underperformance

Indicator	Strategies to address underperformance
<ul style="list-style-type: none"> • Number of smart ID cards issued to citizens 16 years of age and above 	<ul style="list-style-type: none"> • External and internal service providers at the Sita war room to identify the root causes of the system instability and provide solution(s) • Implement proactive monitoring and management of the system functionality • Ensure full functionality of mobile units (from end-to-end) before deploying to provinces

Subprogramme expenditure

Sub- Programme Name	2019/2020			2018/2019		
	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	55 527	55 426	101	34 333	34 333	0
Status services	1 050 951	1 050 951	0	1 113 778	1 113 678	100
Identification services	285 243	285 243	0	153 566	153 566	0
Access to services	0	0	0	0	0	0
Service delivery to provinces	2 094 967	2 094 967	0	2 031 445	2 031 445	0
Film and Publication Board	0	0	0	0	0	0
IEC	2 012 749	2 012 749	0	1 965 004	1 965 004	0
Represented Political Parties Fund	157 760	157 760	0	149 394	149 394	0
Total	5 657 197	5 657 096	101	5 447 520	5 447 420	100

4.3 PROGRAMME 3: IMMIGRATION AFFAIRS**DHA outcome 2: Secured and responsive immigration system****Sub-programmes:**

- Immigration affairs management
- Admission services
- Immigration services
- Asylum seekers

Strategic objectives

- Refugees and asylum seekers are managed and documented efficiently
- Movement of persons in and out of the country managed according to a risk-based approach
- Enabling documents issued to foreigners efficiently and securely.

The functions of Immigration Services are managed within a legal framework.

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

Immigration Services

Immigration Services determines the status and identity of foreigners; facilitates the movement of people through ports of entry; regulates immigration through permits and MCS; and provides consular services abroad. Immigration officers are present at ports of entry and at offices in the provinces. The branch has an inspectorate function that is responsible for enforcing the Immigration Act and its regulations. Immigration Services is also responsible for processing and determining the status of asylum seekers and refugees, and operates

refugee reception centres nationally. Furthermore, the branch is responsible for managing a holding facility (Lindela) for illegal immigrants awaiting deportation after due processes have been followed.

The DHA is represented in 32 missions abroad and is assisted by Dirco where it is not represented. In addition, the DHA has sourced an external business partner, VFS Global, to render frontline services and accept visa and permit applications. VFS has expertise in managing Visa Application Centres (VACs) locally and abroad. The DHA was represented by VFS Global in 18 international territories through 45 VACs, with a further 15 VAC's within South Africa.

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

VFS GLOBAL

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

- Online application process
- Appointment booking through call centre
- Biometric solution and enrolment
- Dedicated website
- Online track and trace
- Media and stakeholder engagements.

The minister of Home Affairs has oversight of three statutory bodies: the Immigration Advisory Board, the Refugee Appeal Authority and the Standing Committee on Refugee Affairs (SCRA). The main responsibility of these bodies is to assist the department to discharge its mandate with regard to the Immigration Act and the Refugees Act.

Immigration policy

The DHA's Immigration Services controls the admission of foreigners into the country for visitation, work, study, business and residence, as well as their departure from South Africa.

The immigration policy aims to do the following:

- Discourage illegal migration into South Africa by encouraging foreign nationals to apply for relevant permits to legalise their stay in the country
- Create an enabling environment for foreign direct investment in South Africa
- Attract scarce skills required by the economy, in accordance with the 2014 vision of eradicating poverty and underdevelopment
- Issue temporary and permanent residence permits as quickly as possible and according to simplified procedures
- Ensure that security considerations are fully satisfied and the State regains control over the immigration of foreigners to South Africa
- Ensure that economic growth is promoted by employing needed foreign labour; facilitating foreign investment; enabling the entry of exceptionally skilled or qualified people and facilitating academic exchange programmes in the SADC
- Ensure that tourism is promoted
- Ensure that the contribution of foreigners to the South African labour market does not adversely affect existing labour standards and the rights and expectations of South African workers
- Ensure that a policy connection is maintained between foreigners working in South Africa and the training of South African citizens
- Ensure that a human-rights-based culture of enforcement is promoted.

Immigration Services is responsible for regulating migration through designated ports of entry and via foreign missions, as supported by issuing a range of visas and permits that prescribe the conditions of entry into the RSA based on the category of the application made. The corporate accounts unit assists public and private organisations with applications to import scarce skills and business permits.

It is also responsible for determining the status of asylum seekers and refugees, and issuing related permits that confirm and provide enabling documents in the form of Section 22 and Section 24 permits to qualifying clients.

INSPECTORATE

An inspectorate function is responsible for enforcing the Immigration Act, and must ensure that all foreign nationals (in view of the fact that some enter to reside permanently e.g. retirement, and not necessarily for visiting) are legally residing within South Africa. In the event of transgressions, the inspectorate must enforce immigration legislation using measures that may include detaining them and, in the event that their undocumented or illegal status is confirmed, to effect deportations. The inspectorate also manages a world-class holding facility for persons who may be detained and are awaiting deportation. This facility has been opened to inspection by international bodies such as the UNHCR to confirm that all persons processed through the holding facility will be treated with dignity, offered protection in the form of accommodation, meals, medical treatment (where it may be required) and access to legal representation.

MANAGING MIGRATION

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

While providing an opportunity for foreign direct investment and national economic growth, international immigration is also associated with a plethora of economic and transnational organised crime security threats, which undermines South Africa's sovereign integrity and the welfare of her citizens. Since 2008, Immigration Affairs has adopted a risk-based approach

to its mandate. It applies a model based on a concentric elimination of risks by applying systems, country profiling, analysis through liaison, applied business processes and placing key resources within key international hubs. Immigration management must be risk-based and intelligence led – integrated across international borders and domestic environments. The risk methodology ensures that people travelling to the country can be profiled well in advance, testing the credibility of travel documentation and personal identity, and running background checks on the possible listings against national or international stop lists. Systems are powerful tools for development and for socio-economic inclusion, which contributes in turn to social stability and cohesion. Secure identity systems can enable e-commerce and government, drastically reduce fraud and costs and attract investment, giving the country a competitive edge. Knowing who is in your country, and why, is critical for national security and stability in a globalised world characterised by rapid movements of people, goods, and even spreading epidemics (such as the case with the prevalent covid-19 pandemic).

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

Streamlining and securing international migration

The White Paper on International Migration provides a re-envisaged policy and framework, giving a comprehensive review of immigration and related legislation. There are elements of the white paper that only require administrative action and are already being implemented. However, those elements of the white paper that require major changes could not be implemented immediately, pending the finalisation of a new legislation. The response requires amendments within the Immigration Act [including the Refugee Act, 1998 (Act No. 130 of 1998)].

Following Cabinet's approval of the White Paper on International Migration in March 2018, the department is in the process of drafting a new draft immigration legislation developed in the 2019/20 reporting cycle, having followed an extensive round of consultation across departments and clusters. The legislative amendments as proposed will undergo further consultations with National Economic Development and Labour Council and FOSAD clusters in the 2020/21 performance cycle, before submission to Cabinet for consideration.

The department has met two significant milestones in this regard; the first was the publication of a Government Regulation Gazette (No. 11024) on 27 December 2019 with the amendments to the Refugees Bill publicly recorded, and the second was submitting recommendations to the minister in March 2020 regarding legislative amendments to an Immigration Amendment Bill.

The legislative amendments proposed will undergo the required parliamentary processes in the course of 2020/21.

PERMITTING

The function of permitting is critical to supporting the development of the economy and adding to the stimulus of trade, investment and tourism. It also facilitates attracting and retaining critical skills according to a risk-based approach, which enhances economic growth through skilled labour and investment, tourism, cross border trade and business, in consultation with key government departments and stakeholders (the economic, social and security cluster departments). The department is reviewing the current critical skills list. It has requested academic assistance from the Department of Higher Education and Training with a research-based methodology that will ensure that the final list is informed by thorough research.

Permitting supports inter-governmental policy to enhance bilateral and multilateral relations with countries that are of interest to South Africa and encourages contact between businessmen and representatives of cultural, scientific and educational and research institutions in both countries. It manages the process of visa exemption agreements that promotes intraregional trade; attracts investment for development; promotes cross-regional infrastructure projects; and removes the costs of overlapping regional memberships by harmonising integration programmes.

To promote investment and economic opportunity, the department has established a partnership with the Gauteng Growth and Development Agency and VFS to serve corporate clients at the DHA Premium Visa and Permit Services Centre, located at the Gauteng agency's investment centre in Sandton. Similar initiatives have taken place in the Western Cape and KwaZulu-Natal, in partnership with VFS and the Department of Trade and Industry

ONE STOP SHOP

As a key deliverable of the Inter-Ministerial Committee on Investment, the department is also a member of the national one-stop-shop, opened by the president at the Department of Trade and Industry Campus on 17 March 2017 as part of the government's effort to ease the way of doing business in South Africa, and to attract investors.

The DHA contributes to the one-stop-shop centres by offering investors and their families reduced turnaround times for visas. To do this, the DHA has established a dedicated centre at the DHA's back office to deal with these applications and offer immigration-related advice. The service is focused on supporting large corporates, businesses, organisations and employers who make an important contribution to the economy in infrastructure, manufacturing, energy, retail, professional and financial services, research and development, and knowledge production.

Section 10A(1) of the Immigration Act requires any foreigner who enters the country and does not hold a visa as contemplated in sections 13 to 22 or a permanent residence permit as contemplated in sections 25 to 27 of the Act, to produce a port of entry visa. As such the department will process temporary visa applications for a visitor visa, relative visa, medical treatment visa and retired person visa, in accordance with published time frames. Permanent residence applications are dealt with under sections 26 and 27 of the Immigration Act, which makes provision for 11 different permanent residence categories.

Exemption and waivers require a client to substantiate their case and show exceptional circumstances in the form of a motivation. The circumstances are investigated, verified and forwarded to the minister for a decision. The decision on such cases is thus solely at the discretion of the minister.

The department has also made provision for a person that may be aggrieved by its decision to decline their application for a visa or permanent residence permit to submit an application for a review of that decision, or submit an appeal application against that decision. Appeals may be submitted twice: first to the director-general in terms of Section 8(4) of the Immigration Act and, if they are rejected on the first appeal, to the minister in terms of Section 8(6) of the

Immigration Act as amended. The department recently established an appeals directorate in response to the requirement for the department to demonstrate better efficiency in its management of such appeals and their turnaround times. A performance target has also been set by the department to monitor achievement against this objective and to satisfy sustainable maintenance of the turnaround.

Special dispensations get considered by the department when there are exceptional circumstances that must be considered. Special dispensation applications are handled according to Section 31(2)(b) of the Immigration Act, in terms of which the minister may “grant a foreigner or a category of foreigners the rights of permanent residence for a specified or unspecified period when special circumstances exist which justify such a decision.” It should be noted that the special dispensation does not grant the holder the right to apply for permanent residence. Women, children and persons with a disability who are eligible will be assisted to apply. The department has approved special dispensations for approved categories of Zimbabwean and Lesotho nationals (and partially to Angolan cessation categories).

The business partnership the department has established with its current service provider (VFS Global) has demonstrated the benefit that such a frontline intervention provides. It has served in transforming the permitting environment, achieving optimal efficiency for turnaround on applications, and investment into improved, secure systems.

It is critical that this business approach be sustained. With the current service provider's contract reaching its natural contractual conclusion on 31 December 2020, the department has initiated a procurement process to provide for a competitive bid. This has informed our publication of a request for information under reference (DHA01-2019) in December 2019, seeking responses to the next phase of the business partnership – effective 1 January 2021. Seven responses were received by 17 January 2020, which was the closing date, and of those four comply with the set criteria. These companies will be considered among shortlisted candidates to engage in a procurement process during 2020, supporting a parallel but substantially more complex Public Private Partnership (PPP) for the future, as advised by the National Treasury.

Management of port control:

The mandate of the chief directorate: port control is to facilitate the legal entry and departure of all persons into and out of the country through designated ports of entry. Port control focuses on facilitating the movement of bona fide visitors and tourists with the highest possible degree of certainty, security and efficiency in support of national security, priorities and interests while preventing illegal migration through the ports of entry

The Republic of South Africa shares borders with six countries: Lesotho, eSwatini, Mozambique, Zimbabwe, Botswana and Namibia. There are 72 designated ports of entry (11 airports, 8 harbours and 53 land ports) that play a critical role in generating employment within the economy and stimulating international trade, investment and tourism.

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

- Facilitating travellers' entry and departure through immigration
- Managing stakeholders (government and industry stakeholders, including subcommittees of the BMA)
- International relations (cross border liaison with counterparts of the neighbouring countries)
- Reporting – including statistics and analysis of trends
- Ensuring that administrative conveyance fines are issued
- Participating in the department's modernisation efforts to ensure a transition to international standards of best practice in managing and processing migration.

The movement of persons and goods is managed efficiently and effectively through the border with the participation of other border management stakeholders who have clear responsibilities at the port of entry and border line. Being faced with an ever-increasing number of travellers, the balance between efficient and effective traveller facilitation and security considerations becomes critical. By building risk-assessment profiles and conducting analysis against watch-lists, it enables governments to make fast, accurate and informed decisions to secure borders while protecting legitimate travel, tourism and trade.

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

To provide understanding of demand and volumes to be processed at designated ports of entry, it is relevant to note that 40 129 330 traveller movements (29 349 114 foreign nationals and 10 780 216 citizens) occurred in the reporting period. However, this is a decrease of 4,80% from the previous year when 42 152 635 traveller movements (30 900 570 foreign nationals and 11 252 065 citizens) were recorded. The impact of covid-19 in the first three months of 2020 had a significant impact on international, continental and inter-regional movements, which largely accounts for the reduction of port of entry movements as indicated.

Modernising Immigration Services

In 2017, the department successfully undertook an extended roll out of its phase 1 biometric programme from key airports to include selected land ports of entry based on their strategic importance facilitating high-volume movements. In 2018, it was reported that the department would prioritise developing its e-Visa solution as a technology foundation for the future and aligning our migration management to internationally applied and accepted best practice principles. The department has not only developed the e-Visa in the period under review, but has also designed a new BMCS to replace the current eMCS used to record traveller movements through designated ports of entry. The difference between the two systems is that while the eMCS is hosted in a SARS environment, the BMCS will be a totally DHA-controlled system hosted on the department's live capture platform with access to biometric data contained within the present-day Hanis and the future Abis system. The migration of eMCS away from a SARS-hosted environment is a significant step and places future control directly within the domain of the department.

How we manage a future state of Immigration Services is important to the developmental agenda of the State. The status of the following initiatives is highlighted:

- e-Visa/BMCS and e-Gates: the modernisation journey to improved immigration systems reached a milestone in September 2019 when an e-Visa prototype was launched in

Kenya, and later in December 2019, in India. Both launches were managed under limited and controlled conditions given the security imperative that an e-Visa holds for the integrity of legitimised international travel. This was more of an expanded testing opportunity rather than a pilot, and it provided valuable insight to technical integration deficiencies within port of entry systems that require validation of a traveller against a departmental risk engine.

- A risk-based approach is at the core of the DHA's strategy, and any new systems development must have access to risk engine data providing checks and identity verification as a frontline of defence. The prototypes tested in Kenya and India have set the stage for further deployment of the models as soon as the global covid-19 crisis allows. Because of the delay, the e-Visa solution could not be rolled out by 31 March 2020 within the identified inter-continental travel nodes of China, India and Nigeria.

The department will ensure that it delivers on its responsibilities within the commitments made by the president during the 2019 State of the Nation Address. These include the priorities of the e-Visa and technology enabled strategies that will define the trajectory of our transition to world-class services and provide a gateway for economic growth, investment and improved conditions that invite tourism into South Africa and the continent.

International engagements

Immigration Services participates in numerous international bilateral and multilateral forums.

Bilateral level

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

Multilateral level:

Engagements take place at a number of forums such as:

- African Union (AU) – AU summit of heads of states and government (presidential invites)

- International Organisation for Migration – Migration dialogue for Southern Africa (25 – 28 June 2019, Namibia)
- United Nations – particularly the UN high-level dialogue on migration and development (September – December 2019)
- SADC – Ministerial committee of the organ on politics, defence and security cooperation, scheduled for 19 – 20 July 2019, Lusaka, Zambia.

AFRICAN UNION AND AGENDA 2063:

South Africa, working through the SADC, recognises that the free movement of people and the African passport identified in agenda 2063 form part of the first 10 years flagship projects, which need to be accelerated for implementation.

The free movement of people and implementing the African passport are regarded as some of the pillars of African integration and accelerated growth of intra-African trade, which aims to transform Africa's laws by removing visa requirements, promoting a single visa by member states and, ultimately, a single African passport.

Managing asylum seekers and refugees

The administration of refugees and asylum seekers is managed by a chief director in Immigration Affairs within the DHA. The following legislation guides this management:

- The 1996 Constitution
- The Refugees Act, 1998
- The 1951 UN Convention on the status of refugees
- The 1967 Protocol of the UN convention
- The 1969 OAU (AU) Convention on refugees.

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

Immigration Affairs manages refugees and asylum seekers under four directorates:

- Business operational support

- Information and cooperation management (country of origin reports)
- Repatriation and integration
- Stakeholder management

Currently there are five refugee reception offices (RRO):

- Musina RRO – Limpopo
- Desmond Tutu RRO – Gauteng
- Durban RRO – KwaZulu-Natal
- Port Elizabeth RRO – Eastern Cape
- Cape Town RRO – Western Cape.

Key operations at refugee reception offices include the following:

- Receive and capture new asylum applicants (including biometrics with photo and full set of fingerprints stored in Hanis)
- Book clients that cannot be assisted on the same day
- Adjudicate asylum claims
- Grant refugee status
- Refer manifestly unfounded, fraudulent, and abusive decisions to the SCRA
- Refer unfounded decisions to the Refugee Appeal Board (RAB)
- Process failed asylum seekers through the Immigration Act
- Extend permits of clients awaiting final decisions
- Prepare and communicate SCRA and RAB decisions to asylum seekers
- Join declared family members
- Process resettlements and voluntary returns of refugees and asylum seekers
- Receive applications and hand over refugee ID and travel documents to persons granted refugee status
- Prepare submissions for SCRA reviews of refugee status in line with country of origin reports

- Prepare submissions for refugees applying to be refugees indefinitely
- Administer transgressions (over-stayers, lost permits).

Following the implementation of the referred amendments to the Refugee Act, the business unit has since observed a drastic decline in the number of new asylum applicants as more efficiencies at RROs, RAA and SCRA were starting to make an impact. The first three months of 2020 recorded only 2 414 new asylum applicants, most of them dependents born in the country and dependents that have reached the age of maturity, in comparison to the same period in 2019 where the unit recorded 5 118 new comers.

Managing the inspectorate

The inspectorate within the department is managed by a chief director within Immigration Affairs with two directorates:

- Deportations directorate
- Law enforcement directorate

The mandate for deporting undocumented or illegal foreign nationals in the RSA is managed by the director: deportations. Aside from coordinating deportations to the country of origin, the scope includes managing visa and entry stop lists, receiving and adjudicating appeals against deportations, prohibitions and undesirability, and considering applications to uplift status. The cost of deportation is also under scrutiny, and the inspectorate is seeking a turnkey road-transportation solution to neighbouring borderline states. Deportation requiring international flights is to be limited to destinations that cannot be supported by road transportation, and given the cost of such deportation to the state, measures are being taken through bilateral engagements for governments to accept the return of their undocumented or illegal nationals at their own cost.

Within the central law enforcement mandate, inspectorate officials undertake special investigations and joint operations within the security cluster and participating enforcement arms. This includes investigating syndicates involved in illegal migration and collusion with officials; civics cases involving acquiring RSA documents illegally and the detecting international fugitives from justice; and investigating cases involving terror suspects and

trafficking in persons. The department also cooperates with international bodies and foreign governments to ensure that potential illegal foreigners or terror suspects are detected. The inspectorate completed 222 law enforcement operations/inspections during the annual reporting cycle. This was achieved using departmental operations conducted both under our own mandate and under a joint mandate with other sectors of the security cluster.

Collaboration within special operations and projects, such as those undertaken in Gauteng and the Western Cape, support the Department of Employment and Labour and the Department of Tourism. These departments were enabled to lead inspections identifying non-compliance with the Immigration Act and its regulations, as well as contraventions by employers who allow undocumented foreign nationals to be employed in their industry. The motivation is usually driven by an opportunity to exploit and under-remunerate such employees, with further consequences for negative job creation for South African nationals. The overachievement of this target (set at 160 inspections for the year) amplifies the priority to address and regulate such employment imbalance.

The department's inspectorate officials are also trained to assist with detecting fraudulent use of fake passports and identification documents. This is a specialised field as passports are often made to appear genuine at face value. A proper investigation reveals embedded flaws that enable the department to institute appropriate measures to prevent further distribution and use. Such instances involve criminal cases that require our officials to testify to ensure that the perpetrators are convicted.

In late 2019 the department was advised of the liquidation of Bosasa – a contracted company providing security and catering services at the Lindela Holding Facility. The liquidation of Bosasa triggered a series of events that required the department to engage with the African Global Operation and concluded on 1 November 2019 with Bosasa ceding the existing DHA contract to Enviromongz. The contract will be effective until 30 November 2020.

In the same vein, the DHA was able to purchase the property, with assistance from the DPW at the Bosasa auction held in December 2019. The sale was of the land and buildings, and negotiations with the liquidators are ongoing to finalise the immoveable assets.

The department also initiated the first ever community border crossing point between South Africa and Botswana, at Tshidilamolomo in the North West, with the aim of rolling these out to other border crossings with other selected neighbouring countries. The DHA is committed to contributing to regional integration in Africa and efforts to ease the movement of Africans on the continent.

Managing visas and permits

The chief directorate: permits is responsible for providing policy direction and setting standards for issuing temporary residence visas and permanent residence permits.

The chief directorate consists of four directorates:

- Directorate: central adjudication
- Directorate: corporate accounts
- Directorate: functional services
- Directorate: appeals

Permits are critical to supporting macro-economic investment, attracting skills and contributing to outcome 4 of the 2014 – 2019 MTSF: Decent Employment through inclusive economic growth. In this context, it is a priority to effectively and efficiently issue critical skills visas, but attention should also be given to the overall improvement of turnaround times for issuing other categories of permits and visas.

In this way, the department is supporting economic stimulus and simplifying the visa regime to attract sought-after academic, scientific and engineering skills. The department has made a substantial investment to define the regulatory environment and enabling conditions under which priority applications can be processed within a targeted and monitored turnaround period. For example, the permits directorate has prioritised processing visa and permit applications that are critical to the economy. In the reporting period, the business unit has successfully met its annual targets related to the following category of applications:

85% of permanent residence applications adjudicated within eight months for applications collected within the RSA (from the date of receipt until the outcome is in scan at the VFS Centre – office of application)

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual
97%	91,3%	98,2%	96,5%	95,8%
(1 903 of 1 961)	(1 974 of 2 161)	(2 412 of 2 455)	(1 853 of 1 920)	(8 142 of 8 497)

90% of business and general work visas adjudicated within eight weeks for applications processed within the RSA (from the date of receipt until the outcome is in scan at the VFS Centre – office of application)

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual
99,8%	98,6%	95,3%	98,2%	98,2%
(441 of 442)	(432 of 438)	(304 of 319)	(267 of 272)	(1 444 of 1 471)

85% of critical skills visas adjudicated within four weeks for applications processed within the RSA (from the date of receipt until the outcome is in scan at the VFS Centre – office of application)

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual
98,9%	86%	89%	66,4%	86,7%
(1 652 of 1 671)	(1 105 of 1 285)	(1 207 of 1 356)	(743 of 1 119)	(4 707 of 5 431)

Border Management Authority

On 3 March 2020, Parliament passed the BMA Bill, which establishes a BMA in South Africa. The BMA is premised on a new policy paradigm of integrated border management and is responsible for frontline border law enforcement functions, except customs-related functions, within the South African border environment.

The BMA is a strategic intervention aimed at addressing and circumventing threats and risks that prevail in the border environment. It will be incrementally rolled out at ports of entry, and the land and maritime border environment from the 2020/21 financial year. The BMA will be characterised by a command and control structure, and will have its own organisational identity and culture.

A BMA PMO was established in 2013 to drive the formation of the BMA. In the 2019/20 financial year, the BMA PMO initially committed to three targets in the department's APP; however, one target relating to establishing the BMA was discontinued since this target was dependent on the legislative process, which the department had no control over.

Redeveloping six land ports of entry as one-stop border posts

The first target in the 2019/20 APP relates to redeveloping six land ports of entry as one-stop border posts using a PPP. The project aimed to improve efficiencies in moving persons and goods at the following ports of entry:

- Beit Bridge port of entry (bordering Zimbabwe)
- Ficksburg port of entry (bordering Lesotho)
- Kopfontein port of entry (bordering Botswana)
- Lebombo port of entry (bordering Mozambique)
- Maseru Bridge port of entry (bordering Lesotho)
- Oshoek port of entry (bordering eSwatini)

The PPP process entails five phases:

- a) Feasibility phase
- b) Procurement phase
- c) Contractual phase (commercial & financial close)
- d) Commencement of construction / redevelopment phase
- e) Implementation (concession) phase

The project is currently in the RFP stage of the procurement phase, i.e. phase 2. This follows the conclusion of the RFQ stage in which five bidders were pre-qualified for the RFP process.

The department's 2019/20 APP target was to submit a draft RFP to the National Treasury. This target could not be achieved because of a protracted SLA negotiation process between the department and the transaction adviser. The negotiation process was concluded in March

2020. During this process the transaction adviser halted work on the project. It should be noted that the National Treasury's PPP manual prescribes the appointment of a transaction adviser to undertake specialised tasks and advise on technical aspects of the project.

The department intends to appoint a preferred private party (or more than one) for the project by the end of the 2020/21 financial year.

National targeting centre for the BMA

The second target relates to setting up a national targeting centre for the BMA. One of the key principles informing the formation of the BMA is that it should balance facilitating legitimate trade and travel functions while simultaneously addressing security risks. In this regard, the BMA Bill prescribes the establishment of a national targeting centre that will integrate/coordinate border law enforcement intelligence and operations, manage border risks holistically and operate a national risk management tool.

For the 2019/20 financial year, the department prioritised the preparation and submission of a national targeting centre business case to the minister of Home Affairs. The business case considers a number of pre-existing conditions/contexts within the South African border environment, and international best practice with regard to risk management and targeting. It also:

- a) provides a status quo analysis
- b) outlines case studies
- c) provides a national targeting centre business case, i.e. operating model, organisational design and cost model
- d) outlines a high-level implementation roadmap.

In the 2020/21 financial year, the department intends to incrementally establish a BMA national targeting centre.

Programme performance

Programme name	Programme 3: Immigration Affairs						
Outcome	Outcome no. 2: Secured and responsive immigration system						
Strategic objective	Strategic objective 2.2: Movement of persons in and out of the country managed according to a risk-based approach						
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
Submission of draft Immigration Bill (including refugee amendments) to minister for approval	2.2.1	Not achieved	Draft Immigration Bill (including amendments to the refugees Act) submitted to minister for approval	Achieved Draft Immigration Bill presented to Exco and submitted to minister in March 2020 for approval	Not applicable	Not applicable	Immigration affairs management
Number of law enforcement operations / inspections conducted to ensure compliance with immigration and departmental legislation	2.2.2	Achieved 221 Inspections	160	Achieved 222	Overachievement is due to special operations such as the one in Diepsloot and other special joint operations within the NATJOC Through NATJOINTS the Department of Employment and Labour and the Department of Tourism requested that Home Affairs lead operations and inspections. These operations were in addition to the target set by Home Affairs and led to the overachievement of this target	Enhance joint inspections/ operations in the year	Immigration affairs management
Submission of a business case for the establishment of a national targeting centre for ministerial approval	2.2.3	New PI	National targeting centre business case submitted to the minister for approval	Achieved The national targeting centre business case was submitted to the minister via the office of the acting director-general.	Not applicable	Not applicable	Immigration affairs management

Programme name	Programme 3: Immigration Affairs						
Outcome	Outcome no. 2: Secured and responsive immigration system						
Strategic objective	Strategic objective 2.2: Movement of persons in and out of the country managed according to a risk-based approach						
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
Establishment of BMA as per BMA road map, subject to the enactment of BMA legislation	2.2.4	Achieved The BMA road map was approved by the former minister of Home Affairs, Ms Ayanda Dlodlo, in February 2018	BMA established as per BMA road map	Target discontinued		<p>Key BMA establishment tasks can only be undertaken once BMA legislation has been passed.</p> <p>Some critical BMA establishment tasks include:</p> <ul style="list-style-type: none"> • Appointments of critical management • Formal negotiations with organised labour on staff conditions of service • Opening a bank account • Physically establishing a border guard and deploying BMA border guard officers to designated areas within the border environment <p>The BMA target for 2019/20 is removed entirely. However, the BMA PMO continues to pursue tasks that are not dependent on passing the BMA legislation</p>	Immigration affairs management

Programme name	Programme 3: Immigration Affairs						
Outcome	Outcome no. 2: Secured and responsive immigration system						
Strategic objective	Strategic objective 2.3: Enabling documents issued to foreigners efficiently and securely						
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
Percentage of permanent residence applications adjudicated within eight months for applications collected within the RSA (from the date of receipt of application until the outcome is in scan at the VFS Centre – office of application) [applications refer to: critical skills (s27b), general work (s26a) and business (s27c) only]	2.3.1	Achieved 97% (7 810 of 8 049) of permanent residence applications adjudicated within eight months for applications collected within the RSA	85%	Achieved 95,8% (8 142 out of 8 497)	10,8%	Separate critical applications are maturing in the following quarter. These applications are processed by a separate team of officials whose responsibility is to deal with critical applications (APP applications) The plan is to finalise applications one quarter ahead	Admission services
Percentage of business and general work visas adjudicated within eight weeks for applications processed within the RSA (from the date of receipt of application until the outcome is in scan at VFS Centre – office of application)	2.3.2	Achieved 98% (1 572 of 1 609) of business and general work visas adjudicated within eight weeks for applications processed within the RSA	90%	Achieved 98,2% (1 444 of 1 471)	8,2%	A team is dedicated to business and general work visas. The team receives applications daily and management monitors its performance daily. Received and on-hand applications are reconciled daily	Admission services

Programme name	Programme 3: Immigration Affairs						
Outcome	Outcome no. 2: Secured and responsive immigration system						
Strategic objective	Strategic objective 2.3: Enabling documents issued to foreigners efficiently and securely						
Performance indicator	Annual target no.	Actual achievement 2018/19	Planned target 2019/20	Actual achievement 2019/20	Deviation from planned target to actual achievement for 2019/20	Comment on deviations	Subprogramme
Percentage of critical skills visas adjudicated within four weeks for applications processed within the RSA (from the date of receipt of application until the outcome is in scan at VFS Centre – office of application)	2.3.3	Achieved 89% (5 935 of 6 684) of critical skills visas adjudicated within four weeks for applications processed within the RSA (from the date of receipt until the outcome is received at the office of application)	85%	Achieved 86,7% (4 707 out of 5 431)	1,7%	A team is dedicated to business and general work visas. The team receives applications daily and management monitors its performance daily. Received and on-hand applications are reconciled daily	Admission services

Subprogramme expenditure

Sub- Programme Name	2019/2020			2018/2019		
	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
Sub-programme						
Immigration affairs management	69 818	69 818	0	42 493	42 493	0
Admission services	832 185	832 185	0	816 413	816 413	0
Immigration services	244 143	244 143	0	228 385	228 385	0
Asylum seekers	192 558	192 558	0	186 572	186 572	0
Total	1 338 704	1 338 704	0	1 273 863	1 273 863	0

5. TRANSFER PAYMENTS

5.1. TRANSFER PAYMENTS TO PUBLIC ENTITIES

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

5.2. TRANSFER PAYMENTS TO ALL ORGANISATIONS OTHER THAN PUBLIC ENTITIES

The department makes monthly transfer payments to the IEC, which is a schedule 1 constitutional institution. The IEC, in turn, transfers funds to the Represented Political Parties Fund. Given that the IEC is a constitutional institution, the provisions of Section 38(1)(j) of the PFMA do not apply. The department does not monitor the spending once the funds are transferred to the IEC.

Below is a reflection of the transfer payments made to the IEC and the Represented Political Parties Fund for the period 1 April 2019 to 31 March 2020:

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)	Amount spent by the entity	Reasons for the funds unspent by the entity
Independent Electoral Commission	Constitutional institution	Elections	No	2 012 749	2 012 749	N/A
Represented Political Parties Fund		Fund political parties	No	157 760	157 760	N/A

6. CONDITIONAL GRANTS

6.1. CONDITIONAL GRANTS AND EARMARKED FUNDS PAID

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

6.2. CONDITIONAL GRANTS AND EARMARKED FUNDS RECEIVED

The department did not receive any conditional grant.

7. DONOR FUNDS

7.1. DONOR FUNDS RECEIVED

The department did not receive any donor funds for the year under review. However, the department did receive donations in kind. The details of the donations in kind are set out in Annexure 1H that forms part of the annual financial statements.

8. CAPITAL INVESTMENT

8.1. CAPITAL INVESTMENT, MAINTENANCE AND ASSET MANAGEMENT PLAN

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

- R77,9 million was spent on the roll out of office refurbishments and modernisation infrastructure projects. This entails the construction of server rooms, the installation of backup power generators, uninterrupted power supply units and air-conditioning in the server rooms. Other major items are reconfiguring the layout of the offices, which includes changes to the public area, modification of counters and installation of new counters, power skirting, painting and signage.

- R10,9 million was spent on the general maintenance of offices throughout the country.
- R91,6 million was spent by the DPW on constructing new offices and general improvements to state-owned properties. The DHA refunded the DPW monthly.

The department is compiling the user asset management plan, which outlines new asset requirements, refurbishments or configuration of existing assets, surplus assets to be relinquished, as well as leasing and capital requirements until the 2022/23 budget cycle. The department envisages finalising and submitting the approved plan to the DPW and the National Treasury during the 2020/21 financial year. Furthermore, the department envisages revising the plan in line with the repositioning programme. This process will commence in the 2021/22 financial year.

Infrastructure projects	2019/20			2018/19		
	Final appropriation R'000	Actual expenditure R'000	(Over)/under expenditure R'000 XE "expenditure"	Final appropriation R'000	Actual expenditure R'000	(Over)/under expenditure R'000 XE "expenditure"
New and replacement assets (Park homes)	737	737	0	460	460	0
Existing infrastructure assets	0	0	0	0	0	0
Upgrades and additions	0	0	0	0	0	0
Rehabilitation, renovations and refurbishments	77 900	77 900	0	101 578	101 578	0
Maintenance and repairs	10 900	10 900	0	1 478	1 478	0
Infrastructure transfer	0	0	0	0	0	0
Current	0	0	0	0	0	0
Capital (DPW)	91 600	91 600	0	0	0	0
Total	181 237	181 237	0	103 516	103 516	0

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





PART C

GOVERNANCE

1. INTRODUCTION

Corporate governance is paramount to a business, almost as important as its primary business plan. When executed effectively it can prevent corporate scandals, fraud and civil and criminal liability of the organisation. Corporate governance keeps a company honest and out of trouble.

Good corporate governance leads to sustainability by enhancing performance. It provides an internal control framework to ensure that the organisation formulates and manages its strategies and adopts a strategic direction in an ethical manner.

2. RISK MANAGEMENT

The department has a risk management strategy and a risk management policy approved by the director-general on 18/08/2017 and in 08/2019 respectively. The risk management policy is currently under review for further improvement. The risk management strategy governs risk management activities within the department and is reviewed annually. Both the policy and the strategy are presented to the Risk Management Committee to recommend for approval by the director-general of the department.

Annually, the department conducts risk assessments to review the existing risk profiles and identify new and emerging risks. The risk registers compiled are used to inform internal audit efforts and priorities, as well as for management to prioritise resources.

The department's Risk Management Committee consists of senior management and external risk management experts who are not employed by the public sector. The committee operates through written terms of reference approved by the director-general and reviewed annually. The committee is chaired by an external chairperson and meets quarterly; its duties include providing oversight and advising management and the director-general on the overall system of risk management. During the year under review, the committee recommended a revised risk management strategy and the revised Risk Management Committee terms of reference for approval by the director-general.

To ensure sustainability and constant improvement in the services Home Affairs provides to the general public, issues of corporate governance are at the top of the list in the department's agenda.

The committee reviews 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, and advises management and the director-general accordingly.

The chairperson of the Risk Management Committee also attends quarterly ordinary meetings of the Audit Committee and, together with the chief risk officer, tables a Risk Management Committee report. The Audit Committee reviews the Risk Management Committee report and provides feedback on the issues reported.

Because the process of risk assessments is centred on the department's APP, risks are identified for each strategic objective at a strategic level and on the annual targets at an operational level. The department will, in future, consider obtaining an assurance provider to provide an opinion on the added value of the system of risk management at the department. Thereafter the department can safely report that without its vigorous risk management initiatives, the department would not have achieved some of its APP targets.

Although there is currently no tool to measure the added value of risk management in the department, the department's performance has gradually improved from 81% in 2015/16 and 84% in 2016/17, to 86% in 2017/18. The achievement rate only declined in 2018/19 to 77% and 2019/20 75% due to a number of challenges during the performance year. To

ensure that the achievement rate improves going forward, the risk management unit is supporting management to identify the operational risks that may affect the annual targets being achieved. This will alert management to the risks before they materialise. During the year under review, the department achieved 75% of its APP targets.

The committee did not exercise its oversight responsibility in the fourth quarter of the financial year due to the countrywide lockdown as a result of the covid-19 pandemic. The fourth quarter meeting was scheduled for May 2020 but could not be convened as the

3. FRAUD AND CORRUPTION

Investigations is an arm of the Counter Corruption and Security services used to identify and effectively deal with incidents of fraud and corruption involving departmental officials. During the 2019/20 financial year, the department received 283 investigations of fraud and corruption, and finalised 212 (74,9%) within 90 working days.

The department identified an official, the first secretary for Civics and Immigration services based at the Namibia High Commission, who was issuing visas to non-qualifying foreign nationals. An investigation resulted in a disciplinary process in which she was found guilty and dismissed from the department. The files have been handed over to the HAWKS for further action. The department revoked all the visas issued by the official and the applications were V-listed, which means that the individuals will not be able to enter South Africa. Those already in the country are being traced for deportation.

Three officials were arrested during the year for various acts of fraud and corruption; their cases are pending in court.

national lockdown, which began in March 2020, had an impact on the department.

The department has successfully implemented risk management software that will improve risk management operations across the department. The department conducted full training and support to the risk nodal points on the use of the risk management software across the department.

- **Arrest of former administrative clerk in Lephalale, Limpopo, for fraud and corruption.** The official, who resigned from the department in 2016, appeared at the Lephalale Magistrates Court and was released on R3 000 bail. She was scheduled to reappear in court on 13 August 2020. Her arrest followed police investigations into allegations that she assisted a suspect to fraudulently register a child using the details of another person. She is also alleged to have received R4 500 from the same suspect on a different occasion.
- **Arrest of an official for birth certificate fraud:** The official was arrested in July 2019 at the Byron office by members of the SAPS for birth certificate corruption.
- **Arrest of immigration officer, Randfontein:** On 11 October 2019, an immigration officer stationed at the Local Office Large: Randfontein was arrested outside the Randfontein Magistrate court. The SAPS anti-corruption investigating officer advised that the incident leading to the arrest involved a detained illegal immigrant who alleged that the arrested official assisted him to avoid detention and deportation.

4. MINIMISING CONFLICT OF INTEREST

Two senior management service (SMS) members were subjected to disciplinary action for failing to fully disclose their business interests. At its conclusion, one member was found guilty and the other not guilty. The member found guilty was given a one month suspension without pay. In the case of employees who own businesses that work for the State, a request for procurement information from the relevant department was made so that disciplinary action could be instituted against the officials. The challenge was that the information was not always forthcoming.

5. CODE OF CONDUCT

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

Disciplinary procedures during the 2019/20 financial year resulted in 70 cases of misconduct being registered, of which 62 (88,5%) were presented before the presiding officers. During this period, 39 cases were finalised, 17 within 60 days, while 32 cases were finalised outside the targeted period due to various unavoidable circumstances. The sanctions imposed included 15 dismissals and 4 suspensions without salary.

In an effort to minimise conflict of interest, SMS members are compelled by law to disclose all their financial interests; and non-SMS officials are required by law to obtain approval annually from the head of the department prior to conducting business outside the public service. During the year under review, all SMS members submitted declarations of financial interest in terms of the Public Service Regulations 2001, as amended. This was done using an on-line process. The department is also investigating under-disclosure by SMS members, with a view to taking disciplinary action against defaulters and to encourage adherence to set regulations.

A total of 283 disputes were registered against the department with bargaining councils, for reasons varying from alleged unfair dismissals to alleged unfair labour practices. In the dispute resolution processes, 58 disputes were finalised and 225 are still in progress. Of the 58 disputes finalised 41 (71%) were ruled in favour of the department and 17 (29%) against.

A total of 197 grievances were registered, 189 by employees on salary levels 3 to 12, and eight on salary levels 13 to 16 (SMS members). In the grievance resolution processes, 62 (31,4%) were finalised. Two (3,2%) of those finalised were grievances from SMS members, while the other 60 (96,8%) were from middle management and junior level employees. Of the 197 grievances, 70 (36%) grievances were finalised within the prescribed period and 65 (33%) were finalised outside the prescribed period. By applying strict disciplinary measures, the department has seen a significant decline in deviant conduct among its workforce.

6. HEALTH SAFETY AND ENVIRONMENTAL ISSUES

As part of the employee wellness programme, the safety, health, environment, risk and quality management policy was implemented.

The department continued its internal assessments aimed at identifying occupational and potential health risks in terms of Section 8 of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993):

- Safety and health environment committee meetings were held in all nine provinces.
- Occupational health and safety office audits were conducted in eight provinces.
- Safety, health and environment representatives were appointed and trained in some provinces, including at the head office.
- Vaccinations were given to 526 officials.

7. PORTFOLIO COMMITTEES

The department's briefings to the portfolio committee are indicated below.

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
1.	Tuesday, 2 July 2019	Briefing on the DHA, IEC and GPW 2019/20 APP	No matters were raised for follow up	
2.	Tuesday, 20 August 2019	Briefing by the DHA on its performance and expenditure for the first quarter term of 2019/20	The committee requested a report on the colloquium on a new international migration policy paradigm for South Africa	The report was submitted
3.	Tuesday, 3 September 2019	Briefing by the Limpopo, Mpumalanga and Gauteng provincial managers on the state of the provinces for the 2018/19 financial year	A list on the status of vehicles in Limpopo was requested	The list on the status of vehicles in Limpopo was submitted to the portfolio committee secretariat
4.	Tuesday, 10 September 2019	Briefing by the North West, Free State and KwaZulu-Natal provincial managers on the state of the provinces for the 2018/19 financial year	No matters were raised for follow up	
5.	Tuesday, 17 September 2019	Briefing by the Northern Cape, Eastern Cape and Western Cape provincial managers on the state of the provinces for the 2018/19 financial year	The Northern Cape presentation was rejected. The re-worked presentation will be served before the committee at another scheduled meeting	The department awaits another meeting date for the Northern Cape state of the province presentation
6.	Tuesday, 8 October 2019	Briefing by the auditor-general on the audit outcomes of the DHA, the IEC and the GPW for the 2018/19 financial year	No matters raised	Department noted the AG report on audit outcomes

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
		Briefing by Department of Home Affairs and Electoral Commission on its respective Annual Reports for 2018/19 financial year.	A request for DHA to submit the 2018//19 AGSA Management letter	Requested information provided to the secretariat of the PC.
7.	Tuesday, 15 October 2019	Consideration and adoption of the budgetary review and recommendation report (BRRR) for 2019	Recommendations in the BRRR report	Department to consider recommendations once approved by the National Assembly
8.	Tuesday, 22 October 2019	Joint meeting: Portfolio Committee on Cooperative Governance and Traditional Affairs - Briefing by the South African Local Government Association (Salga) and mayors of the City of Johannesburg and Ekurhuleni on the matter of undocumented migrants	The department was requested to provide written responses to questions posed by the joint meeting	Written responses to questions raised were submitted by the department on 18 November 2019
		Briefing by Department of Home Affairs (DHA) on initiatives to address SALGA concerns and promote social cohesion, manage illegal migration and prevent Xenophobia.	No matter raised.	
9.	Tuesday, 5 November 2019	Briefing by the DHA and Sita on the progress made in the resolving the network and system downtime at DHA offices	Sita is urged to resolve the department's challenges relating to network connectivity	Department's engagement with Sita is ongoing
		SITA and DHA briefing on ABIS procurement	The presentations are noted.	
		DHA briefing on litigation case management system and categorising of cases	Department must find solutions to resolve the high contingent liability figures.	The Department continues to engage the State Attorney on litigation matters.
		Extension on VFS Contract	Visa Services must not be disrupted in the transition to e-Visa and that the necessary VFS services continue during transition.	Department noted.
10.	Tuesday, 19 November 2019	Briefing by IEC on 2018 high-level panel recommendations on changes that needed be done on legislation	The portfolio committee will schedule another meeting to receive a briefing from the department on the 2018 high- level panel	Department noted this outstanding matter
		Update by the DHA on Fireblade Aviation and EOH contracts.	Reports were noted.	Noted.
11.	Tuesday, 26 November 2019	Briefing by the DHA on the strategies to resolve long queues at Home Affairs offices	DHA to provide status reports on refugee reception centres and on Lindela repatriation centre	Requested information submitted on 11 December 2020

No.	Date of meeting	Agenda/topic	Matter raised	How matter was addressed
12.	Tuesday - 4 February 2020	Briefing by the Department of Home Affairs on the proposed amendments of the Border Management Authority Bill from the National Council of Provinces (NCOP)	No matters raised for the Department to respond to.	The Department noted the NCOP proposed amendments.
		Briefing by the auditor-general on the follow-up performance audit report of the immigration process for the undocumented immigrants at the Department of Home Affairs	A report requested on whether the department has an audit action plan to address findings raised by the auditor-general	DHA audit action plan was forwarded to the portfolio committee in March 2020
13.	Tuesday, 18 February 2020	Committee deliberation, consideration and adoption of the NCoP proposed amendments on the Border Management Bill	No matters raised as the portfolio committee considered the proposed amendments from the NCoP	The department noted the report of the Portfolio Committee on Home Affairs on the Border Management Authority Bill [B 9B – 2016] (National Assembly – sec 75), dated 18 February 2020
		Briefing by the Department of Home Affairs (DHA) on the Second and Third Quarter Performance and Expenditure Reports for 2019.	Portfolio committee to engage the Minister of Home Affairs about the Court Order.	
14.	Tuesday, 3 March 2020	Briefing by the National Treasury on the budget increase for the DHA, IEC and GPW Briefing by the DHA, IEC and GPW on budgets for 2020/21	The National Treasury to find ways to increase the budget allocations to the department and its entities	The department and entities are engaging with the National Treasury on an ongoing basis regarding the budgets
15.	Tuesday, 10 March 2020	Briefing by the DHA, the City of Cape Town, the Provincial Joint Committees (Provjoint), the South African Human Rights Commission (SAHRC) and the UNHCR on the situation of the refugees in Cape Town who are demanding to be resettled to a third country	The portfolio committee noted the minister's consolidated briefing on the matter as it relates to the relevant stakeholders. A solution must be found to resolve the matter	Department is engaging with the stakeholders

8. STANDING COMMITTEE ON PUBLIC ACCOUNTS RESOLUTIONS

During the 2019/20 financial year there were no resolutions passed by the Standing Committee on Public Accounts on the DHA and its entities.

9. PRIOR MODIFICATIONS TO AUDIT REPORTS

The department received an unqualified audit opinion for the 2018/19 financial year. The following matters of emphasis were raised:

- Uncertainty relating to the future outcome of litigation
- Impairment of accrued departmental revenue
- Irregular expenditure

No material findings were raised on the usefulness and reliability of the reported performance information for programmes 2 and 3.

To address the previous year's matters of emphasis, the department embarked on a robust integrated approach with the following interventions undertaken:

- An audit action plan was prepared and implemented. In addition to the various actions agreed, management was urged to identify the root causes in order to draft the audit action plan with appropriate measures that can be implemented within the given time frame. Progress against the audit action plan was monitored and presented to Exco monthly.

10. INTERNAL CONTROL UNIT

An internal control unit was established at the Finance and SCM branch some years ago. The purpose of this unit is 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 form
- Confirm that expenditure approval was done by a duly delegated official
- Reconcile the invoice to the order

- The Dirco accounts were reconciled quarterly and findings raised on the missions followed up.
- The outcome of litigation matters is not always in favour of the department. However, it is also clear from the analysis that litigants in general are opportunistic when issuing letters of demand and or summonses, as the judgements awarded against the department are usually for amounts far less than originally claimed.
- The opening balance for irregular expenditure was increased to R500 million from R253 million in the previous financial year and irregular expenditure of R25 million was condoned. Irregular expenditure incurred in the financial year under review amounts to R11,787 million. Of this amount, R7,2 million relates to the EOH Abis contract.
- In preparing for the year-end financial statements, the year end plan was developed and communicated to the relevant managers to inform them of reporting requirements and submission dates. The plan was tracked daily to assess the status review of the relevant information that must be included in the annual financial statements.

- Verify that the contract is still valid
- Verify that all the supporting documents to the transaction are attached.

If the payment voucher does not meet the payment requirements, the voucher is returned to SCM as a dispute for rectification by the supplier. If the payment voucher meets the requirements, it is stamped, signed and sent to the payment unit for capturing and final authorisation on BAS and Logis.

11. INTERNAL AUDIT AND AUDIT COMMITTEES

Key activities and objectives of the internal audit

The DHA's chief directorate: internal audit services obtains its mandate from the PFMA as amended, and its Treasury Regulations as amended.

The internal audit services provides independent, objective assurance and consulting services designed to add value and improve the department's operations. It helps the department accomplish its objectives with a systematic, disciplined approach to evaluating and improving the effectiveness of risk management, control and governance processes.

The internal audit function reports to the Audit Committee and, administratively to the deputy director-general: Institutional Planning and Support. 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 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 that ensures the following, among others:

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

- Significant legislative and/or regulatory issues that impact the department are recognised and addressed appropriately.

Summary of audit work done

The 2019/20 internal audit annual coverage plan was approved by the Audit Committee on 28 February 2019. Internal audit completed 34 audit projects including four ad hoc requests during the period under review.

The internal audit scope of work completed covered the following areas:

- Financial audits conducted at Finance and SCM, such as the review of financial statements, local revenue management and pre-award reviews
- Audits of performance information conducted at all branches
- Operational audits such as marriage registration, detention and deportation, security management and visa processing, and revenue management at foreign missions
- ICT audits, which includes a review of the disaster recovery plan, vulnerability assessment and network penetration test, firewall, patch management and user accounts management.

Internal audit also conducted follow-up audits to ensure that efficient and effective internal controls are implemented and that the commitments made by the accounting officer to resolve the AGSA findings are implemented.

The annual coverage plan was not entirely completed due to the covid-19 lockdown. Furthermore, internal audit planned a review of the ABIS solution on the user acceptance testing of business requirements, system and functional specification and e-Visa pilot infrastructure and functionality. The planned audit on the projects could not be performed due to delays in the completion of the projects.

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. AGSA), the reports of significant investigations and the responses of management to specific recommendations.

Below is the relevant information on the Audit Committee members.

Name	Qualifications	Internal or external	If internal, position in the department	Date appointed	Date resigned	No. of Meetings attended
Mr Tshepo Mofokeng	<ul style="list-style-type: none"> • Bachelor of Commerce • Bachelor of Accounting • Certified Internal Auditor • CA (SA), SAICA 	External	N/A	20 October 2017	N/A	7 meetings
Mr Charl de Kock	<ul style="list-style-type: none"> • South African Institute of Professional Accountants (Saipa) • Master's degree in IT Auditing • Honours degree in Accounting • Certified Information System Auditor • Certified Internal Auditor • Financial articles at external auditor firm 	External	N/A	1 January 2016	N/A	7 meetings
Ms Mathukana Mokoka	<ul style="list-style-type: none"> • B.Com (Accounting) • CA (SA), SAICA 	External	N/A	20 October 2017	N/A	3 meetings
Ms Given Sibiyi	<ul style="list-style-type: none"> • B.Com, • B.Acc, • CA (SA), SAICA 	External	N/A	26 April 2018	N/A	7 meetings
Mr Justin Kettle	<ul style="list-style-type: none"> • Bachelor of Commerce Accounting (Honours) • CA (SA), SAICA 	External	N/A	28 January 2019	N/A	7 meetings

12. AUDIT COMMITTEE REPORT

AUDIT COMMITTEE REPORT FOR THE YEAR ENDED 31 MARCH 2020

The Audit Committee (Committee) hereby presents its report in respect of the financial year ended 31 March 2020 in terms of its obligations according to Paragraph 3.1.13 of the Treasury Regulations issued in terms of section 38(1) (a) and section 77 of the Public Finance Management Act (PFMA), Act 1 of 1999, as amended by Act 29 of 1999.

1. AUDIT COMMITTEE MEMBERS, MEETINGS AND ATTENDANCE

The Department has established an Audit Committee in accordance with the provisions of section 38(1) (a) (ii) and 77(a) of the PFMA. The Audit Committee Charter requires that the Audit Committee be composed of a minimum of three (3) and a maximum of five (5) members, the majority of which should be from outside the public service.

In terms of section 77(b) of the PFMA, the Audit Committee must meet at least twice a year. The Committee meetings during the financial year under review were attended as follows:

Name of member	Scheduled Meetings	Attended
IMr. Tshepo Mofokeng (Chairperson)	7	7
Mr. Charl de Kock	7	7
Ms. Mathukana Mokoka	7	3
Ms. Given Sibiya	7	7
Mr. Justin Kettle	7	7

Three of the meetings were special meetings called to deal specific issues within the responsibility of the Committee.

The members of the Committee held meetings throughout the reporting period, with the Acting Director-General, senior management of the Department and Internal Audit, collectively and individually, on matters related to governance, internal control and risk management.

2. AUDIT COMMITTEE RESPONSIBILITY

The Audit Committee has complied with its responsibilities arising from section 38(1)(a)(ii) of the PFMA and Treasury Regulation 3.1.13, and reports that it operated in terms of the Audit Committee Charter read in conjunction with the Internal Audit Charter, as its terms of reference in discharging all its responsibilities as regulated therein.

3. EFFECTIVENESS OF INTERNAL CONTROLS

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

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

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

The Department has adopted anti-corruption measures to curb the frequency and magnitude of fraud and corruption. The Committee is still not satisfied with the prevention of fraud and

these concerns have been raised with management. The Committee has requested that the detailed fraud prevention plan and progress reports on the action plans for addressing the fraud risks be tabled at each quarterly meeting of the Audit Committee.

Due to the strategic importance of, and massive investment in the modernisation of information and communication technology (ICT) in the Department, the Committee has monitored the risk register and progress reports on the respective action plans during the year under review. The Committee is still concerned that ICT risks, which include obtaining IT capacity (CIO and specialists), are not yet sufficiently addressed or mitigated. This is of significant concern given the nature of the mandate of the department.

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

The Committee is not satisfied with the state of the internal control environment and more effort needs to be employed to ensure that the internal control environment is effective.

4. THE QUALITY OF MANAGEMENT'S MONTHLY / QUARTERLY REPORTS SUBMITTED IN TERMS OF THE PFMA AND THE DIVISION OF REVENUE ACT ("DORA")

The Committee was largely satisfied with the content and quality of quarterly financial reports prepared and issued by the Department during the year under review, in compliance with the statutory reporting framework. However, the Committee has suggested improvements to the reports mainly relating to financial and performance information.

5. INTERNAL AUDIT FUNCTION

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

6. 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 risk register and the reports from the Risk Management Committee and is concerned with the level of maturity of the risk management process.

7. EVALUATION OF THE ANNUAL FINANCIAL STATEMENTS

The Committee has:

- reviewed and discussed the audited Annual Financial Statements included in the annual report, with the Auditor-General and the Accounting Officer;
- reviewed the Auditor-General's management letter and management's response thereto;
- reviewed and discussed the Performance Information with management;
- reviewed changes in Accounting Policies and practices; and
- reviewed the entity's compliance with Legal and Regulatory provisions.

8. EVALUATION OF THE FINANCE FUNCTION

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

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

9. AUDITOR-GENERAL'S REPORT

The Committee concurs with and accepts the conclusions and audit opinion of the Auditor-General on the annual financial statements and supports the view that the audited financial statements be accepted and read together with the report of the Auditor-General.

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

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

On behalf of the Audit Committee



TM. Mofokeng

Chairperson of the Audit Committee

Pretoria

30 October 2020

13. BBEE COMPLIANCE PERFORMANCE INFORMATION

The following has been completed in compliance with the broad-based black economic empowerment (BBBEE) requirements of the BBBEE Act, 2013 (Act No. 46 of 2013) and as determined by the Department of Trade and Industry.

Has the department / public entity applied any relevant code of good practice (BBBEE certificate levels 1 – 8) with regards to the following:		
Criteria	Response Yes / No	Discussion <i>(include a discussion on your response and indicate what measures have been taken to comply)</i>
Determining qualification criteria for the issuing of licences, concessions or other authorisations in respect of economic activity in terms of any law?	No	This is not in the department's mandate
Developing and implementing a preferential procurement policy?	Yes	The departmental SCM policy has incorporated the requirements of the BBBEE Act 2013 in line with the current PPPFA Regulations, 2017
Determining qualification criteria for the sale of state-owned enterprises?	No	This is not in the department's mandate
Developing criteria for entering into partnerships with the private sector?	Yes	This has been taken into consideration even though the department did not conclude any private partnership projects with the private sector during the period under review
Determining criteria for the awarding of incentives, grants and investment schemes in support of BBBEE?	No	This is not in the department's mandate



PART D

HUMAN RESOURCE MANAGEMENT

1. INTRODUCTION

In support of the government's outcomes-based approach to strategic planning, the DHA contributes directly to 3 of the 14 outcomes of government:

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

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

The DHA has embarked on a repositioning programme as a modern and secure department. This has a significant impact on the way that HR operations are currently being conducted. To enhance, refocus and transition HR, a refocusing and enhancement plan, or galaxy map,

was designed to establish strategic alignment between the HR strategy 2016 – 2021 and the DHA repositioning programme.

The following objectives, underpinned by a practical, implementable and measurable change management process as well as a customer relations management approach, are pivotal to the implementing the galaxy map:

- Establish an integrated, effective and efficient branch and an exceptional, modern HR team focused on the business, customer and employee value propositions
- Ensure employees' optimal engagement and productivity in line with the DHA operating model
- Improve processes deliver HR services
- Ensure HR functions are decentralised
- Ensure targeted, focused and relevant reporting to enable strategic decision making.

2. OVERVIEW OF HUMAN RESOURCES

2.1. HUMAN RESOURCES STRATEGY

This HR strategy intends to drive all people management practices, methods and processes in support of the department's goals, values and objectives. The HR value chain is a deliberate approach to align, acquire, compensate, develop, deploy and retain staff throughout their life cycle at the DHA. Central to the strategy is the principle of integrated resource planning within the DHA.

The HR strategic objectives linked to the MTSF have remained similar over the five-year period (2016 – 2021). They are reviewed annually to ensure continuous alignment with the department's strategic focus areas. The seven key HR priorities listed below are outlined in the strategy, and aim to drive organisational culture change and effectiveness, and enhance people management practices:

- **Talent acquisition:** recruiting for competence, qualification, organisational fit, motivation and attitude. Partner with line management and the introduction of an e-recruitment process.
- **HR business process and systems:** develop and review the core, and support business processes to ensure alignment with organisational functions and to attain modernised DHA business processes. Facilitate implementing standard operating procedures to ensure a consistent application of legislation, policies, and procedures.
- **Employee health and wellness:** facilitate implementing employee health and wellness strategies to support employee performance.
- **Transformation and change:** drive the change agenda for mainstream gender and disability.

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

The 2019/20 financial year workplace skills plan was developed, presented to the skills development committee, approved by the director-general and submitted to the Public Service Sector Education and Training Authority. The workplace skills plan was informed by:

- training needs as identified by respective branches and provinces
- personal development plans
- outcomes of the skills matrix.

Senior and local office managers were subjected to the following assessments, which also informed our workplace skills plan.

- Leadership effectiveness index
- Customer service aptitude profile
- Work personality index job match
- Work personality index leadership

The information gathered was analysed on the basis of:

- The relevance of training in terms of improving job performance
- The allocated budget.

The under following are some of the training interventions identified, prioritised and incorporated into the national training plan, which was then communicated to all staff:

- Leadership and management development programme
- National certificate Home Affairs services skills programme
- Skills programme (soft skills) ethics
- Communication
- Client relations
- Occupationally directed education training and development practices
- Change management
- Ethics and governance.

The learning and development interventions aimed at addressing skills development areas:

AWARDING BURSARIES

In its quest for improved qualifications, the department offers financial assistance through its bursary scheme to all serving employees. The main purpose of the bursary scheme is to ensure that employees are equipped with the necessary skills to enhance their performance and ultimately improve service delivery. For the reporting period, 135 employees were awarded bursaries, 61% of whom were females and 39% males. This was aligned to the department's accelerated women leadership and management development programme, which dictates a bias in favour of females on all development initiatives. Awarding bursaries was further aligned to the department's business needs, which included studies in the fields of IT, finance management, security/risk management, communication, law, social science, HRs, leadership, public administration and management, as well as grade 12 qualifications.

DHA SKILLS DEVELOPMENT COMMITTEE

During the reporting period, provincial skills development committees were established in all nine provinces to ensure collaboration and consistent application of skills development initiatives in provinces.

RECOGNITION OF IMPROVED QUALIFICATIONS

The department is committed to recognising an improved qualification attained by an employee at their own cost. For this purpose, an improved qualification is defined as a fully completed national qualification, registered in terms of the National Qualification Framework, which is higher than the minimum qualification required of the incumbent in the post. Further, such attainment should enhance the employee's performance and lead to improved service delivery, as dictated by Resolution 1 of 2012. The budgetary impact to the recipient is 10% of the employee's annual salary notch, provided that it does not exceed 10% of the minimum notch of salary level 8.

For the period under review 150 employees were recognised for attaining qualifications that were evaluated and verified by the South African Qualifications Authority. These qualifications further enhanced the department's skills base, increased the number of employees who have post matric qualifications and resulted in a one-off cash bonus payment to the employees.

TRAINING STAFF

As part of implementing the workplace skills plan, the learning and development directorate developed a national training plan that outlined training programmes aimed at addressing the skills gaps identified in the workplace skills plan. These training programmes included:

- Core business training: migration and citizenship management through the accredited National Certificate: Home Affairs qualification
- Leadership and management development programmes conducted in partnership with the National School of Government. These programmes were delivered as part of complying with the mandatory training courses for managers
- Generic training: includes professionalisation of front and back office staff and a compulsory DHA induction programme. These courses ensure that all staff are professional, patriotic, client-oriented and security conscious
- ICT: courses include end-user computing and systems training. These courses are delivered in line with the department's modernisation strategy.

TALENT MANAGEMENT

This involves establishing coaching and mentoring sessions, and developing and implementing a workforce replacement and succession plan to ensure business continuity.

KNOWLEDGE AND INFORMATION MANAGEMENT

This area focuses on establishing communities of practice and knowledge harvesting sessions, and conducting seminars. It also involves increasing accessibility to the department's information resource centre, the library.

PERFORMANCE MANAGEMENT

Aligned to the department's Moetapele initiative, this area drives compliance and a high-performance culture. It enhances work and performance ethic by contracting, and reviews and recognises excellent performance (rewards and recognition). The department is reviewing its performance management and development system policy, and presenting it to the Departmental Management Committee to ensure compliance with DPSSA guidelines and the Public Service Regulations of 2016. The compliance rate for performance management improved by 1% from the previous reporting cycle, to 99% for both the submission of performance agreements and annual assessments.

2.2. ORGANISATIONAL DEVELOPMENT

The review of the organisational structure was necessitated by the need to downsize the head office and capacitate the core business, while also ensuring alignment to the mandate and strategic objectives of the department. In the process, the department has also reduced posts in programme 1 to beef up capacity in the core business.

On 15 July 2018, the DHA submitted a proposed organisational structure to the Ministry for Public Service and Administration (MPSA) to obtain concurrence in terms of the 2016 directive on changes to organisational structures by departments.

The MPSA did not concur with the DHA's proposed functional organisational structure. It advised the department to address the issues raised and resubmit the amended

organisational structure for consultation before the proposed organisational structure can be implemented. The organisational development directorate met to address the concerns raised by the MPSA and drafted a submission to the executing authority for the MPSA's concurrence.

2.3. HUMAN RESOURCES PLANNING

The HR plan considered the staffing requirements for all programmes aligned to the department's strategic and policy obligations. This included determining the correct numbers and skills of staff required to use staff optimally and manage a surplus and shortage of staff. Emanating from the department's transformative requirements, the HR plan also reflects the creation of a multiskilled, representative and flexible workforce.

The DHA's MTEF HR plan for 2019/20 was approved and submitted to the DPSA. The MTEF HR plan identified four key priorities to assist managers to determine the impact of talent decisions and help prioritise future workforce investments. The following are the priorities for implementation:

- Impact of un-funding posts on the remaining staff compliment, absenteeism assessed and reported
- Building leadership capability and capacity
- Developing an integrated HR plan
- Change management interventions on the modernisation programme.

The department will continuously monitor the progress of implementing these priorities and compile a report that will be sent to the DPSA.

2.4. EMPLOYEE WELLNESS PROGRAMMES

The employee wellness programmes focus on implementing the government's agenda on health and wellness issues, implemented in terms of the National Strategic Plan 2017 – 2022. The department has rolled out HIV and AIDS/STI/TB and other chronic diseases programmes as prescribed. Consequently, the following were achieved in the reporting year:

- 799 employees tested for HIV (0 tested positive)
- 1 000 employees were subjected to health screenings in collaboration with the Government Employees Medical Scheme (Gems) (blood pressure, cholesterol, blood sugar, and body mass index (BMI))
- 529 employees were subjected to blood screening and a blood donation campaign/drive
- 65 060 male condoms and 3 750 female condoms were distributed in all provinces and at the head office
- 4 peer educators' meetings were held at the Mmabatho regional office in North West; Witbank local office in Mpumalanga; Port Elizabeth regional office in the Eastern Cape and the Gauteng provincial office
- Wellness service provider, ICAS was contracted to offer wellness services in all provinces, but the contract expired on 31 November 2019
- A functional 24-hour toll-free line and e-Care (online wellness service) were made accessible to all employees and contributed enormously to providing care and support to employees and their immediate families
- 224 employees received face-to-face counselling, and 194 employees received telephone counselling services from ICAS
- 76 employees consulted with face-to-face counsellors and enlisted therapeutic intervention with the employee wellness directorate.

A total of 3 889 employees were reached through the HIV and AIDS/STI management policy, wellness management policy and health and productivity policy. These policies and plans were submitted to the Office of the Presidency and the DPSA on applicable templates as prescribed.

2.5. 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 system framework is aligned to the department's Moetapele initiative and enhances work and performance ethic while reviewing and recognising excellent performance. The improved performance culture is evident in the level of compliance to this framework, and is largely due to interventions such as creating awareness and robust monitoring and evaluation.

Managers are continually encouraged to reward and recognise good performance, which culminates in employees with exemplary behaviour and performance being nominated for service excellence awards at the Leaders' Forum. However, due to the covid-19 pandemic and subsequent moratorium on gatherings of over 100 people, the Leaders' Forum was cancelled; these employees will be acknowledged in the Leaders' Forum to be held in the 2020/21 financial year.

According to the incentive policy framework, performance incentives must be paid by 31 December each year. To this end, pay progression for identified officials were made during December 2019 while performance bonus payments were made in March 2020.

In support of the national requirement to manage underperformance, the performance management unit conducted performance diagnostic interviews to identify the root causes of below-the-norm performance, which ultimately assists managers and supervisors to improve an employee's performance to an acceptable level.

2.6. BUILDING LEADERSHIP CAPABILITY AND CAPACITY

During the 2019/20 financial year, the Learning Academy planned to train 500 managers (junior, middle and senior) in leadership and management development programmes to improve performance, professionalise DHA officials and build leadership capacity and capability appropriate for a future-fit DHA. This target was achieved as 546 (313 junior, 200 middle, 33 senior) managers were trained and developed in the following training interventions:

- Emerging management development programme
- Advanced management development programme
- Diversity management
- Project management
- Leave management
- Performance management
- Establishing PPP
- Leadership in the 4IR
- Multiple intelligence, risk management, grievance and disciplinary procedures
- Labour relations management.

To align with the leadership requirements and the intent of the DHA white paper, the Human Resources Management and Development branch proclaimed the need for DHA leaders to practice "collective, authentic, servants, inspirational and accountable leadership". These leadership styles would ensure a perception and practice of a cohort of "high-impact leadership" to improve service delivery and the reputational image of the department. Initiatives to support this high-impact leadership include developing frameworks for leadership development and for coaching and mentoring, both earmarked for roll out and implementation in 2020/21.

The Leaders' Forum held on 16 March 2019, built on the principle of engagement identified during the 2018 leadership seminar, which was aimed at attaining decisive interventions and agreement from the department's leadership on the gaps identified in the HR integrated report. The integrated report included the employee satisfaction survey, the leadership effectiveness survey and the exit interview surveys.

As indicated above, due to the impact of the covid-19 pandemic, the Leaders' Forum earmarked for the fourth quarter of the financial year did not materialise. However, identified interventions aimed at enhancing the department's leadership capabilities will continue to be rolled out in the 2020/21 financial year.

2.7. YOUTH DEVELOPMENT

The department's youth development programmes are aligned to the National Development Plan's call to "adopt a youth lens to provide young people with broader opportunities". Due to the moratorium on filling posts at the department, the youth development programmes have, and continue to, serve a dual purpose of improving youth employability and enhancing capacity.

For the period under review, the department partnered with several stakeholders, including the Airports Company South Africa, the Gauteng City Region Academy and the Public Sector Education and Training Authority to roll out and implement the DHA cadet programme. This programme ensured that learners were trained in the National Certificate: Home Affairs Services (also referred to as the DHA qualification), which is registered at a national qualification framework level 5. These learners were further exposed to the department's core business – citizenship, migration and asylum seeker management – through the experiential learning part of the qualification. The cadets' practical exposure was aligned to the department's festive operations. Aside from gathering evidence to complete portfolios of evidence as part of the summative assessment of the DHA qualification, the impact of experiential learning was the notably shorter queues resulting from quicker processing times at those identified ports of entry, during the festive period.

The work-integrated learning programme aimed to provide work-exposure to learners. The department, in collaboration with the Department of Higher Education and Training, relevant Sector Education and Training authorities and institutions of higher learning, placed learners across the department for periods ranging from 12 – 18 months.

The department also held a youth-targeted career exhibition on 10 February 2020 in Maruleng. The intent of the exhibition was to pitch the department as an employer of choice.

CV writing workshops held in the fourth quarter of the financial year also targeted learners.

Youth development initiatives will continue to serve the dual purpose of driving the national agenda to improve youth employability through practical exposure in the department and

enhancing capacity in the department's already constrained service delivery environment during the 2020/21 financial year.

2.8. KNOWLEDGE AND INFORMATION MANAGEMENT

Communities of practice

Monitoring and evaluating communities of practice (CoPs) is necessary to document their progress and development, and to assess their effectiveness and relevance as a knowledge-sharing mechanism. During the reporting period, CoPs for the Mpumalanga office manager, the Northern Cape office manager and HR were monitored and evaluated. These CoPs assisted to address difficult issues at provincial offices, such as late birth registration and the incapacity leave and ill-health retirement challenges. CoPs are intended to forge a common approach to operational issues; for example, the Northern Cape CoP developed guidance for control immigration officers to ensure quality assurance on deportees' case files to prevent fruitless and wasteful expenditure on transfers.

A port managers' CoP was established and held its first meeting via teleconference on 19 February 2020. The intention was to address the gaps identified in a study by the unit on "The Identification of Leading Practices at Ports of Entry". The main aim of the study was to identify and document best practices at four of the busiest land ports in South Africa – Beitbridge, Lebombo, Maseru and Ficksburg.

Some areas identified as requiring further engagement include the practice between ports of entry of issuing corporate permits, and addressing the undesirability status of travellers. In the new financial year, the department will focus on familiarising port managers with the interventions identified in the study to ensure their buy-in as implementers of such interventions. The CoP will continue to identify best practices, and the common and consistent application of legislative frameworks governing the ports of entry environment to ensure uniformity.

Knowledge harvesting

Knowledge management aims to capture the tacit knowledge of officials as part of the department's institutional memory. This is done in knowledge harvesting sessions with officials who are retiring or resigning, and with subject-matter experts in the department. These sessions increase the department's tangible knowledge assets and ensure that vital knowledge is not lost during exits. The knowledge gathered is used to support a process of change and to improve services. It ensures that officials will have the expert knowledge required to do their work efficiently.

This process is aligned to the department's replacement planning framework, which proactively serves to provide a pool of talent to mitigate the risks associated with exits and to ensure sustainability and business continuity.

For the 2019/20 financial year, 24 retiring officials and subject-matter experts attended a knowledge harvesting session. Attendees included an SCRA committee member, 10 office managers, a deputy director: vetting, two district coordinators, a personnel practitioner, a frontline office clerk, two control immigration officers, two cashier supervisors, a cashier and three civic services supervisors.

Seminars

For the period under review, seminars were conducted to fulfil the department's ongoing efforts to transform culture; modernise systems, processes and procedures; and improve communication. Seminars were identified as a resourceful tool to share information and improve knowledge and service delivery innovation. These seminars emphasised topical issues such as integrity, ethics and leadership in the workplace. The impact of the six seminars held across the department was evaluated to identify areas for improvement.

Information resource centre

The department's information resource centre subscribed to various databases to ensure access to reliable, accurate and creditable information. These subscriptions include newspapers, Juta Online, Sabinet Online Products, Imagic Library System and a Liasa

membership. Certain books deemed essential were also procured to satisfy the requests and needs of users. The information resource centre has access to other free databases such as JSTOR, the Directory of Open Access Book and HSRC Press, which are accessible from the library's webpage on the intranet.

During the year under review, various awareness initiatives were undertaken using platforms such as the department's internal communications email, pamphlet distribution, presentations, and meetings, as well as one-on-one email interventions. This resulted in usage of the information resource centre improving, with 3 967 publications being downloaded from Juta (i.e. gazettes, industrial law journal, Juta's unreported judgement, S. A. Case Law 1838 to date, S. A. Law reports and workplace law). A further two hundred and eighty-eight (288) books were also issued to officials. Other information requests included articles from journals, legislation and internal standard operating procedures.

2.9. EMPLOYMENT EQUITY

During the reporting period, the department did not fill any positions due to budgetary constraints, although it did advertise a number of positions that will be filled during the 2020/21 financial year. The department's workforce has, as a result, decreased by about 349 employees, from 9 134 in March 2019 to the current 8 785. It should be noted that the department has not been able to meet the EE target since 2017/18 as it is not able to fill vacancies. The Employment Equity Act requires the department to report annually and submit an employment equity plan with clear targets to the Department of Labour; this was achieved.

The economically active population (EAP) as produced by the Commission on Employment Equity in its 2018 Employment Equity Report is depicted below:

National EAP by gender and race

Race	Male	Female	Total
African	42,7%	35,8%	78,5%
Asian/Indian	1,7%	1,1%	2,8%
Coloured	5,2%	4,4%	9,6%
White	5,1%	4,0%	9,1%
Total	54,7%	45,3%	100%

Source: Statistics South Africa (QLFS 3rd Quarter, 2017)

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

2019/20 total workforce

Race	Female	Male	Total workforce by race	EAP against workforce
African	4 530 (51,56%)	3 148 (35,94%)	7 678 (87,50%)	8,9%
Coloureds	340 (3,87%)	230 (2,62%)	570 (6,49%)	-3,11%
Indians	60 (0,68%)	44 (0,50%)	104 (1,18%)	-1,62%
Whites	317 (3,61%)	116 (1,32%)	433 (4,93%)	-4,17%
Total	5 247 (59,72%)	3 538 (40,38%)	8 785	

Source: Personnel and salaries database

The department's status on race and gender is not much different from the last financial year. This is because the department has not filled posts and those who exit the department represent all races and genders. The department's majority African workforce places this group at just under 9% over the target, while the other race groups are underrepresented. The department has more women than men, while the EAPs gender targets advocate for more men than women.

With regard to the 2012 Cabinet resolution on the representation of women at the SMS and the disability target, the department performed as follows in the year under review:

- The department's disability status for 2019/20 stands at 1,80%. The disclosure campaign continues within the department and will assist to maintain accurate numbers for people with disabilities
- Gender representation at the SMS level is 68 (54%) (male) and 58 (46%) (female) in comparison to 56,21% (male) and 43,79% (females) in 2018/19.

The directive on SMS positions and employing people with disabilities within the department remains in force until the department achieves the required targets: 50% of SMS to be composed of women and 2% of the workforce to be composed of people with disabilities.

2019/20 GENDER REPRESENTATION AT THE SMS LEVEL AND PEOPLE WITH DISABILITIES STATUS**Gender representation at SMS Level**

Female	Male	Total SMS Members	Targets
58 (46%)	68 (54%)	126	50/50

b) People with disabilities

DHA total workforce	Total employed people with disabilities	Target
8 785	158 (1,8%)	2%

2.10. HR GOVERNANCE

While the department's corporate governance framework sets the tone for its overall governance, risk and compliance, the HR governance framework outlines the key HR elements in support of the broader DHA governance, risk and compliance measures. The terms of reference of the HR governance committee were approved during the 2019/20 financial year. The emphasis was on identified governance, risk and compliance matters, which included proactive measurements of performance against legislative frameworks such as the Public Service Act of 1994 as amended by Act 30 of 2007 and the HR delegations of authority to mitigate against audit findings and a negative audit opinion on HR practices in the department.

2.11. LEAVE AND ABSENTEEISM MANAGEMENT

Gains made in improving attendance and absenteeism management by introducing various management tools have been maintained and verified by the internal and external audit outcomes. These initiatives aim to enhance productivity and service delivery, and reduce the cost of production days lost.

The impact of un-funding posts on the remaining staff complement's absenteeism was assessed and reported. A 10-year analysis on the use of sick and incapacity leave was undertaken. This revealed that the department's general sick leave usage rate was within reason and presented no noticeable impact in relation to the un-funding of posts. In respect of the department's incapacity leave usage rate however, a norm was identified. This needs to be tested at the level of a national benchmark using inter-governmental partnerships that are being established. At a preliminary level, there does seem to be a relationship between the department's incapacity leave usage rate and un-funding posts. The findings have been escalated for further analysis and intervention within the department.

Procedures in administering attendance and/or absenteeism as a result of covid-19 and the Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993), have been developed and implemented within the department. Monthly reporting on absenteeism trends continue.

2.12. RECRUITMENT

As a result of the need to remain within its allocated budget ceiling on the GFS classification: CoE, the department identified 51 priority posts for which recruitment could be undertaken during the financial year. In light of the department's service mandate, with particular reference to the need to enhance organisational leadership and efficiency through its modernisation programme, 22 (43%) of the prioritised posts were at a senior management level, with 38 (75%) of the total posts residing in the IT environment. By 26 March 2020, the recruitment process for 34 (67%) of these posts was fully completed.

The practice of transferring (permanent re-allocation) and re-assigning (temporary deployment) employees to priority service delivery areas gained momentum. This helped to use human resources optimally in light of dwindling financial resources. The drive focused on deploying staff to missions abroad and capacitating identified banks within the department's modernisation agenda. These initiatives will continue to receive attention in the new financial year.

Implementing the department's approved employee acquisition and mobility policy, aligned to the new Public Service Regulations, 2016, as amended, continued to receive attention, with seven additional business processes and standard operating procedures being developed and approved during the financial year. The emphasis of this initiative is to retain institutional knowledge of these essential matters while ensuring that the policy is uniformly implemented throughout the department. This initiative will also continue during the 2020/21 financial year.

3. HUMAN RESOURCES OVERSIGHT STATISTICS

3.1. PERSONNEL-RELATED EXPENDITURE

The following 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.

Personnel expenditure by programme for the period 1 April 2019 to 31 March 2020

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	2 531 716	547 054	2 854	27 866	0,22	496
Programme 2: Citizen Affairs	5 657 096	2 224 755	0	73	0,39	384
Programme 3: Immigration Affairs	1 338 705	822 087	7	4 373	0,61	412
Total as on financial systems (BAS)	9 527 517	3 593 896	2 861	32 312	0,38	405

Personnel costs by salary band for the period 1 April 2019 to 31 March 2020

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)	72	0,00	1	72
Skilled (levels 3 – 5)	147 307	4,10	614	215
Highly skilled production (levels 6 – 8)	2 724 376	75,81	7 318	372
Highly skilled supervision (levels 9 – 12)	561 737	15,63	726	773
Senior and top management (levels 13 – 16)	160 404	4,46	126	1 273
Total	3 593 896	100	8 785	405

Salaries, overtime, homeowner's allowance and medical aid by programme for the period 1 April 2019 to 31 March 2020

Programme	Salaries		Overtime		Homeowner's allowance		Medical aid	
	Amount (R'000)	Salaries as a % of personnel costs	Amount (R'000)	Overtime as a % of personnel costs	Amount (R'000)	HOA as a % of personnel costs	Amount (R'000)	Medical aid as a % of personnel costs
Programme 1: Administration	473 769	86,6	6 551	1,2	14 328	3	23 453	4,3
Programme 2: Citizen Affairs	1 862 853	83,7	38 776	1,7	91 129	4	157 779	7,1
Programme 3: Immigration Affairs	694 071	84,4	16 183	2,0	30 726	4	54 741	6,7
Total	3 030 693	84,3	61 510	1,7	136 183	4	235 973	6,6

Salaries, overtime, homeowner's allowance and medical aid by salary band for the period 1 April 2019 to 31 March 2020

Salary band	Salaries		Overtime		Homeowner's allowance		Medical aid	
	Amount (R'000)	Salaries as a % of personnel costs	Amount (R'000)	Overtime as a % of personnel costs	Amount (R'000)	HOA as a % of personnel costs	Amount (R'000)	Medical aid as a % of personnel costs
Skilled (level 1 – 2)	72	100	0	0	0	0	0	0
Skilled (level 3 – 5)	119 683	81,25	1 542	1,05	7 479	5,08	14 314	9,72
Highly skilled production (levels 6 – 8)	2 244 494	82,39	53 957	1,98	116 700	4,28	203 293	7,46
Highly skilled supervision (levels 9 – 12)	516 857	92,01	6 011	1,07	12 004	2,14	18 366	3,27
Senior management (level 13 – 16)	149 587	93,26	0	0	0	0	0	0
Total	3 030 693	84,33	61 510	1,71	136 183	3,79	235 973	6,57

3.2. EMPLOYMENT AND VACANCIES

This section summarises the position with regard to employment and vacancies.

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

This information is presented in terms of three key variables:

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

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

Employment and vacancies by programme as at 31 March 2020

Programme	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Programme 1: Administration	1 007	970	3,67	33
Programme 2: Citizen Affairs	5 801	5 762	0,67	0
Programme 3: Immigration Affairs	2 002	1 994	0,4	26
Total	8 810	8 726	0,95	59

Employment and vacancies by salary band as at 31 March 2020

Salary band	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Lower skilled (levels 1 – 2)	0	0	0	0
Skilled (levels 3 – 5)	558	554	0,71	0
Highly skilled production (levels 6 – 8)	7 356	7 313	0,58	0
Highly skilled supervision (levels 9 – 12)	727	711	2,2	0
Senior management (levels 13 – 16)	139	118	15,1	0
Contract (levels 1 – 2)	1	1	0	0
Contract (levels 3 – 5)	6	6	0	54
Contract levels 6 – 8)	5	5	0	0
Contract (levels 9 – 12)	10	10	0	5
Contract (levels 13 – 16)	8	8	0	0
Total	8 810	8 726	0,95	59

Employment and vacancies by critical occupations as at 31 March 2020

Critical occupation	Number of posts on approved establishment	Number of posts filled	Vacancy rate	Number of employees additional to the establishment
Senior officials and managers	143	122	14,69	0
Professionals	378	352	6,88	1
Total	521	474	9,02	1

3.3. FILLING OF SENIOR MANAGEMENT SERVICE POSTS

This section provides information on employment and vacancies as it relates to members of the SMS by salary level. It also provides information on advertising and filling SMS posts, reasons for not complying with prescribed time frames and disciplinary steps taken.

SMS post information as at 31 March 2020

SMS level	Total number of funded SMS posts	Total number of SMS posts filled	% of SMS posts filled	Total number of SMS posts vacant	% of SMS posts vacant
Director-general/ head of department	1	0	0	1	100
Salary level 16	2	2	100	0	0
Salary level 15	8	6	75,00	2	25,00
Salary level 14	35	30	85,71	5	14,28
Salary level 13	101	88	87,13	13	12,87
Total	147	126	85,71	21	14,29

SMS post information as at 30 September 2019

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	0	0	1	100
Salary level 16	2	2	100	0	0
Salary level 15	10	5	50,00	5	50,00
Salary level 14	36	31	86,11	5	13,89
Salary level 13	108	92	85,19	16	14,81
Total	157	130	82,80	27	17,20

Advertising and filling SMS posts for the period 1 April 2019 to 31 March 2020

SMS level	Advertising	Filling of posts	
	Number of vacancies per level advertised in 6 months of becoming vacant	Number of vacancies per level filled in 6 months of becoming vacant	Number of vacancies per level not filled in 6 months but filled in 12 months
Director-general/ head of department	1	0	0
Salary level 16	0	0	0
Salary level 15	3	1	0
Salary level 14	5	0	0
Salary level 13	13	4	0
Total	22	5	0

Reasons for not complying with filling funded vacant SMS - advertised within 6 months and filled within 12 months after becoming vacant for the period 1 April 2019 to 31 March 2020

Reasons for vacancies not advertised within six months

Not applicable

Reasons for vacancies not filled within 12 months

Not applicable

Disciplinary steps taken for not complying with the prescribed time frames for filling SMS posts within 12 months for the period 1 April 2019 and 31 March 2020

Reasons for vacancies not advertised within six months

Not applicable

Reasons for vacancies not filled within six months

Not applicable

3.4. JOB EVALUATION

Within a nationally determined framework, executing authorities may evaluate or re-evaluate any job in the organisation. In terms of the regulations, all vacancies on salary levels 9 and higher must be evaluated before they are filled. The following summarises the number of jobs that were evaluated during the year under review. It also provides statistics on the number of posts that were upgraded or downgraded.

Job evaluation by salary band for the period 1 April 2019 to 31 March 2020

Salary band	Number of posts on approved establishment	Number of jobs evaluated	% of posts evaluated by salary bands	Posts upgraded		Posts downgraded	
				Number	% of posts evaluated	Number	% of posts evaluated
Lower skilled (levels 1 – 2)	0	0	0	0	0	0	0
Skilled (levels 3 – 5)	8	0	0	0	0	0	0
Highly skilled production (levels 6 – 8)	44	0	0	0	0	0	0
Highly skilled supervision (levels 9 – 12)	362	0	0	0	0	0	0
Senior management service band A	97	0	0	0	0	0	0
Senior management service band B	40	0	0	0	0	0	0
Senior management service band C	7	0	0	0	0	0	0
Senior management service band D	1	0	0	0	0	0	0
Contract (levels 1 – 2)	0	0	0	0	0	0	0
Contract (levels 3 – 5)	0	0	0	0	0	0	0
Contract (levels 6 – 8)	0	0	0	0	0	0	0
Contract (levels 9 – 12)	0	0	0	0	0	0	0
Contract (band A)	0	0	0	0	0	0	0
Contract (band C)	0	0	0	0	0	0	0
Contract (band D)	0	0	0	0	0	0	0
Total	559	0	0	0	0	0	0

The following provides a summary of the number of employees whose positions were upgraded due to the post being upgraded. The number of employees might differ from the number of posts upgraded since not all employees are automatically absorbed into the new posts and some of the posts upgraded could also be vacant.

Profile of employees whose positions were upgraded due to their posts being upgraded for the period 1 April 2019 and 31 March 2020

Gender	African	Asian	Coloured	White	Total
Female	0	0	0	0	0
Male	0	0	0	0	0
Total	0	0	0	0	0

Employees with a disability	0
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Employees with salary levels higher than those determined by job evaluation by occupation for the period 1 April 2019 to 31 March 2020

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation
Administrative related	5	11	12	Public Service Co-ordinating Bargaining Council (PSCBC) resolution
Administrative related	1	8	9	PSCBC resolution
Administrative related	3	9	10	PSCBC resolution
Building and other property caretakers	0	0	0	
Bus and heavy vehicle drivers	1	7	8	Grade progression
Cashiers tellers and related clerks	24	5	6	Grade progression
Cashiers tellers and related clerks	3	5	7	Grade progression
Cleaners in offices workshops hospitals etc.	1	3	4	Grade progression
Client inform clerks (switchboard reception information clerks)	2	5	6	Grade progression
Communication and information related	1	11	12	PSCBC resolution
Finance and economics related	2	9	10	PSCBC resolution
Financial and related professionals	1	6	7	Grade progression
Financial and related professionals	1	7	8	Grade progression
Financial and related professionals	7	11	12	PSCBS resolution
Financial and related professionals	7	9	10	PSCBS resolution
Financial clerks and credit controllers	4	6	7	Grade progression
Financial clerks and credit controllers	1	5	6	Grade progression
Food services aids and waiters	0	0	0	

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation
General legal administration & rel. professionals	0	0	0	
Head of department/chief executive officer	0	0	0	
Health sciences related	0	0	0	
Human resources & organisational development & related professions	2	11	12	PSCBC resolution
Human resources & organisational development & related professions	23	9	10	PSCBC resolution
Human resources & organisational development & related professions	1	8	9	PSCBC resolution
Human resources clerks	2	7	8	Grade progression
Human resources related	8	11	12	PSCBC resolution
Human resources related	7	9	10	PSCBC resolution
Identification experts	2	6	7	Grade progression
IT-related	5	11	12	PSCBC resolution
IT-related	17	11	12	PSCBC resolution
Language practitioners, interpreters & other communicators	4	11	12	PSCBC resolution
Language practitioners, interpreters & other communicators	4	9	10	PSCBC resolution
Legal related	0	0	0	
Library mail and related clerks	1	6	7	Grade progression
Library mail and related clerks	1	5	6	Structural amendments
Logistical support personnel	1	9	10	PSCBC resolution
Material-recording and transport clerks	1	6	7	Grade progression
Messengers porters and deliverers	0	0	0	
Other administration & related clerks and organisers	27	7	8	Grade progression
Other administration & related clerks and organisers	291	6	7	Grade progression
Other administration & related clerks and organisers	3	5	6	Grade progression
Other administration & related clerks and organisers	1	11	12	PSCBC resolution
Other administration & related clerks and organisers	1	9	10	PSCBC Resolution
Other administrative policy and related officers	9	7	8	Grade progression
Other administrative policy and related officers	2	6	7	Grade progression

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation
Other administrative policy and related officers	45	9	10	PSCBC resolution
Other administrative policy and related officers	31	11	12	PSCBC resolution
Other administrative policy and related officers	4	8	9	PSCBC resolution
Other administrative policy and related officers	3	9	10	Structural amendments
Other administrative policy and related officers	1	7	8	Structural amendments
Other IT personnel	41	9	10	PSCBC resolution
Other IT personnel	7	8	9	PSCBC resolution
Other occupations	0	0	0	
Regulatory inspectors	42	6	7	Grade progression
Regulatory inspectors	1	9	10	PSCBC resolution
Secretaries & other keyboard operating clerks	3	9	10	PSCBC resolution
Secretaries & other keyboard operating clerks	1	7	8	Grade progression
Secretaries & other keyboard operating clerks	3	6	7	Grade progression
Security guards	0	0	0	
Security officers	1	7	8	Grade progression
Security officers	1	6	7	Grade progression
Security officers	29	9	10	PSCBC resolution
Security officers	14	11	12	PSCBC resolution
Trade labourers	0	0	0	
Total number of employees whose salaries exceeded the level determined by job evaluation				704
Percentage of total employed				8

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

Profile of employees who have salary levels higher than those determined by job evaluation for the period 1 April 2019 to 31 March 2020

Gender	African	Asian	Coloured	White	Total
Female	282	28	7	123	440
Male	212	14	5	33	264
Total	494	42	12	156	704
Employees with a disability	6	3	1	8	18

3.5. EMPLOYMENT CHANGES

This section provides information on changes in employment over the financial year. Turnover rates provide an indication of trends in the employment profile of the department. The following provides a summary of turnover rates by salary band and critical occupations (see definition in notes below).

Annual turnover rates by salary band for the period 1 April 2019 to 31 March 2020

Salary band	Number of employees at beginning of period – 1 April 2019	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Lower skilled (levels 1 – 2)	0	0	0	0
Skilled (levels 3 – 5)	575	0	25	4,3
Highly skilled production (levels 6 – 8)	7 580	2	250	3,3
Highly skilled supervision (levels 9 – 12)	745	4	42	5,6
Senior management service band A	93	4	8	8,2
Senior management service band B	29	0	0	0
Senior management service band C	4	0	0	0
Senior management service band D	2	2	2	50
Contract (levels 1 – 2)	0	1	0	0
Contract (levels 3 – 5)	78	133	150	71
Contract (levels 6 – 8)	7	2	4	44,4
Contract (levels 9 – 12)	9	12	5	23,8
Contract band A	2	4	5	83,3
Contract band B	0	1	1	100
Contract band C	3	0	0	0
Contract band D	0	0	1	0
Total	9 127	165	493	5,3

Annual turnover rates by critical occupation for the period 1 April 2019 to 31 March 2020

Critical occupation	Number of employees at beginning of period – April 2019	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Administrative related	35	7	9	21,4
Building and other property caretakers	29	0	2	6,9

Critical occupation	Number of employees at beginning of period – April 2019	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Bus and heavy vehicle drivers	103	0	2	1,9
Cashier tellers and related clerks	126	0	4	3,2
Cleaners in offices workshops hospitals, etc.	320	3	12	3,7
Client information clerks (switchboards reception information clerks)	17	0	0	0
Communication and information related	2	0	0	0
Computer programmes	0	0	0	0
Finance and economics related	9	0	0	0
Finance and related professionals	80	0	4	5
Financial clerks and credit controllers	34	0	0	0
Food service aid and waiter	1	1	0	0
Head of department/chief executive officer	0	0	0	0
Human resources & organisational development & related professionals	86	0	2	2,3
Human resources clerks	65	0	3	4,6
Human resources related	21	0	0	0
Identification experts	244	0	5	2
IT-related	31	2	3	9,1
Language practitioners, interpreters & other communication	12	0	1	8,3
Legal related	12	0	0	0
Library mail and related clerks	58	1	3	5,1
Light vehicle drivers	39	2	3	7,3
Logistical support personnel	24	0	3	12,5
Material - recording and transport clerks	1	0	0	0
Messenger porters and deliveries	3	0	0	0
Other administration & related clerks and organisers	4 294	104	284	6,5
Other administrative policy and related officers	1 006	34	58	5,6
Other IT personnel	107	0	5	4,8
Other occupations	2	2	2	50

Critical occupation	Number of employees at beginning of period – April 2019	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Regulatory inspectors	1 921	1	63	3,3
Secretaries & other keyboard operating clerks	120	1	7	5,7
Security guards	47	0	1	2,1
Security officers	148	0	4	2,7
Senior managers	129	7	13	9,6
Trade labourers	1	0	0	0
Total	9 127	165	493	5,3

The major reasons for the staff leaving the department are identified below.

Reasons why staff left the department for the period 1 April 2019 to 31 March 2020

Termination type	Number	% of total resignations
Death	38	7,71
Resignation	140	28,40
Expiry of contract	163	33,06
Dismissal – misconduct	48	9,74
Transfers to other Public Service Departments	19	3,85
Retirement	80	16,23
Discharged due to ill-health	5	1,01
Total	493	100
Total number of employees who left as a % of total employment		5,40

Promotions by critical occupation for the period 1 April 2019 to 31 March 2020

Occupation	Employees 1 April 2019	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	244	0	0	212	86,9
IT-related	31	0	0	28	90,3
Legal related	12	0	0	10	83,3
Other IT personnel	107	0	0	88	82,2
Regulatory Inspectors	1 921	0	0	1 607	83,7
Total	2 315	0	0	1 945	84

Promotions by salary band for the period 1 April 2019 to 31 March 2020

Salary band	Employees 1 April 2019	Promotions to another salary level	Salary bands promotions as a % of employees by salary level	Progressions to another notch within a salary level	Notch progression as a % of employees by salary bands
Lower skilled (levels 1 – 2)	0	0	0	0	0
Skilled (levels 3 – 5)	575	0	0	556	96,7
Highly skilled production (levels 6 – 8)	7 580	12	0,16	6 483	85,5
Highly skilled supervision (levels 9 – 12)	745	0	0	679	91,1
Senior management (levels 13 – 16)	128	2	1,56	94	73,4
Contract (levels 3 – 5)	78	0	0	0	0
Contract (levels 6 – 8)	7	1	14,29	1	14,3
Contract (levels 9 – 12)	9	0	0	0	0
Contract (levels 13 – 16)	5	0	0	0	0
Total	9 127	15	0,16	7 813	85,6

3.6. EMPLOYMENT EQUITY

Total number of employees (including employees with disabilities) in each of the following occupational categories as at 31 March 2020

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Legislators, senior officials and managers	51	8	3	6	47	1	3	7	126
Professionals	141	13	1	8	161	9	3	16	352
Technicians and associate professionals	413	26	10	18	473	36	12	49	1 037
Clerks	1 334	91	19	37	2 771	227	34	226	4 739
Service shop and market sales workers	990	82	11	46	837	55	7	19	2 047
Skilled agriculture and fishery workers	0	0	0	0	0	0	0	0	0
Craft and related trades workers	0	0	0	0	0	0	0	0	0
Plant and machine operators and assemblers	124	6	0	1	8	0	0	0	139
Labourers and related workers	95	4	0	0	233	12	1	0	345
Elementary occupations	0	0	0	0	0	0	0	0	0
Total	3 148	230	44	116	4 530	340	60	317	8 785
Employees with disabilities	74	6	1	7	58	2	1	9	158

Total number of employees (including employees with disabilities) in each of the following occupational bands as at 31 March 2020

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top management	4	1	0	1	1	0	0	0	7
Senior management	44	6	3	5	45	1	3	8	115
Professionally qualified and experienced specialists and mid-management	303	25	13	26	238	19	9	29	662
Skilled technical and academically qualified workers, junior management, supervisors, foremen and superintendents	2 558	179	26	80	3 866	282	47	269	7 308
Semi-skilled and discretionary decision making	207	16	0	4	341	30	1	9	608
Unskilled and defined decision making	0	0	0	0	0	0	0	0	0

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Contract (top management)	1	1	0	0	0	0	0	0	1
Contract (senior management)	3	0	0	0	0	0	0	0	3
Contract (professionally qualified)	4	0	0	0	3	0	0	0	7
Contract (skilled qualifications, junior management)	1	0	0	0	9	0	0	0	10
Contract (semi-skilled)	2	0	0	0	4	0	0	0	6
Contract (unskilled)	21	2	2	0	23	8	0	2	58
Total	3 148	230	44	116	4 530	340	60	317	8 785

Recruitment for the period 1 April 2019 to 31 March 2020

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top management	2	0	0	0	0	0	0	0	2
Senior management	1	0	1	0	2	0	0	0	4
Professionally qualified and experienced specialists and mid-management	2	0	0	0	2	0	0	0	4
Skilled technical and academically qualified workers, junior management, supervisors, foremen and superintendents	1	0	0	0	1	0	0	0	2
Semi-skilled and discretionary decision making	0	0	0	0	0	0	0	0	0
Contract (unskilled and defined decision making)	19	2	1	0	23	8	0	2	55
Contract (top management)	0	0	0	0	0	0	0	0	0
Contract (senior management)	5	0	0	0	0	0	0	0	5
Contract (professionally qualified)	4	0	0	0	3	0	0	0	7
Contract (semi-skilled & discretionary)	25	0	0	0	53	1	0	0	79
Contract (skilled & qualified)	1	0	0	0	6	0	0	0	7
Total	60	2	2	0	90	9	0	2	165
Employees with disabilities	1	0	0	0	1	0	0	0	2

Promotions for the period 1 April 2019 to 31 March 2020

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top management	1	0	0	0	0	0	0	0	1
Senior management	0	0	0	0	1	0	0	0	1
Professionally qualified and experienced specialists and mid-management	0	0	0	0	0	0	0	0	0
Skilled technical and academically qualified workers, junior management, supervisors, foremen and superintendents	3	1	0	0	6	1	0	1	12
Semi-skilled and discretionary decision making	0	0	0	0	0	0	0	0	0
Unskilled and defined decision making	0	0	0	0	0	0	0	0	0
Contract (senior management)	0	0	0	0	0	0	0	0	0
Contract (professionally qualified)	0	0	0	0	0	0	0	0	0
Contract (skilled technical)	0	0	0	0	1	0	0	0	1
Total	4	1	0	0	8	1	0	1	15
Employees with disabilities	0	0	0	0	0	1	0	0	1

Terminations for the period 1 April 2019 to 31 March 2020

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top management	1	0	0	0	0	0	1	0	2
Senior management	2	0	0	1	5	0	0	0	8
Professionally qualified and experienced specialists and mid-management	20	1	0	3	12	2	1	0	39
Skilled technical and academically qualified workers, junior management, supervisors, foremen and superintendents	102	8	0	5	98	5	1	32	251
Semi-skilled and discretionary decision making	7	2	0	0	13	2	0	0	24
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)	3	1	1	0	0	0	0	0	5

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Contract (skilled qualified)	4	0	0	0	1	0	0	0	5
Contract (semi-skilled)	44	0	0	0	98	4	0	0	146
	1	0	2	0	3	0	0	0	6
Employees with disabilities	2	0	0	0	5	0	0	0	7
Total	183	12	3	9	238	13	2	33	493

Disciplinary action for the period 1 April 2019 to 31 March 2020

Disciplinary action	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Guilty	50	1	0	0	19	1	0	1	72
Not guilty	27	0	0	1	24	2	0	0	54
Not required	0	0	0	0	0	0	0	0	0
Resigned	3	0	0	0	1	0	0	0	4
Withdrawn	1	0	0	0	1		0	0	2
Total	81	1	0	1	45	3	0	1	132

Skills development for the period 1 April 2019 to 31 March 2020

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Legislators, senior officials and managers	201	15	9	10	222	12	15	16	500
Professionals	44	4	1	0	36	0	1	1	87
Technicians and associate professionals	301	10	5	5	192	12	4	20	549
Clerks	344	9	4	4	635	33	8	26	1 063
Service and sales workers	171	16	6	9	133	1	2	1	339
Plant and machine operators and assemblers	6	0	0	0	19	0	0	0	25
Elementary occupations	2	0	0	0	42	2	0	0	46
Total	1 069	54	25	28	1 279	60	30	64	2 609
Employees with disabilities	21	1	0	0	20	0	1	3	46

3.7. SIGNING PERFORMANCE AGREEMENTS BY SMS MEMBERS

All members of the SMS must conclude and sign performance agreements within specific time frames. Information regarding SMS members signing the performance agreements, the reasons for not complying within the prescribed time frames and disciplinary steps taken is presented here.

Signing of performance agreements by SMS members as at 31 August 2019

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	0	0	0
Salary level 16	2	2	0	0
Salary level 15	10	5	5	100
Salary level 14	36	31	29	93,55
Salary level 13	107	92	90	97,83
Total	156	130	124	95,38

Reasons for not having concluded performance agreements for all SMS members as at 31 August 2019

Reasons
Minister and deputy minister are political appointments, and therefore not applicable
Two senior managers in ministry
Two chairpersons are statutory appointments, and therefore not applicable

Disciplinary steps taken against SMS members for not having concluded Performance agreements as at 31 August 2019

Reasons
Not applicable

3.8. PERFORMANCE REWARDS

To encourage good performance, the department has granted the following performance rewards during the year under review. The information is presented in terms of race, gender, disability, salary bands and critical occupations (see definition in notes below).

Performance rewards by race, gender and disability for the period 1 April 2019 to 31 March 2020

Race and gender	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within group	Cost (R'000)	Average cost per employee
African	1 132	7 678	14,74	8 887	8
Male	445	3 148	14,14	3 714	8
Female	687	4 530	15,17	5 173	8
Asian	14	104	13,46	161	12
Male	4	44	9,09	58	15
Female	10	60	16,67	103	10
Coloured	82	570	14,39	590	7
Male	35	230	15,22	271	8
Female	47	340	13,82	319	7
White	81	433	18,71	825	10
Male	15	116	12,93	172	11
Female	66	317	20,82	653	10
Employees with disabilities	22	158	13,92	164	7
Total	1 309	8 785	14,90	10 463	8

Performance rewards by salary band for personnel below SMS for the period 1 April 2019 to 31 March 2020

Salary band	Beneficiary profile			Cost		Total cost as a % of the total personnel expenditure
	Number of beneficiaries	Number of employees	% of total within salary bands	Total cost (R'000)	Average cost per employee	
Lower skilled (levels 1 – 2)	0	0	0	0	0	0
Skilled (levels 3 – 5)	83	554	14,98	361	4	3,45
Highly skilled production (levels 6 – 8)	1 078	7 313	14,74	7 487	7	71,56
Highly skilled supervision (levels 9 – 12)	148	711	20,82	2615	18	24,99

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	
Contract (levels 1 – 2)	0	1	0	0	0	0
Contract (levels 3 – 5)	0	60	0	0	0	0
Contract (levels 6 – 8)	0	5	0	0	0	0
Contract (levels 9 – 12)	0	15	0	0	0	0
Total	1 309	8 659	15,12	10 463	8	100

Performance rewards by critical occupation for the period 1 April 2019 to 31 March 2020

Critical occupation	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within occupation	Total cost (R'000)	Average cost per employee
Administrative related	8	33	24,24	150	19
Building and other property caretakers	2	27	7,41	8	4
Bus and heavy vehicle drivers	15	101	14,85	109	7
Cashier tellers and related clerks	27	122	22,13	210	8
Cleaners in offices workshops hospitals, etc.	45	312	14,42	170	4
Client information clerks (switchboards reception inform clerks)	2	17	11,76	10	5
Communication and information related	1	2	50,00	33	33
Computer programmes	0	0	0	0	0
Finance and economics related	2	9	22,22	27	14
Financial related professionals	20	75	26,67	268	13
Financial clerks and credit controllers	8	34	23,53	53	7
Food service aid and waiter	1	2	50,00	5	5
Head of department/chief executive officer	0	0	0	0	0
Human resources & organisational development & related professionals	14	86	16,28	176	13
Human resources clerks	9	65	13,85	64	7
Human resources related	3	21	14,29	51	17
Identification experts	18	238	7,56	122	7
IT-related	3	39	7,69	60	20

Critical occupation	Beneficiary profile			Cost	
	Number of beneficiaries	Number of employees	% of total within occupation	Total cost (R'000)	Average cost per employee
Language practitioners, interpreters & other communication	1	11	9,09	33	33
Legal related	6	12	50,00	137	23
Library mail and related clerks	11	57	19,30	71	6
Light vehicle drivers	4	38	10,53	25	6
Logistical support personnel	4	21	19,05	41	10
Material - recording and transport clerks	1	1	100	7	7
Messenger porters and deliveries	1	3	33,33	5	5
Other administration & related clerks and organisers	650	4 098	15,86	4 258	7
Other administrative policy and related officers	156	983	15,87	2 024	13
Other IT personnel	19	97	19,59	255	13
Other occupations	0	2	0	0	0
Regulatory inspectors	229	1 858	12,33	1 596	7
Secretaries & other keyboard operating clerks	31	107	28,97	266	9
Security guards	3	46	6,52	10	3
Security officers	15	143	10,49	219	15
Senior managers	0	124	0	0	0
Trade labourers	0	1	0	0	0
Total	1 309	8 785	14,90	10 463	8

Performance related rewards (cash bonus), by salary band for SMS for the period 1 April 2019 to 31 March 2020

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	88	0	0	0	0
Band B	0	30	0	0	0	0
Band C	0	6	0	0	0	0
Band D	0	2	0	0	0	0
Total	0	126	0	0	0	0

3.9. FOREIGN WORKERS

Below is a summary of the employment of foreign nationals at the department in terms of salary band and major occupation.

Foreign workers by salary band for the period 1 April 2019 to 31 March 2020

Salary band	1 April 2019		31 March 2020		Change	
	Number	% of total	Number	% of total	Number	% change
Lower skilled	0	0	0	0	0	0
Highly skilled production (levels 6 – 8)	0	0	0	0	0	0
Highly skilled supervision (levels 9 – 12)	1	100	1	100	0	0
Senior management (levels 13 – 16)	0	0	0	0	0	0
Contract (levels 9 – 12)	0	0	0	0	0	0
Contract (levels 13 – 16)	0	0	0	0	0	0
Total	1	100	1	100	0	0

Foreign workers by major occupation for the period 1 April 2019 to 31 March 2020

Major occupation	1 April 2019		31 March 2020		Change	
	Number	% of total	Number	% of total	Number	% change
Administrative office workers	1	100	1	100	0	0
Professionals and managers	0	0	0	0	0	0
Total	1	100	1	100	0	0

3.10. LEAVE UTILISATION

The Public Service Commission identified the need to carefully monitor sick leave within the public service. The following provides an indication of the use of sick leave and disability leave. In both cases, the estimated cost of the leave is also provided.

Sick leave for the period 1 January 2019 to 31 December 2019

Salary band	Total days	% Days with medical certification	Number of employees using sick leave	% of total employees using sick leave	Average days per employee	Estimated cost (R'000)
Lower skilled (levels 1 – 2)	0	0	0	0	0	0
Skilled (levels 3 – 5)	6 956	30,7	586	6,80	11,87	5 700
Highly skilled production (levels 6 – 8)	81 915	29,7	7 159	83,02	11,44	106 510
Highly skilled supervision (levels 9 – 12)	6 109,5	27,1	678	7,86	9,01	17 158
Top and senior management (levels 13 – 16)	814	24,7	105	1,22	7,75	3 520
Contract (levels 1 – 2)	0	0	0	0	0	0
Contract (levels 3 – 5)	228	32	71	0,82	3,21	63
Contract (levels 6 – 8)	36	33,3	7	0,08	5,14	55
Contract (levels 9 – 12)	79	24,1	14	0,16	5,64	185
Contract (levels 13 – 16)	39	10,3	3	0,03	13,00	207
Total	96177	29,5	8 626	100	11,15	133 398

Disability leave (temporary and permanent) for the period 1 January 2019 to 31 December 2019

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)	606	100	14	6,83	43,29	570
Highly skilled production (levels 6 – 8)	8 247	100	176	85,85	46,86	11 508
Highly skilled supervision (levels 9 – 12)	554	100	13	6,34	42,62	1 657
Senior management (levels 13 – 16)	12	100	1	0,49	12,00	52
Contract (levels 1 – 2)	0	0	0	0	0	0
Contract (levels 3 – 5)	0	0	0	0	0	0
Contract (levels 6 – 8)	0	0	0	0	0	0
Contract (levels 9 – 12)	0	0	0	0	0	0
Contract (levels 13 – 16)	89	100	1	0,49	89,00	427
Total	9 508	100	205	100	46,38	14 214

The summary below shows the use of annual leave. The wage agreement concluded with trade unions in the PSCBC in 2000 requires annual leave to be managed to prevent high levels of accrued leave being paid at the time of termination of service.

Annual leave for the period 1 January 2019 to 31 December 2019

Salary band	Total days taken	Number of employees using annual leave	Average per employee
Lower skilled (levels 1 – 2)	0	0	0
Skilled (levels 3 – 5)	16 321	633	26
Highly skilled production (levels 6 – 8)	195 314,68	7 497	26
Highly skilled supervision (levels 9 – 12)	20 289,25	745	27
Senior management (levels 13 – 16)	3 251	124	26
Contract (levels 1 – 2)	5	1	5
Contract (levels 3 – 5)	1 114	110	10
Contract (levels 6 – 8)	105	9	12
Contract (levels 9 – 12)	241	18	13
Contract (levels 13 – 16)	93	10	9
Total	236 733,93	9 147	26

Capped leave for the period 1 January 2019 to 31 December 2019

Salary band	Total days of capped leave taken	Number of employees using capped leave	Average number of days taken per employee	Average capped leave per employee as on 31 March 2020
Lower skilled (levels 1 – 2)	0	0	0	0
Skilled (levels 3 – 5)	3	1	3,00	14,89
Highly skilled production (levels 6 – 8)	253,66	38	6,68	49,13
Highly skilled supervision (levels 9 – 12)	129,66	13	9,97	55,65
Senior management (levels 13 – 16)	14	1	14,00	4,34
Total	400,32	53	7,55	46,54

Leave payouts for the period 1 April 2019 to 31 March 2020

Reason	Total amount (R'000)	Number of employees	Average per employee (R'000)
Leave payout for 2018/19 due to leave not used in the previous cycle	119	2	60
Capped leave payouts on termination of service for 2019/20	8 443	64	132
Current leave payout on termination of service for 2019/20	5 449	169	32
Total	14 011	235	224

3.11. HIV AND AIDS AND HEALTH PROMOTION PROGRAMMES

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

Details of health promotion and HIV and AIDS programmes

Question	Yes	No	Details, if yes
1. Has the department designated a member of the SMS to implement the provisions contained in Chapter 4, Part 3, Section 55 of the Public Service Regulations, 2016? If so, provide her/his name and position	X		The incumbent retired on 31 December 2014. Currently the post is vacant, and the selection process is still underway. Ms LV Moshoeite has been appointed to act
2. Does the department have a dedicated unit or have you designated specific staff members to promote 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 LV Moshoeite, and one assistant director Deputy director: occupational health and safety and one assistant director The annual budget for the programme is all-encompassing and amounts to approximately R2 922 000
3. Has the department introduced an employee assistance or health promotion programme for your employees? If so, indicate the key elements/services of the programme	X		a) Hybrid Model, external service provider: counselling, trauma debriefing, HIV and chronic disease management, life skills and marketing of all wellness services. Functional 24-hour toll-free telephone counselling is available to employees and their immediate family members, and e-Care online wellness services are accessible to employees. Internal services: workplace-based interventions, quality of work life management sub-directorate b) Health calendar events conducted and health and productivity policy implemented: ongoing work-life balance and chronic disease management awareness / educational sessions are conducted and promotional materials distributed throughout the year February: STI/condom week awareness conducted March: TB and healthy lifestyles promoted and sports day conducted April: Healthy lifestyle awareness, health screening and HIV awareness conducted May: Know your HIV status campaign and candle-light memorial day conducted June: Blood screening and blood donation clinic, substance abuse awareness and sports day conducted July: Men's health day – prostate cancer and medical male circumcision awareness conducted

Question	Yes	No	Details, if yes
			<p>August: Choir competition held in October.</p> <p>September: Heart, Mental health awareness and sports day conducted.</p> <p>October: Women's health day: Breast and Cervical cancer education conducted.</p> <p>November: Red Ribbon awareness campaigns conducted.</p> <p>December: World AIDS Day & sports day conducted.</p> <p>c) HIV/ STI/ TB Management policy implemented: HIV/AIDS Peer education programme implemented, Quarterly HIV Counselling and Testing conducted, blood screening and blood donation clinics held after every 8 weeks. HIV/ STI/ TB & Healthy lifestyle brochures distributed, male & female condoms distributed.</p> <p>d) Wellness Management policy implemented: Quarterly Health Screening conducted such as: blood pressure, blood sugar, Cholesterol, BMI, Stress and obesity screening. Ongoing healthy lifestyles campaigns and educational sessions conducted.</p> <p>e) Performance enhancement programmes: Choir, quarterly sports and wellness days conducted, Life Skills offered to employees (Stress Management, Trauma debriefing, Financial Management, Interpersonal Relations, Marital, Parenting, etc.).</p> <p>f) SHERQ Management: SHE representative appointed, health risk assessments, vaccinations of employees at ports of entries, harbours, holding facilities, office inspections and audits done regularly, reports with recommendations submitted to Director-General (DG).</p>
<p>4. Has the department established (a) committee(s) as contemplated in Chapter 4, Part 3, Section 55 of the Public Service Regulations, 2016? If so, please provide the names of the members of the committee and the stakeholder(s) that they represent.</p>	X		<p>90 DHA employees representing all the provinces, were appointed as employee wellness committee members and trained as HIV and AIDS peer educators. Five to eight employees per province, including the national office. Their names are as follows:</p> <p>National office: J Mathane, J Mmekwa, L Khoza, K Siko, P Kobo, P Nxumalo, D Magano, T Sekhu, S Phasha, S Sibanyoni, N Masanabo, J Ramalekana</p> <p>North West: A Amadien, M Majuda, P Masilela, SM Mogapi, KI Mathobela</p> <p>Free State: D Moholo, T Sebueng, M Lepitsi, T Khobotlo, D Louw, P Mohlabane, M Qhaba, M Moshou, S Sebobane, E Mangelane</p> <p>Gauteng: M Netshifhefhe, E Motsiri, S Sambo, N Nkanyani, L Molantoa, M Mbebe, J Segone, F Bam, J Hlalele, M Kgosinga, T Gabayi, S Mvelo, S Mkhwanazi, K Mosoeu</p> <p>Limpopo: M Nkanyane, PM Mashita, KM Komape, MR Komape, DW Ragolane, PC Madzivhandila, TJ Mudau, PI Moleba, MK Mabokelwa</p>

Question	Yes	No	Details, if yes
			<p>Western Cape Province: N. Madolo, S. Mathiso, Z. Ndukwana, S. Mayekiso, N. Mtimkhulu, S. Fiyani, S. Renene, K. Bikwana.</p> <p>Eastern Cape Province: L. Jama, T. Sajini, P. Maeselana-Ndungane, S.Timakwe, N. Ndashe, M. Ngqezana, A. Matandabuzo, N. Koyana, O. Nomnqa.</p> <p>Mpumalanga Province: Z. Mahlangu, G. Mashiane, T. Lusibane, M. Maluleke, M. Sibiya-Nhlambo, P. Mashishi, N. Masilela, T. Gazide, B.J. Mnguni.</p> <p>Northern Cape Province: L. Hlophe, E. Pretorius, M. Malinga, B.M. Maroane, N.E. Nel, T.J. Selometsi, E. January, D. Pietersen.</p> <p>Kwa Zulu Natal Province: S. Mofokeng, N. Ndlovu, N. Mhlongo, B. Gabela, P. Nduli, S. Mbanjwa, S. Cebekhulu, M. Masondo, . Zondo.</p> <p>Ports of entry: R. Msinga, R. Mtungwa, T.R. Mosenogi, L.T. Montasi, A. Phelehu, P.S. Mabuza, T.Y. Makhoba, L.P. Sibiya, N.G. Mkhondo, M. Tyhotyho, N. Vundla, V. Sunpath.</p> <p>All the above mentioned committee members' will serve their 3-year term of office from 2019 to 2022.</p>
5. Has the department reviewed the employment policies and practices of your department to ensure that these do not unfairly discriminate against employees on the basis of their HIV status? If so, list the employment policies/practices so reviewed	X		<p>a) DHA HIV/STI/TB and gender rights-based management plan 2019 – 2020 (DHA annual plan signed by the director-general submitted to the DPSA and Office of the Presidency)</p> <p>b) DHA HIV/STI/ TB management policy</p> <p>c) Wellness management policy</p> <p>d) Health and productivity management policy</p> <p>e) SHERQ</p> <p>f) HIV and AIDS peer education programme implemented</p> <p>g) Ongoing HIV/STI/TB education, awareness sessions conducted</p>
6. Has the department introduced measures to protect HIV-positive employees or those perceived to be HIV-positive from discrimination? If so, list the key elements of these measures	X		<p>a) DHA HIV/STI/TB and gender rights based management plan 2019 – 2020 - annual plan signed by the director-general submitted to the DPSA and Office of the Presidency: emphasises protection of human rights, de-stigmatisation towards HIV-positive employees, ongoing education on voluntary counselling and testing and voluntary disclosure</p> <p>b) Annual EWP operational plan with HIV/ STI/TB activities, set targets and compliance issues</p> <p>c) HIV and AIDS peer education programme implemented: one meeting held per quarter and information sharing sessions conducted monthly by peer educators, monthly reports submitted to head office</p> <p>d) Five employees disclosed their statuses to EWP, among them one disclosed publicly to all employees of DHA. Ongoing care and support provided to all</p>

Question	Yes	No	Details, if yes
7. Does the department encourage its employees to undergo voluntary counselling and testing? If so, list the results that you have achieved	X		<ul style="list-style-type: none"> a) Quarterly voluntary HIV counselling and testing conducted by Gems: 799 employees tested, all employees tested negative, all enrolled to anti-retroviral clinics, one disclosed her status to the public and she is also an HIV peer educator b) Quarterly health screenings conducted by Gems: 1 000 employees tested for blood pressure, blood sugar, BMI, cholesterol c) 65 060 male condoms, 3 750 female condoms and 9 000 HIV/STI/TB chronic illnesses and healthy living lifestyles brochures and desk drops distributed d) Blood screening and blood donation clinics every eight weeks: 529 regular blood donors screened. 409 donated blood and 128 employees were declined for various reasons such low iron level, being on antibiotics, done operations, etc. 18 employees attended blood education
8. Has the department developed measures/ indicators to monitor & evaluate the impact of your health promotion programme? If so, list these measures/indicators.	X		<ul style="list-style-type: none"> a) Developed and submitted costed operational plan with monthly, quarterly and annual targets. b) Monthly, quarterly and annual reports done and submitted with evidence of attendance registers, reports from Gems and wellness service provider; 3 889 employees attended calendar events awareness sessions; 799 employees tested for HIV, all tested negative; 1 000 employees tested for health screening: blood sugar, blood pressure, cholesterol, and BMI. c) Analysed Gems and wellness service provider reports and developed intervention programmes in the form of educational and awareness sessions d) Annual EWP health calendar of events incorporated into DHA yearly planner e) Minutes and reports with recommendations from peer educators and safety health and environment representatives submitted and incorporated into DHA monthly and quarterly reports

3.12. LABOUR RELATIONS

Collective agreements for the period 1 April 2019 and 31 March 2020

Total number of collective agreements	None
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The following table summarises the outcome of disciplinary hearings conducted within the department for the year under review.

Misconduct and disciplinary hearings finalised for the period 1 April 2019 to 31 March 2020

Outcomes of disciplinary hearings	Number	% of total
Correctional counselling	0	0
Verbal warning	0	0
Written warning	0	0
Final written warning	8	18,00
Suspended without pay	4	9,09
Fine	0	0
Demotion	0	0
Dismissal	15	34,09
Resignation	3	6,82
Not guilty	11	25,00
Case withdrawn	3	6,82
Total	44	100
Total number of disciplinary hearings finalised	44	

Types of misconduct addressed at disciplinary hearings for the period 1 April 2019 to 31 March 2020

Type of misconduct	Number	% of total
Absenteeism	2	2,22
Dereliction of duty	1	1,11
Financial misconduct	8	8,89
Fraud and corruption	61	67,78

Type of misconduct	Number	% of total
Gross negligence	0	0
Improper conduct	7	7,78
Insubordination	1	1,11
Misrepresentation	1	1,11
Sexual harassment	1	1,11
Theft	1	1,11
Citizens matter	0	0
Total	90	100

Grievances logged for the period 1 April 2019 to 31 March 2020

Grievances	Number	% of total
Number of grievances resolved	62	31,47
Number of grievances not resolved	135	68,53
Total number of grievances lodged	197	100

Disputes logged with councils for the period 1 April 2019 to 31 March 2020

Disputes	Number	% of total
Number of disputes upheld	17	29
Number of disputes dismissed	41	71
Total number of disputes lodged	58	100

Strike actions for the period 1 April 2019 to 31 March 2020

Total number of persons working days lost	0
Total costs working days lost	0
Amount recovered as a result of no work no pay (R'000)	0

Precautionary suspensions for the period 1 April 2019 to 31 March 2020

Number of people suspended	4
Number of people whose suspension exceeded 30 days	4
Average number of days suspended	120
Cost of suspension (R'000)	1 399

3.13. SKILLS DEVELOPMENT

This section highlights the efforts of the department with regard to skills development.

Training needs identified for the period 1 April 2019 to 31 March 2020

Occupational category	Gender	Number of employees as at 1 April 2019	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	60	0	310	0	310
	Male	71	0	290	0	290
Professionals	Female	188	0	23	0	23
	Male	172	0	22	0	22
Technicians and associate professionals	Female	588	0	753	0	753
	Male	477	0	555	0	555
Clerks	Female	3 397	0	692	0	692
	Male	1 562	0	248	0	248
Service and sales workers	Female	942	0	23	0	23
	Male	1 174	0	37	0	37
Skilled agriculture and fishery workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Craft and related trades workers	Female	253	0	11	0	11
	Male	101	0	6	0	6
Plant and machine operators and assemblers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Elementary occupations	Female	8	0	6	0	6
	Male	134	0	24	0	24
Subtotal	Female	0	0	0	0	0
	Male	0	0	0	0	0
Total		9 127	0	3 000	0	3 000

Training provided for the period 1 April 2019 to 31 March 2020

Occupational category	Gender	Number of employees as at 1 April 2019	Training provided within the reporting period			
			Learnerships	Skills Programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	60	0	265	0	265
	Male	71	0	235	0	235
Professionals	Female	188	0	38	0	38
	Male	172	0	49	0	49
Technicians and associate professionals	Female	588	0	228	0	228
	Male	477	0	321	0	321
Clerks	Female	3 397	0	702	0	702
	Male	1 562	0	361	0	361
Service and sales workers	Female	942	0	137	0	137
	Male	1 174	0	202	0	202
Skilled agriculture and fishery workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Craft and related trades workers	Female	253	0	19	0	19
	Male	101	0	6	0	6
Plant and machine operators and assemblers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Elementary occupations	Female	8	0	2	0	2
	Male	134	0	44	0	44
Subtotal	Female	0	0	0	0	0
	Male	0	0	0	0	0
Total		9 127	0	2 609	0	2 609

3.14. INJURY ON DUTY

The following provides basic information on injury on duty.

Injury on duty for the period 1 April 2019 to 31 March 2020

Nature of injury on duty	Number	% of total
Required basic medical attention only	12	92
Temporary total disablement	1	8
Permanent disablement	0	0
Fatal	0	0
Total	13	100

3.15. USE OF CONSULTANTS

The following relates to information on the use of consultants in the department. In terms of the Public Service Regulations "consultant" means a natural or juristic person or a partnership who or which provides in terms of a specific contract on an ad hoc basis any of the following professional services to a department against remuneration received from any source:

- The rendering of expert advice
- The drafting of proposals for the execution of specific tasks
- The execution of a specific task, which is of a technical or intellectual nature but excludes an employee of a department.

Report on consultant appointments using appropriated funds for the period 1 April 2019 to 31 March 2020

Project title	Total number of consultants that worked on project	Duration (work days)	Contract value in rand
Employee wellness	1	244	924 720,48
Competency assessment	6	When required	205 508,50
Health risk manager	1	When required	1 434 371,79
Employee survey	1	15	56 700
Telephonic interpretation services	1	260	4 373 315,09
Media monitoring	1	365	490 118,50
Audit and risk management services	Dependent on assignment	When required	747 128,28

Analysis of consultant appointments using appropriated funds, in terms of historically disadvantaged individuals (HDIs) for the period 1 April 2019 to 31 March 2020

Project title	Percentage ownership by HDI groups	Percentage management by HDI groups	Number of consultants from HDI groups that work on the project

Report on consultant appointments using donor funds for the period 1 April 2019 to 31 March 2020

Project title	Total number of consultants that worked on project	Duration (work days)	Donor and contract value in rand

Total number of projects	Total individual consultants	Total duration work days	Total contract value in rand

Analysis of consultant appointments using donor funds, in terms of HDIs for the period 1 April 2019 to 31 March 2020

Project title	Percentage ownership by HDI groups	Percentage management by HDI groups	Number of consultants from HDI groups that work on the project

3.16. SEVERANCE PACKAGES

Granting of employee-initiated severance packages for the period 1 April 2019 to 31 March 2020

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





PART E

FINANCIAL INFORMATION



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1. REPORT OF THE AUDITOR-GENERAL TO PARLIAMENT ON VOTE NO.5: DEPARTMENT OF HOME AFFAIRS

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

OPINION

1. I have audited the financial statements of the Department of Home Affairs (DHA) set out on pages 173 to 255 which comprise the appropriation statement, statement of financial position as at 31 March 2020, statement of financial performance, statement of changes in net assets and cash flow statement for the year then ended, as well as the notes to the financial statements, including a summary of significant accounting policies.
2. In my opinion, the financial statements present fairly, in all material respects, the financial position of the Department of Home Affairs as at 31 March 2020, and its financial performance and cash flows for the year then ended in accordance with the Modified Cash Standards (MCS) prescribed by National Treasury and the requirements of the Public Finance Management Act of South Africa, 1999 (Act No. 1 of 1999) (PFMA).

BASIS FOR OPINION

3. I conducted my audit in accordance with the International Standards on Auditing (ISAs). My responsibilities under those standards are further described in the auditor-general's responsibilities for the audit of the financial statements section of this auditor's report.

4. I am independent of the department in accordance with sections 290 and 291 of the Code of ethics for professional accountants and parts 1 and 3 of the International Code of Ethics for Professional Accountants (including International Independence Standards) of the International Ethics Standards Board for Accountants (IESBA codes) as well as the 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 codes.
5. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

EMPHASIS OF MATTERS

6. I draw attention to the matters below. My opinion is not modified in respect of these matters.

Impairment of receivables

7. As disclosed in note 11.6 to the financial statements, an amount of R541 096 000 was impaired as a result of the department's inability to recover these receivables.

Impairment of accrued departmental revenue

8. As disclosed in note 22.3 to the financial statements, an amount of R237 509 000 was impaired as a result of the department's inability to recover the fines and penalties issued to conveyancers.

Subsequent events

9. I draw attention to note 27 in the financial statements, which deals with subsequent events and specifically the possible effects of the future implications of Covid-19 on the department's future prospects, performance and cash flows. Management have also described how they plan to deal with these events and circumstances. My opinion is not modified in respect of this matter.

OTHER MATTER

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

Unaudited supplementary schedules

11. The supplementary information set out on pages 256 to 267 does not form part of the financial statements and is presented as additional information. I have not audited these schedules and, accordingly, I do not express an opinion on it.

RESPONSIBILITIES OF THE ACCOUNTING OFFICER FOR THE FINANCIAL STATEMENTS

12. The accounting officer responsible for the preparation and fair presentation of the financial statements in accordance with MCS and the requirements of the PFMA, and for such internal control as the accounting officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.
13. In preparing the financial statements, the accounting officer is responsible for assessing the department's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the appropriate governance structure either intends to liquidate the department or to cease operations, or has no realistic alternative but to do so.

AUDITOR-GENERAL'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

14. My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted

in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

15. A further description of my responsibilities for the audit of the financial statements is included in the annexure to this auditor's report.

REPORT ON THE AUDIT OF THE ANNUAL PERFORMANCE REPORT

INTRODUCTION AND SCOPE

16. In accordance with the Public Audit Act of South Africa 2004 (Act No. 25 of 2004) (PAA) and the general notice issued in terms thereof, I have a responsibility to report on the usefulness and reliability of the reported performance information against predetermined objectives for selected programmes presented in the annual performance report. I performed procedures to identify material findings but not to gather evidence to express assurance.
17. My procedures address the usefulness and reliability of the reported performance information, which must be based on the approved performance planning documents of the department. I have not evaluated the completeness and appropriateness of the performance indicators included in the planning documents. My procedures do not examine whether the actions taken by the department enabled service delivery. My procedures also do not extend to any disclosures or assertions relating to planned performance strategies and information in respect of future periods that may be included as part of the reported performance information. Accordingly, my findings do not extend to these matters.

18. I evaluated the usefulness and reliability of the reported performance information in accordance with the criteria developed from the performance management and reporting framework, as defined in the general notice, for the following selected programme presented in the annual performance report of the department 31 March 2020:

Programme	Pages in the annual performance report
Programme 2 - Citizen Affairs	84 – 90

19. I performed procedures to determine whether the reported performance information was properly presented and whether performance was consistent with the approved performance planning documents. I performed further procedures to determine whether the indicators and related targets were measurable and relevant, and assessed the reliability of the reported performance information to determine whether it was valid, accurate and complete.
20. I did not identify any material findings on the usefulness and reliability of the reported performance information for this programme:
- Programme 2 - Citizen Affairs

OTHER MATTER

21. I draw attention to the matter below.

Achievement of planned targets

22. Refer to the annual performance report on pages 61 to 103 for information on the achievement of planned targets for the year and explanations provided for the under-/overachievement of a number of targets.

REPORT ON THE AUDIT OF COMPLIANCE WITH LEGISLATION

INTRODUCTION AND SCOPE

23. In accordance with the PAA and the general notice issued in terms thereof, I have a responsibility to report material findings on the department's compliance with specific matters in key legislation. I performed procedures to identify findings but not to gather evidence to express assurance.
24. The material findings on compliance with specific matters in key legislation are as follows:

Annual financial statements, performance and annual report

25. The financial statements submitted for auditing were not prepared in accordance with the prescribed financial reporting framework as required by section 40(1)(b) of the PFMA. Material misstatements of non-current assets and disclosure items identified by the auditors in the submitted financial statement were corrected, resulting in the financial statements receiving an unqualified opinion.

Procurement and contract management

26. Some of the goods and services of a transaction values above R500 000 were procured without inviting competitive bids as required by treasury regulations 16A6.1. Similar non-compliance was also reported in the prior year.

Expenditure management

27. Effective and appropriate steps were not taken to prevent irregular expenditure amounting to R11 787 000, as disclosed in note 23 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 disclosed in the financial statements was caused by non-compliance with SCM related legislation. Irregular expenditure amounting to R7 222 000 was incurred on the Automated Biometric Identification System project.

OTHER INFORMATION

28. The accounting officer is responsible for the other information. The other information comprises the information included in the annual report. The other information does not include the financial statements, the auditor's report and those selected programmes presented in the annual performance report that have been specifically reported in this auditor's report.
29. My opinion on the financial statements and findings on the reported performance information and compliance with legislation do not cover the other information and I do not express an audit opinion or any form of assurance conclusion thereon.
30. In connection with my audit, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements and the selected programmes presented in the annual performance report, or my knowledge obtained in the audit, or otherwise appears to be materially misstated.
31. If based on the work I have performed, I conclude that there is a material misstatement in this other information, I am required to report that fact. I have nothing to report in this regard.

INTERNAL CONTROL DEFICIENCIES

32. I considered internal control relevant to my audit of the financial statements, reported performance information and compliance with applicable legislation; however, my objective was not to express any form of assurance on it. The matters reported below are limited to the significant internal control deficiencies that resulted in the findings on compliance with legislation included in this report.
33. Management did not exercise adequate oversight responsibility regarding financial reporting and compliance and related internal controls.
34. Management did not adequately monitor the implementation of action plans to address the internal control deficiencies identified.
35. Management did not adequately implement controls over daily and monthly processing and reconciling transactions, as a result, there were material adjustments to the financial statements
36. Management did not adequately prepare accurate and complete financial reports that are supported and evidenced by reliable information, as a result, there were material adjustments to the financial statements.
37. Management did not adequately review and monitor compliance with applicable laws and regulations. As a result, there was material non-compliance.
38. Management did not adequately implement formal controls over information technology systems to ensure the reliability of the systems and the availability, accuracy and protection of information.

OTHER REPORTS

39. I draw attention to the following engagements conducted by various parties which had, or could have, an impact on the matters reported in the department's financial statements, reported performance information, compliance with applicable legislation and other related matters. 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.

Investigations

40. The Office of the Public Protector (PP) and the Special Investigating Unit (SIU) is currently investigating the awarding of the Who am I Online (WAIO) tender. The department is still awaiting the outcome of the investigation from the PP and the SIU.

Auditor-General

Pretoria

05 November 2020



AUDITOR - GENERAL
SOUTH AFRICA

Auditing to build public confidence

ANNEXURE – AUDITOR-GENERAL'S RESPONSIBILITY FOR THE AUDIT

1. As part of an audit in accordance with the ISAs, I exercise professional judgement and maintain professional scepticism throughout my audit of the financial statements and the procedures performed on reported performance information for selected programmes and on the department's compliance with respect to the selected subject matters.

Financial statements

2. In addition to my responsibility for the audit of the financial statements as described in this auditor's report, I also:
- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control
 - obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the department's internal control
 - evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the accounting officer
 - conclude on the appropriateness of the accounting officer's use of the going concern basis of accounting in the preparation of the financial statements. I also conclude, based on the audit evidence obtained, whether a material uncertainty exists relating to events or conditions that may cast significant doubt on the ability of the Department of Home Affairs to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures

in the financial statements about the material uncertainty or, if such disclosures are inadequate, to modify my opinion on the financial statements. My conclusions are based on the information available to me at the date of this auditor's report. However, future events or conditions may cause a department to cease operating as a going concern

- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and determine whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation

Communication with those charged with governance

3. I communicate with the accounting officer regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.
4. I also confirm to the accounting officer that I have complied with relevant ethical requirements regarding independence, and communicate all relationships and other matters that may reasonably be thought to have a bearing on my independence and, where applicable, actions taken to eliminate threats or safeguards applied.

DEPARTMENT OF HOME AFFAIRS

VOTE 05

APPROPRIATION STATEMENT

for the year ended 31 March 2020

Appropriation per programme									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Programme									
1. Administration	2 540 509	-	(8 706)	2 531 803	2 531 717	86	100.0%	2 326 056	2 325 956
2. Citizen Affairs	5 692 929	-	(35 732)	5 657 197	5 657 096	101	100.0%	5 447 520	5 447 420
3. Immigration Affairs	1 294 266	-	44 438	1 338 704	1 338 704	-	100.0%	1 273 863	1 273 863
Subtotal	9 527 704	-	-	9 527 704	9 527 517	187	100.0%	9 047 439	9 047 239

	2019/20			2018/19	
	Final Appropriation	Actual Expenditure		Final Appropriation	Actual Expenditure
TOTAL (brought forward)	9 527 704	9 527 517		9 047 439	9 047 239
Reconciliation with statement of financial performance					
ADD	1 062 641			1 130 466	
Departmental receipts					
NRF Receipts	-			28 000	
Aid assistance					
Actual amounts per statement of financial performance (total revenue)	10 590 345			10 205 905	
ADD					
Aid assistance		3 503			21 860
Prior year unauthorised expenditure approved without funding					
Actual amounts per statement of financial performance (total expenditure)		9 531 020			9 069 099

DEPARTMENT OF HOME AFFAIRS
VOTE 05
APPROPRIATION STATEMENT

for the year ended 31 March 2020

Appropriation per economic classification									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	7 338 925	(317 214)	(152 819)	6 868 892	6 863 665	5 227	99.9%	6 574 781	6 574 582
Compensation of employees	3 558 970	-	35 107	3 594 077	3 593 896	181	100.0%	3 403 150	3 403 150
Salaries and wages	3 003 179	-	27 694	3 030 873	3 030 692	181	100.0%	2 869 815	2 869 815
Social contributions	555 791	-	7 413	563 204	563 204	-	100.0%	533 335	533 335
Goods and services	3 779 955	(317 214)	(187 926)	3 274 815	3 269 769	5 046	99.8%	3 171 631	3 171 432
Administrative fees	33 724	(308)	(11 067)	22 349	22 345	4	100.0%	19 535	19 535
Advertising	11 643	(1 115)	14 853	25 381	25 381	-	100.0%	7 090	7 090
Minor assets	183 988	(36 033)	(133 504)	14 451	14 451	-	100.0%	17 383	17 383
Audit costs: External	42 261	-	(12 500)	29 761	29 761	-	100.0%	26 404	26 404
Bursaries: Employees	4 430	-	(1 275)	3 155	3 155	-	100.0%	3 637	3 637
Catering: Departmental activities	5 569	485	(4 150)	1 904	1 904	-	100.0%	2 957	2 957
Communication	162 267	710	(118 352)	44 625	39 583	5 042	88.7%	45 609	45 609
Computer services	706 142	(180 864)	143 600	668 878	668 878	-	100.0%	575 824	575 824
Consultants: Business and advisory services	48 230	7 209	(23 938)	31 501	31 501	-	100.0%	24 657	24 657
Legal services	23 719	1 923	49 520	75 162	75 162	-	100.0%	52 051	52 051
Contractors	341 879	(28 594)	(54 937)	258 348	258 348	-	100.0%	319 045	319 045
Agency and support / outsourced services	120 777	(498)	(5 320)	114 959	114 959	-	100.0%	105 559	105 559
Entertainment	471	3	(337)	137	137	-	100.0%	187	187
Fleet services	46 775	698	12 214	59 687	59 687	-	100.0%	51 985	51 985

DEPARTMENT OF HOME AFFAIRS

VOTE 05

APPROPRIATION STATEMENT

for the year ended 31 March 2020

Appropriation per economic classification									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Inventory: Clothing material and supplies	26 572	266	(8 649)	18 189	18 189	-	100.0%	14 217	14 217
Inventory: Other supplies	1 227	(230)	(916)	81	81	-	100.0%	192	192
Consumable supplies	16 284	29 757	(9 001)	37 040	37 040	-	100.0%	31 252	31 252
Consumable: Stationery printing and office supplies	1 029 956	(70 448)	(53 805)	905 703	905 703	-	100.0%	988 328	988 328
Operating leases	464 673	(312)	(48 091)	416 270	416 270	-	100.0%	414 272	414 272
Property payments	349 250	(154 904)	89 692	284 038	284 038	-	100.0%	222 709	222 709
Transport provided: Departmental activity	25 364	10 000	(4 905)	30 459	30 459	-	100.0%	27 045	27 045
Travel and subsistence	83 165	32 145	22 031	137 341	137 341	-	100.0%	122 034	121 935
Training and development	6 673	2 173	(5 985)	2 861	2 861	-	100.0%	3 919	3 919
Operating payments	32 029	68 635	(17 128)	83 536	83 536	-	100.0%	81 266	81 166
Venues and facilities	12 537	1 382	(5 285)	8 634	8 634	-	100.0%	13 207	13 207
Rental and hiring	350	706	(691)	365	365	-	100.0%	1 267	1 267
Transfers and subsidies	2 176 194	(73)	20 788	2 196 909	2 196 909	-	100.0%	2 135 356	2 135 356
Provinces and municipalities	1 989	73	(129)	1 933	1 933	-	100.0%	2 520	2 520
Municipalities	1 989	73	(129)	1 933	1 933	-	100.0%	2 520	2 520
Municipal bank accounts	1 989	73	(129)	1 933	1 933	-	100.0%	2 520	2 520
Departmental agencies and accounts	2 170 516	254	129	2 170 899	2 170 899	-	100.0%	2 114 430	2 114 430
Departmental agencies and accounts	2 170 516	254	129	2 170 899	2 170 899	-	100.0%	2 114 430	2 114 430
Households	3 689	(400)	20 788	24 077	24 077	-	100.0%	18 406	18 406

DEPARTMENT OF HOME AFFAIRS
VOTE 05
APPROPRIATION STATEMENT
for the year ended 31 March 2020

Appropriation per economic classification									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Social benefits	3 689	(400)	19 063	22 352	22 352	-	100.0%	15 787	15 787
Other transfers to households	-	-	1 725	1 725	1 725	-	100.0%	2 619	2 619
Payments for capital assets	12 585	317 287	132 031	461 903	461 901	2	100.0%	332 315	332 314
Buildings and other fixed structures	-	87 503	84 699	172 202	172 202	-	100.0%	131 273	131 273
Buildings	-	87 503	84 699	172 202	172 202	-	100.0%	131 273	131 273
Machinery and equipment	12 585	116 467	54 951	184 003	184 003	-	100.0%	161 299	161 299
Transport equipment	11 358	(1 374)	15 228	25 212	25 212	-	100.0%	45 766	45 766
Other machinery and equipment	1 227	117 841	39 723	158 791	158 791	-	100.0%	115 533	115 533
Software and other Intangible assets	-	113 317	(7 619)	105 698	105 696	2	100.0%	39 743	39 742
Payments for financial assets	-	-	-	-	5 042	(5 042)	-	4 987	4 987
	9 527 704	-	-	9 527 704	9 527 517	187	100.0%	9 047 439	9 047 239

DEPARTMENT OF HOME AFFAIRS

VOTE 05

APPROPRIATION STATEMENT

for the year ended 31 March 2020

Programme 1: ADMINISTRATION									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Sub programme									
Ministry	42 567	-	(7 168)	35 399	35 399	-	100.0%	38 327	38 327
Management Support Services	184 779	5 202	17 023	207 004	207 004	-	100.0%	181 026	181 026
Corporate Services	858 752	(202)	(9 720)	848 830	848 746	84	100.0%	722 851	722 752
Transversal Information Technology Management	909 640	-	(36 592)	873 048	873 046	2	100.0%	886 458	886 457
Office Accommodation	544 771	(5 000)	27 751	567 522	567 522	-	100.0%	497 394	497 394
Total for sub programmes	2 540 509	-	(8 706)	2 531 803	2 531 717	86	100.0%	2 326 056	2 325 956
Economic classification									
Current payments	2 525 248	(206 076)	(104 747)	2 214 425	2 209 299	5 126	99.8%	2 046 994	2 046 895
Compensation of employees	537 825	-	9 314	547 139	547 055	84	100.0%	518 956	518 956
Salaries and wages	482 739	-	(8 886)	473 853	473 769	84	100.0%	450 981	450 981
Social contributions	55 086	-	18 200	73 286	73 286	-	100.0%	67 975	67 975
Goods and services	1 987 423	(206 076)	(114 061)	1 667 286	1 662 244	5 042	99.7%	1 528 038	1 527 939
Administrative fees	26 167	424	(10 145)	16 446	16 446	-	100.0%	12 427	12 427
Advertising	11 594	(1 145)	14 832	25 281	25 281	-	100.0%	7 071	7 071
Minor assets	145 083	157	(136 523)	8 717	8 717	-	100.0%	9 519	9 519
Audit costs: External	42 261	-	(12 500)	29 761	29 761	-	100.0%	26 404	26 404
Bursaries: Employees	4 430	-	(1 275)	3 155	3 155	-	100.0%	3 637	3 637
Catering: Departmental activities	3 805	(448)	(2 918)	439	439	-	100.0%	679	679
Communication	161 351	796	(117 840)	44 307	39 265	5 042	88.6%	45 319	45 319

DEPARTMENT OF HOME AFFAIRS
VOTE 05
APPROPRIATION STATEMENT

for the year ended 31 March 2020

Programme 1: ADMINISTRATION									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Computer services	472 200	(135 004)	130 913	468 109	468 109	-	100.0%	385 790	385 790
Consultants: Business and advisory services	34 097	6 766	(13 807)	27 056	27 056	-	100.0%	18 118	18 118
Legal services	4 914	1 323	15 606	21 843	21 843	-	100.0%	16 219	16 219
Contractors	207 116	33 483	(19 732)	220 867	220 867	-	100.0%	293 450	293 450
Agency and support / outsourced services	533	(498)	775	810	810	-	100.0%	2 581	2 581
Entertainment	348	-	(249)	99	99	-	100.0%	128	128
Fleet services	15 557	1 348	1 509	18 414	18 414	-	100.0%	13 622	13 622
Inventory: Clothing material and supplies	1 455	181	(1 447)	189	189	-	100.0%	8	8
Inventory: Other supplies	27	(30)	3	-	-	-	100.0%	-	-
Consumable supplies	6 089	29 856	(3 991)	31 954	31 954	-	100.0%	19 598	19 598
Consumable: Stationery printing and office supplies	12 549	1 078	(6 911)	6 716	6 716	-	100.0%	6 317	6 317
Operating leases	448 345	(3)	(42 095)	406 247	406 247	-	100.0%	390 752	390 752
Property payments	326 696	(154 152)	104 213	276 757	276 757	-	100.0%	214 618	214 618
Travel and subsistence	28 072	8 297	10 964	47 333	47 333	-	100.0%	41 568	41 469
Training and development	6 533	889	(4 568)	2 854	2 854	-	100.0%	3 809	3 809
Operating payments	19 618	(1 371)	(14 376)	3 871	3 871	-	100.0%	5 864	5 864
Venues and facilities	8 233	1 616	(3 808)	6 041	6 041	-	100.0%	10 504	10 504
Rental and hiring	350	361	(691)	20	20	-	100.0%	36	36
	-	-	-	-	-	-	-	-	-

DEPARTMENT OF HOME AFFAIRS

VOTE 05

APPROPRIATION STATEMENT

for the year ended 31 March 2020

Programme 1: ADMINISTRATION									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	2 676	431	4 139	7 246	7 246	-	100.0%	4 516	4 516
Provinces and municipalities	863	181	(620)	424	424	-	100.0%	1 313	1 313
Municipalities	863	181	(620)	424	424	-	100.0%	1 313	1 313
Municipal bank accounts	863	181	(620)	424	424	-	100.0%	1 313	1 313
Departmental agencies and accounts	4	250	133	387	387	-	100.0%	23	23
Departmental agencies	4	250	133	387	387	-	100.0%	23	23
Households	1 809	-	4 626	6 435	6 435	-	100.0%	3 180	3 180
Social benefits	1 809	-	4 626	6 435	6 435	-	100.0%	3 180	3 180
						-	100.0%		
Payments for capital assets	12 585	205 645	91 902	310 132	310 130	2	100.0%	269 559	269 558
Buildings and other fixed structures	-	87 413	84 699	172 112	172 112	-	100.0%	105 292	105 292
Buildings	-	87 413	84 699	172 112	172 112	-	100.0%	105 292	105 292
Machinery and equipment	12 585	79 080	(333)	91 332	91 332	-	100.0%	124 728	124 728
Transport equipment	11 358	-	(10 484)	874	874	-	100.0%	31 531	31 531
Other machinery and equipment	1 227	79 080	10 151	90 458	90 458	-	100.0%	93 197	93 197
Intangible assets	-	39 152	7 536	46 688	46 686	2	100.0%	39 539	39 538
Payments for financial assets	-	-	-	-	5 042	(5 042)	100.0%	4 987	4 987
	2 540 509	-	(8 706)	2 531 803	2 531 717	86	100.0%	2 326 056	2 325 956

DEPARTMENT OF HOME AFFAIRS
VOTE 05
APPROPRIATION STATEMENT
for the year ended 31 March 2020

1.1 SUBPROGRAMME: MINISTRY									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	42 563	-	(11 890)	30 673	30 673	-	100.0%	36 125	36 125
Compensation of employees	29 191	-	(9 290)	19 901	19 901	-	100.0%	23 345	23 345
Salaries and wages	26 166	-	(9 085)	17 081	17 081	-	100.0%	21 577	21 577
Social contributions	3 025	-	(205)	2 820	2 820	-	100.0%	1 768	1 768
Goods and services	13 372	-	(2 600)	10 772	10 772	-	100.0%	12 780	12 780
Administrative fees	465	132	(77)	520	520	-	100.0%	523	523
Advertising	338	-	(338)	-	-	-	100.0%	-	-
Minor assets	34	-	(34)	-	-	-	100.0%	3	3
Catering: Departmental activities	646	-	(641)	5	5	-	100.0%	114	114
Communication	897	(20)	(873)	4	4	-	100.0%	38	38
Legal services	-	-	43	43	43	-	100.0%	-	-
Contractors	318	35	(348)	5	5	-	100.0%	37	37
Entertainment	176	-	(138)	38	38	-	100.0%	41	41
Fleet services	556	-	(15)	541	541	-	100.0%	532	532
Consumable supplies	234	7	(208)	33	33	-	100.0%	31	31
Consumable: Stationery printing and office supplies	683	(31)	(596)	56	56	-	100.0%	163	163
Operating leases	463	-	(463)	-	-	-	100.0%	-	-
Travel and subsistence	6 838	50	2 553	9 441	9 441	-	100.0%	10 742	10 742
Training and development	41	(15)	(26)	-	-	-	100.0%	-	-

DEPARTMENT OF HOME AFFAIRS

VOTE 05

APPROPRIATION STATEMENT

for the year ended 31 March 2020

1.1 SUBPROGRAMME: MINISTRY									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Operating payments	463	(6)	(422)	35	35	-	100.0%	101	101
Venues and facilities	1 206	(152)	(1 003)	51	51	-	100.0%	448	448
Rental and hiring	14	-	(14)	-	-	-	100.0%	7	7
Transfers and subsidies	4	-	4 722	4 726	4 726	-	100.0%	2 096	2 096
Households	4	-	4 722	4 726	4 726	-	100.0%	2 096	2 096
Social benefits	4	-	4 722	4 726	4 726	-	100.0%	2 096	2 096
Payments for capital assets	-	-	-	-	-	-	-	106	106
Machinery and equipment	-	-	-	-	-	-	-	106	106
Other machinery and equipment	-	-	-	-	-	-	-	106	106
Payments for financial assets	-	-	-	-	-	-	-	-	-
	42 567	-	(7 168)	35 399	35 399	-	100.0%	38 327	38 327

DEPARTMENT OF HOME AFFAIRS
VOTE 05
APPROPRIATION STATEMENT

for the year ended 31 March 2020

1.2 SUBPROGRAMME: MANAGEMENT SUPPORT SERVICES									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	183 650	(4 255)	16 669	196 064	196 064	-	100.0%	179 911	179 911
Compensation of employees	137 322	-	14 962	152 284	152 284	-	100.0%	144 290	144 290
Salaries and wages	117 448	-	14 279	131 727	131 727	-	100.0%	125 300	125 300
Social contributions	19 874	-	683	20 557	20 557	-	100.0%	18 990	18 990
Goods and services	46 328	(4 255)	1 707	43 780	43 780	-	100.0%	35 621	35 621
Administrative fees	525	247	(157)	615	615	-	100.0%	466	466
Advertising	229	100	(329)	-	-	-	100.0%	189	189
Minor assets	332	542	(704)	170	170	-	100.0%	161	161
Catering: Departmental activities	279	(31)	(9)	239	239	-	100.0%	317	317
Communication	17	(126)	120	11	11	-	100.0%	12	12
Computer services	11 315	(10 000)	(807)	508	508	-	100.0%	2 208	2 208
Consultants: Business and advisory services	22 876	(3 184)	(12 474)	7 218	7 218	-	100.0%	9 248	9 248
Legal services	-	-	10 540	10 540	10 540	-	100.0%	7 373	7 373
Contractors	182	42	(224)	-	-	-	100.0%	-	-
Agency and support / outsourced services	431	(404)	768	795	795	-	100.0%	1 562	1 562
Entertainment	51	-	(27)	24	24	-	100.0%	35	35
Fleet services	3 585	1 009	2 340	6 934	6 934	-	100.0%	2 131	2 131
Inventory: Other supplies	1 145	160	(1 180)	125	125	-	100.0%	-	-

DEPARTMENT OF HOME AFFAIRS

VOTE 05

APPROPRIATION STATEMENT

for the year ended 31 March 2020

1.2 SUBPROGRAMME: MANAGEMENT SUPPORT SERVICES									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Consumable supplies	161	1 290	(622)	829	829	-	100.0%	123	123
Consumable: Stationery printing and office supplies	658	27	377	1 062	1 062	-	100.0%	867	867
Travel and subsistence	2 179	3 100	5 170	10 449	10 449	-	100.0%	8 640	8 640
Training and development	511	(133)	(110)	268	268	-	100.0%	154	154
Operating payments	207	27	(161)	73	73	-	100.0%	55	55
Venues and facilities	1 645	3 068	(813)	3 900	3 900	-	100.0%	2 080	2 080
Rental and hiring	-	11	9	20	20	-	100.0%	-	-
Transfers and subsidies	1 129	181	(607)	703	703	-	100.0%	599	599
Provinces and municipalities	266	181	(283)	164	164	-	100.0%	-	-
Municipalities	266	181	(283)	164	164	-	100.0%	-	-
Municipal bank accounts	266	181	(283)	164	164	-	100.0%	-	-
Departmental agencies and accounts	4	-	(4)	-	-	-	100.0%	-	-
Departmental agencies and accounts	4	-	(4)	-	-	-	100.0%	-	-
Households	859	-	(320)	539	539	-	100.0%	599	599
Social benefits	859	-	(320)	539	539	-	100.0%	599	599
Payments for capital assets	-	9 276	961	10 237	10 237	-	100.0%	516	516
Buildings and other fixed structures	-	7 620	1 427	9 047	9 047	-	100.0%	-	-
Buildings	-	7 620	1 427	9 047	9 047	-	100.0%	-	-
Machinery and equipment	-	1 656	(466)	1 190	1 190	-	100.0%	516	516

DEPARTMENT OF HOME AFFAIRS
VOTE 05
APPROPRIATION STATEMENT
for the year ended 31 March 2020

1.2 SUBPROGRAMME: MANAGEMENT SUPPORT SERVICES

	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Other machinery and equipment	-	1 656	(466)	1 190	1 190	-	100.0%	516	516
Payments for financial assets	-	-	-	-	-	-	-	-	-
	184 779	5 202	17 023	207 004	207 004	-	100.0%	181 026	181 026

1.3 SUBPROGRAMME: CORPORATE SERVICES

	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	844 759	(111 168)	(70 827)	662 844	657 718	5 126	99.2%	623 567	623 468
Compensation of employees	293 943	-	(566)	293 377	293 293	84	100.0%	277 282	277 282
Salaries and wages	271 132	-	(17 996)	253 136	253 052	84	100.0%	239 172	239 172
Social contributions	22 811	-	17 430	40 241	40 241	-	100.0%	38 110	38 110
Goods and services	550 816	(111 168)	(70 181)	369 467	364 425	5 042	98.6%	346 285	346 186
Administrative fees	25 117	(51)	(9 899)	15 167	15 167	-	100.0%	11 338	11 338
Advertising	11 027	(1 245)	15 499	25 281	25 281	-	100.0%	6 633	6 633
Minor assets	6 416	(813)	(3 006)	2 597	2 597	-	100.0%	3 523	3 523
Audit costs: External	42 261	-	(12 500)	29 761	29 761	-	100.0%	26 404	26 404
Bursaries: Employees	4 430	-	(1 275)	3 155	3 155	-	100.0%	3 637	3 637
Catering: Departmental activities	2 841	(427)	(2 258)	156	156	-	100.0%	211	211

DEPARTMENT OF HOME AFFAIRS

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APPROPRIATION STATEMENT

for the year ended 31 March 2020

1.3 SUBPROGRAMME: CORPORATE SERVICES									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Communication	160 432	942	(117 082)	44 292	39 250	5 042	100.0%	45 269	45 269
Computer services	12 983	(144)	(3 966)	8 873	8 873	-	100.0%	10 564	10 564
Consultants: Business and advisory services	5 716	9 950	(876)	14 790	14 790	-	100.0%	4 466	4 466
Legal services	2 014	-	4 183	6 197	6 197	-	100.0%	3 477	3 477
Contractors	3 002	6 966	(776)	9 192	9 192	-	100.0%	9 087	9 087
Agency and support / outsourced services	102	(94)	7	15	15	-	100.0%	147	147
Entertainment	97	-	(67)	30	30	-	100.0%	38	38
Fleet services	11 416	339	(1 067)	10 688	10 688	-	100.0%	10 515	10 515
Inventory: Clothing material and supplies	310	21	(267)	64	64	-	100.0%	8	8
Inventory: Other supplies	27	(30)	3	-	-	-	100.0%	-	-
Consumable supplies	3 513	17 674	1 593	22 780	22 780	-	100.0%	16 602	16 602
Consumable: Stationery printing and office supplies	10 000	1 019	(5 611)	5 408	5 408	-	100.0%	4 894	4 894
Operating leases	294	(3)	(136)	155	155	-	100.0%	26 981	26 981
Property payments	207 435	(145 152)	77 739	140 022	140 022	-	100.0%	127 529	127 529
Travel and subsistence	13 492	4 687	4 766	22 945	22 945	-	100.0%	19 087	18 988
Training and development	4 868	(1 330)	(1 015)	2 523	2 523	-	100.0%	3 110	3 110
Operating payments	17 696	(2 711)	(11 613)	3 372	3 372	-	100.0%	4 799	4 799
Venues and facilities	4 991	(1 116)	(1 871)	2 004	2 004	-	100.0%	7 937	7 937
Rental and hiring	336	350	(686)	-	-	-	100.0%	29	29

DEPARTMENT OF HOME AFFAIRS
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APPROPRIATION STATEMENT

for the year ended 31 March 2020

1.3 SUBPROGRAMME: CORPORATE SERVICES									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	1 408	250	(46)	1 612	1 612	-	100.0%	1 701	1 701
Provinces and municipalities	597	-	(337)	260	260	-	100.0%	1 313	1 313
Municipalities	597	-	(337)	260	260	-	100.0%	1 313	1 313
Municipal bank accounts	597	-	(337)	260	260	-	100.0%	1 313	1 313
Departmental agencies and accounts	-	250	137	387	387	-	100.0%	23	23
Departmental agencies and accounts	-	250	137	387	387	-	100.0%	23	23
Households	811	-	154	965	965	-	100.0%	365	365
Social benefits	811	-	154	965	965	-	100.0%	365	365
Payments for capital assets	12 585	110 716	61 073	184 374	184 374	-	100.0%	92 596	92 596
Buildings and other fixed structures	-	85 393	61 741	147 134	147 134	-	100.0%	61 224	61 224
Buildings	-	85 393	61 741	147 134	147 134	-	100.0%	61 224	61 224
Machinery and equipment	12 585	25 323	(668)	37 240	37 240	-	100.0%	31 372	31 372
Transport equipment	11 358	-	(10 484)	874	874	-	100.0%	10 889	10 889
Other machinery and equipment	1 227	25 323	9 816	36 366	36 366	-	100.0%	20 483	20 483
Payments for financial assets	-	-	-	-	5 042	(5 042)	100.0%	4 987	4 987
	858 752	(202)	(9 720)	848 830	848 746	84	100.0%	722 851	722 752

DEPARTMENT OF HOME AFFAIRS

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APPROPRIATION STATEMENT

for the year ended 31 March 2020

1.4 SUBPROGRAMME: TRANSVERSAL INFORMATION TECHNOLOGY MANAGEMENT									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	909 505	(88 753)	(46 849)	773 903	773 903	-	100.0%	755 652	755 652
Compensation of employees	77 369	-	4 208	81 577	81 577	-	100.0%	74 039	74 039
Salaries and wages	67 993	-	3 916	71 909	71 909	-	100.0%	64 932	64 932
Social contributions	9 376	-	292	9 668	9 668	-	100.0%	9 107	9 107
Goods and services	832 136	(88 753)	(51 057)	692 326	692 326	-	100.0%	681 613	681 613
Administrative fees	60	96	(12)	144	144	-	100.0%	100	100
Minor assets	138 301	4 428	(137 011)	5 718	5 718	-	100.0%	5 378	5 378
Catering: Departmental activities	39	10	(10)	39	39	-	100.0%	37	37
Communication	5	-	(5)	-	-	-	100.0%	-	-
Computer services	447 902	(124 860)	135 686	458 728	458 728	-	100.0%	373 018	373 018
Consultants: Business and advisory services	5 505	-	(457)	5 048	5 048	-	100.0%	4 404	4 404
Legal services	2 900	1 323	840	5 063	5 063	-	100.0%	5 369	5 369
Contractors	203 614	26 240	(18 184)	211 670	211 670	-	100.0%	284 326	284 326
Agency and support / outsourced services	-	-	-	-	-	-	100.0%	872	872
Entertainment	24	-	(17)	7	7	-	100.0%	14	14
Fleet services	-	-	251	251	251	-	100.0%	444	444
Consumable supplies	681	485	(669)	497	497	-	100.0%	2 842	2 842
Consumable: Stationery printing and office supplies	458	(237)	(98)	123	123	-	100.0%	217	217

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APPROPRIATION STATEMENT

for the year ended 31 March 2020

1.4 SUBPROGRAMME: TRANSVERSAL INFORMATION TECHNOLOGY MANAGEMENT									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Property payments	24 328	-	(24 328)	-	-	-	100.0%	-	-
Travel and subsistence	5 563	460	(1 525)	4 498	4 498	-	100.0%	3 099	3 099
Training and development	1 113	2 367	(3 417)	63	63	-	100.0%	545	545
Operating payments	1 252	1 119	(1 980)	391	391	-	100.0%	909	909
Venues and facilities	391	(184)	(121)	86	86	-	100.0%	39	39
						-			
Transfers and subsidies	135	-	70	205	205	-	100.0%	120	120
Households	135	-	70	205	205	-	100.0%	120	120
Social benefits	135	-	70	205	205	-	100.0%	120	120
Payments for capital assets	-	88 753	10 187	98 940	98 938	2	100.0%	130 686	130 685
Machinery and equipment	-	49 601	2 651	52 252	52 252	-	100.0%	91 147	91 147
Transport equipment	-	-	-	-	-	-	100.0%	20 642	20 642
Other machinery and equipment	-	49 601	2 651	52 252	52 252	-	100.0%	70 505	70 505
Intangible assets	-	39 152	7 536	46 688	46 686	2	100.0%	39 539	39 538
Payments for financial assets	-	-	-	-	-	-		-	-
	909 640	-	(36 592)	873 048	873 046	2	100.0%	886 458	886 457

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APPROPRIATION STATEMENT

for the year ended 31 March 2020

1.5 SUBPROGRAMME: OFFICE ACCOMODATION									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	544 771	(1 900)	8 070	550 941	550 941	-	100.0%	451 739	451 739
							-		
Goods and services	544 771	(1 900)	8 070	550 941	550 941	-	100.0%	451 739	451 739
Advertising	-	-	-	-	-	-	100.0%	249	249
Minor assets	-	(4 000)	4 232	232	232	-	100.0%	454	454
Contractors	-	200	(200)	-	-	-	-		
Consumable supplies	1 500	10 400	(4 085)	7 815	7 815	-	100.0%		
Consumable: Stationery printing and office supplies	750	300	(983)	67	67	-	100.0%	176	176
Operating leases	447 588	-	(41 496)	406 092	406 092	-	100.0%	363 771	363 771
Property payments	94 933	(9 000)	50 802	136 735	136 735	-	100.0%	87 089	87 089
Operating payments	-	200	(200)	-	-	-	-		
							-		
Payments for capital assets	-	(3 100)	19 681	16 581	16 581	-	100.0%	45 655	45 655
Buildings and other fixed structures	-	(5 600)	21 531	15 931	15 931	-	100.0%	44 068	44 068
Buildings	-	(5 600)	21 531	15 931	15 931	-	100.0%	44 068	44 068
Machinery and equipment	-	2 500	(1 850)	650	650	-	100.0%	1 587	1 587
Other machinery and equipment	-	2 500	(1 850)	650	650	-	100.0%	1 587	1 587
Payments for financial assets	-	-	-	-	-	-	-	-	-
	544 771	(5 000)	27 751	567 522	567 522	-	100.0%	497 394	497 394

DEPARTMENT OF HOME AFFAIRS
VOTE 05
APPROPRIATION STATEMENT
for the year ended 31 March 2020

Programme 2: CITIZEN AFFAIRS									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000
Sub programmes:									
Citizen Affairs Management	25 186	(1 378)	31 719	55 527	55 526	101	99.8%	34 333	34 333
Status Services	1 084 152	714	(33 915)	1 050 951	1 050 951	-	100.0%	1 113 778	1 113 778
Identification Services	316 421	20	(31 198)	285 243	285 243	-	100.0%	153 566	153 566
Service Delivery to Provinces	2 096 661	644	(2 338)	2 094 967	2 094 967	-	100.0%	2 031 445	2 031 445
Electoral Commission	2 012 749	-	-	2 012 749	2 012 749	-	100.0%	1 965 004	1 965 004
Represented Political Parties' Fund	157 760	-	-	157 760	157 760	-	100.0%	149 394	149 394
Total for sub programmes	5 692 929	-	(35 732)	5 657 197	5 657 096	101	100.0%	5 447 520	5 447 420
Economic classification									
Current payments	3 519 841	(106 108)	(88 161)	3 325 572	3 325 471	101	100.0%	3 287 828	3 287 728
Compensation of employees	2 239 149	-	(14 297)	2 224 852	2 224 755	97	100.0%	2 115 008	2 115 008
Salaries and wages	1 864 923	-	(1 973)	1 862 950	1 862 853	97	100.0%	1 769 807	1 769 807
Social contributions	374 226	-	(12 324)	361 902	361 902	-	100.0%	345 201	345 201
Goods and services	1 280 692	(106 108)	(73 864)	1 100 720	1 100 716	4	100.0%	1 172 820	1 172 720
Administrative fees	1 450	175	9	1 634	1 630	4	99.8%	1 617	1 617
Advertising	49	30	21	100	100	-	100.0%	19	19
Minor assets	4 706	(1 923)	2 520	5 303	5 303	-	100.0%	6 695	6 695
Catering: Departmental activities	1 300	904	(926)	1 278	1 278	-	100.0%	1 958	1 958
Communication	690	(118)	(273)	299	299	-	100.0%	281	281
Computer services	50 940	(43 587)	(3 617)	3 736	3 736	-	100.0%	193	193

DEPARTMENT OF HOME AFFAIRS

VOTE 05

APPROPRIATION STATEMENT

for the year ended 31 March 2020

Programme 2: CITIZEN AFFAIRS									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Consultants: Business and advisory services	4 576	73	(4 577)	72	72	-	100.0%	-	-
Legal services	1 375	600	8 347	10 322	10 322	-	100.0%	3 697	3 697
Contractors	104 693	(63 934)	(39 394)	1 365	1 365	-	100.0%	646	646
Agency and support / outsourced services	14	-	(13)	1	1	-	100.0%	4	4
Entertainment	89	1	(66)	24	24	-	100.0%	43	43
Fleet services	23 675	403	11 265	35 343	35 343	-	100.0%	35 253	35 253
Inventory: Clothing material and accessories	7 370	(195)	(192)	6 983	6 983	-	100.0%	7 052	7 052
Inventory: Other supplies	-	-	81	81	81	-	100.0%	192	192
Consumable supplies	6 132	(722)	(700)	4 710	4 710	-	100.0%	4 122	4 122
Consumable: Stationery printing and office supplies	1 011 379	(71 672)	(44 406)	895 301	895 301	-	100.0%	977 993	977 993
Operating leases	16 040	(618)	(5 936)	9 486	9 486	-	100.0%	23 079	23 079
Property payments	4 411	(1 410)	1 698	4 699	4 699	-	100.0%	4 226	4 226
Travel and subsistence	35 855	4 531	(566)	39 820	39 820	-	100.0%	37 146	37 146
Training and development	103	1 297	(1 400)	-	-	-	-	89	89
Operating payments	4 740	69 313	3 720	77 773	77 773	-	100.0%	65 554	65 454
Venues and facilities	1 105	399	541	2 045	2 045	-	100.0%	1 753	1 753
Rental and hiring	-	345	-	345	345	-	100.0%	1 208	1 208
Transfers and subsidies	2 173 088	(104)	13 943	2 188 927	2 186 927	-	100.0%	2 128 591	2 128 591

DEPARTMENT OF HOME AFFAIRS
VOTE 05
APPROPRIATION STATEMENT
for the year ended 31 March 2020

Programme 2: CITIZEN AFFAIRS									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Provinces and municipalities	1 126	(108)	491	1 509	1 509	-	100.0%	1 207	1 207
Municipalities	1 126	(108)	491	1 509	1 509	-	100.0%	1 207	1 207
Municipal bank accounts	1 126	(108)	491	1 509	1 509	-	100.0%	1 207	1 207
Departmental agencies and accounts	2 170 509	4	(1)	2 170 512	2 170 512	-	100.0%	2 114 400	2 114 400
Departmental agencies	2 170 509	4	(1)	2 170 512	2 170 512	-	100.0%	2 114 400	2 114 400
Households	1 453	-	13 453	14 906	14 906	-	100.0%	12 984	12 984
Social benefits	1 453	-	11 835	13 288	13 288	-	100.0%	11 125	11 125
Other transfers to households	-	-	1 618	1 618	1 618	-	100.0%	1 859	1 859
Payments for capital assets	-	106 212	38 486	144 698	144 698	-	100.0%	31 101	31 101
Machinery and equipment	-	32 047	53 641	85 688	85 688	-	100.0%	31 101	31 101
Transport equipment	-	(1 374)	23 355	21 981	21 981	-	100.0%	11 763	11 763
Other machinery and equipment	-	33 421	30 286	63 707	63 707	-	100.0%	19 338	19 338
Payments for financial assets	-	74 165	(15 155)	59 010	59 010	-	-	-	-
Total	5 692 929	-	(35 732)	5 657 197	5 657 096	101	100.0%	5 447 520	5 447 420

DEPARTMENT OF HOME AFFAIRS

VOTE 05

APPROPRIATION STATEMENT

for the year ended 31 March 2020

2.1 SUBPROGRAMME: CITIZEN AFFAIRS MANAGEMENT									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	25 186	(1 780)	31 780	55 186	55 085	101	99.8%	33 968	33 968
Compensation of employees	16 358	-	23 369	39 727	39 630	97	99.8%	24 986	24 986
Salaries and wages	14 203	-	23 643	37 846	37 749	97	99.7%	23 237	23 237
Social contributions	2 155	-	(274)	1 881	1 881	-	100.0%	1 749	1 749
Goods and services	8 828	(1 780)	8 411	15 459	15 455	4	100.0%	8 982	8 982
Administrative fees	114	7	32	153	149	4	97.4%	179	179
Minor assets	59	(392)	526	193	193	-	100.0%	61	61
Catering: Departmental activities	80	-	(44)	36	36	-	100.0%	373	373
Communication	30	(20)	20	30	30	-	100.0%	29	29
Computer services	-	(130)	130	-	-	-	100.0%	-	-
Consultants: Business and advisory services	4 576	73	(4 577)	72	72	-	100.0%	-	-
Legal services	1 375	-	8 613	9 988	9 988	-	100.0%	3 697	3 697
Contractors	73	289	30	392	392	-	100.0%	222	222
Entertainment	6	-	(2)	4	4	-	100.0%	4	4
Fleet services	96	-	93	189	189	-	100.0%	95	95
Inventory: Clothing material and supplies	-	17	(2)	15	15	-	100.0%	-	-
Consumable supplies	22	367	24	413	413	-	100.0%	14	14
Consumable: Stationery printing and office supplies	284	(78)	(74)	132	132	-	100.0%	95	95

DEPARTMENT OF HOME AFFAIRS
VOTE 05
APPROPRIATION STATEMENT
for the year ended 31 March 2020

2.1 SUBPROGRAMME: CITIZEN AFFAIRS MANAGEMENT									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Operating leases						-	100.0%	43	43
Property payments	49	1	(19)	31	31	-	100.0%	16	16
Travel and subsistence	1 673	(515)	2 392	3 550	3 550	-	100.0%	3 480	3 480
Training and development	53	(425)	372	-	-	-	100.0%	32	32
Operating payments	11	13	(16)	8	8	-	100.0%	-	-
Venues and facilities	327	(987)	913	253	253	-	100.0%	483	483
Rental and hiring	-	-	-	-	-	-	-	159	159
Transfers and subsidies	-	-	-	-	-	-	-	147	147
Households	-	-	-	-	-	-	-	147	147
Social benefits	-	-	-	-	-	-	-	147	147
Payments for capital assets	-	402	(61)	341	341	-	100.0%	218	218
Machinery and equipment	-	402	(61)	341	341	-	100.0%	218	218
Other machinery and equipment	-	402	(61)	341	341	-	100.0%	218	218
Payments for financial assets	-	-	-	-	-	-	-	-	-
	25 186	(1 378)	31 719	55 526	55 426	101	99.8%	34 333	34 333

DEPARTMENT OF HOME AFFAIRS

VOTE 05

APPROPRIATION STATEMENT

for the year ended 31 March 2020

2.2 SUBPROGRAMME: STATUS SERVICES									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	1 084 152	617	(34 582)	1 050 187	1 050 187	-	100.0%	1 113 285	1 113 185
Compensation of employees	84 499	-	1 955	86 454	86 454	-	100.0%	81 201	81 201
Salaries and wages	70 489	-	1 435	71 924	71 924	-	100.0%	67 623	67 623
Social contributions	14 010	-	520	14 530	14 530	-	100.0%	13 578	13 578
Goods and services	999 653	617	(36 537)	963 733	963 733	-	100.0%	1 032 084	1 031 984
Administrative fees	42	-	(6)	36	36	-	100.0%	30	30
Minor assets	142	327	471	940	940	-	100.0%	97	97
Communication	2	-	(2)	-	-	-	-	-	-
Computer services	-	200	25	225	225	-	100.0%	193	193
Contractors	-	275	38	313	313	-	100.0%	-	-
Entertainment	6	-	(5)	1	1	-	100.0%	3	3
Fleet services	-	-	170	170	170	-	100.0%	123	123
Inventory: Clothing material and accessories	-	(10)	10	-	-	-	-	-	-
Inventory: Other supplies	-	-	81	81	81	-	100.0%	192	192
Consumable supplies	14	(23)	61	52	52	-	100.0%	130	130
Consumable: Stationery printing and office supplies	998 560	(69 960)	(43 697)	884 903	884 903	-	100.0%	967 767	967 767
Operating Leases	50	-	(50)	-	-	-	100.0%	-	-
Travel and subsistence	649	85	329	1 063	1 063	-	100.0%	899	899
Operating payments	138	69 680	6 089	75 907	75 907	-	100.0%	62 623	62 523

DEPARTMENT OF HOME AFFAIRS
VOTE 05
APPROPRIATION STATEMENT
for the year ended 31 March 2020

2.2 SUBPROGRAMME: STATUS SERVICES									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Venues and facilities	50	43	(51)	42	42	-	100.0%	27	27
Transfers and subsidies	-	-	669	669	669	-	100.0%	99	99
Households	-	-	669	669	669	-	100.0%	99	99
Social benefits	-	-	669	669	669	-	100.0%	99	99
Payments for capital assets	-	97	(2)	95	95	-	100.0%	394	394
Machinery and equipment	-	97	(2)	95	95	-	100.0%	394	394
Other machinery and equipment	-	97	(2)	95	95	-	100.0%	394	394
Payments for financial assets	-	-	-	-	-	-	-	-	-
	1 084 152	714	(33 915)	1 050 951	1 050 951	-	100.0%	1 113 778	1 113 678

DEPARTMENT OF HOME AFFAIRS

VOTE 05

APPROPRIATION STATEMENT

for the year ended 31 March 2020

2.3 SUBPROGRAMME: IDENTIFICATION SERVICES									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	316 421	(106 889)	(33 249)	176 283	176 283	-	100.0%	152 920	152 920
Compensation of employees	155 756	-	10 782	166 538	166 538	-	100.0%	148 415	148 415
Salaries and wages	129 625	-	11 511	141 136	141 136	-	100.0%	124 132	124 132
Social contributions	26 131	-	(729)	25 402	25 402	-	100.0%	24 283	24 283
Goods and services	160 665	(106 889)	(44 031)	9 745	9 745	-	100.0%	4 505	4 505
Administrative fees	116	(63)	38	91	91	-	100.0%	76	76
Minor assets	261	(83)	(87)	91	91	-	100.0%	379	379
Communication	2	19	-	21	21	-	100.0%	2	2
Computer services	50 920	(43 637)	(3 772)	3 511	3 511	-	100.0%	-	-
Legal services	-	600	(266)	334	334	-	100.0%	-	-
Contractors	104 498	(65 139)	(39 359)	-	-	-	-	2	2
Entertainment	4	-	(4)	-	-	-	-	4	4
Fleet services	958	(140)	(334)	484	484	-	100.0%	432	432
Inventory: Clothing material and supplies	7	-	53	60	60	-	100.0%	-	-
Consumable supplies	20	78	8	106	106	-	100.0%	10	10
Consumable: Stationery printing and office supplies	1 215	(435)	(99)	681	681	-	100.0%	778	778
Property payments	-	-	-	-	-	-	-	2	2
Travel and subsistence	2 646	102	1 243	3 991	3 991	-	100.0%	2 518	2 518
Training and development	-	1 783	(1 783)	-	-	-	-	-	-

DEPARTMENT OF HOME AFFAIRS
VOTE 05
APPROPRIATION STATEMENT
for the year ended 31 March 2020

2.3 SUBPROGRAMME: IDENTIFICATION SERVICES									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Operating payments	18	-	(18)	-	-	-	-	3	3
Venues and facilities	-	26	349	375	375	-	100.0%	299	299
Transfers and subsidies	-	-	491	491	491	-	100.0%	186	186
Households	-	-	491	491	491	-	100.0%	186	186
Social benefits	-	-	491	491	491	-	100.0%	186	186
Payments for capital assets	-	106 909	1 560	108 469	108 469	-	100.0%	460	460
Machinery and equipment	-	32 744	16 715	49 459	49 459	-	100.0%	460	460
Other machinery and equipment	-	32 744	16 715	49 459	49 459	-	100.0%	460	460
Intangible assets	-	74 165	(15 155)	59 010	59 010	-	100.0%	-	-
Payments for financial assets	-	-	-	-	-	-	-	-	-
	316 421	20	(31 198)	285 243	285 243	-	100.0%	153 566	153 566

DEPARTMENT OF HOME AFFAIRS

VOTE 05

APPROPRIATION STATEMENT

for the year ended 31 March 2020

2 4 SUBPROGRAMME: SERVICE DELIVERY TO PROVINCES									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	2 094 082	1 944	(52 110)	2 043 916	2 043 916	-	100.0%	1 987 655	1 987 655
Compensation of employees	1 982 536	-	(50 403)	1 932 133	1 932 133	-	100.0%	1 860 406	1 860 406
Salaries and wages	1 650 606	-	(38 562)	1 612 044	1 612 044	-	100.0%	1 554 815	1 554 815
Social contributions	331 930	-	(11 841)	320 089	320 089	-	100.0%	305 591	305 591
Goods and services	111 546	1 944	(1 707)	111 783	111 783	-	100.0%	127 249	127 249
Administrative fees	1 178	231	(55)	1 354	1 354	-	100.0%	1 332	1 332
Advertising	49	30	21	100	100	-	100.0%	19	19
Minor assets	4 244	(1 775)	1 610	4 079	4 079	-	100.0%	6 158	6 158
Catering: Departmental activities	1 220	904	(882)	1 242	1 242	-	100.0%	1 585	1 585
Communication	656	(117)	(291)	248	248	-	100.0%	250	250
Computer services	20	(20)	-	-	-	-	-	-	-
Contractors	122	641	(103)	660	660	-	100.0%	422	422
Agency and support / outsourced services	14	-	(13)	1	1	-	100.0%	4	4
Entertainment	73	1	(55)	19	19	-	100.0%	32	32
Fleet services	22 621	543	11 336	34 500	34 500	-	100.0%	34 603	34 603
Inventory: Clothing material and supplies	7 363	(202)	(253)	6 908	6 908	-	100.0%	7 052	7 052
Consumable supplies	6 076	(1 144)	(793)	4 139	4 139	-	100.0%	3 968	3 968
Consumable: Stationery printing and office supplies	11 320	(1 199)	(536)	9 585	9 585	-	100.0%	9 353	9 353
Operating leases	15 990	(618)	(5 886)	9 486	9 486	-	100.0%	23 036	23 036

DEPARTMENT OF HOME AFFAIRS
VOTE 05
APPROPRIATION STATEMENT
for the year ended 31 March 2020

2 4 SUBPROGRAMME: SERVICE DELIVERY TO PROVINCES									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Property payments	4 362	(1 411)	1 717	4 668	4 668	-	100.0%	4 208	4 208
Travel and subsistence	30 887	4 859	(4 530)	31 216	31 216	-	100.0%	30 249	30 249
Training and development	50	(61)	11	-	-	-	-	57	57
Operating payments	4 573	(380)	(2 335)	1 858	1 858	-	100.0%	2 928	2 928
Venues and facilities	728	1 317	(670)	1 375	1 375	-	100.0%	944	944
Rental and hiring	-	345	-	345	345	-	100.0%	1 049	1 049
Transfers and subsidies	2 579	(104)	12 783	15 258	15 258	-	100.0%	13 761	13 761
Provinces and municipalities	1 126	(108)	491	1 509	1 509	-	100.0%	1 207	1 207
Municipalities	1 126	(108)	491	1 509	1 509	-	100.0%	1 207	1 207
Municipal bank accounts	1 126	(108)	491	1 509	1 509	-	100.0%	1 207	1 207
Departmental agencies and accounts	-	4	(1)	3	3	-	100.0%	2	2
Departmental agencies and accounts	-	4	(1)	3	3	-	100.0%	2	2
Households	1 453	-	12 293	13 746	13 746	-	100.0%	12 552	12 552
Social benefits	1 453	-	10 675	12 128	12 128	-	100.0%	10 693	10 693
Other transfers to households	-	-	1 618	1 618	1 618	-	100.0%	1 859	1 859
Payments for capital assets	-	(1 196)	36 989	35 793	35 793	-	100.0%	30 029	30 029
Machinery and equipment	-	(1 196)	36 989	35 793	35 793	-	100.0%	30 029	30 029
Transport equipment	-	(1 374)	23 355	21 981	21 981	-	100.0%	11 763	11 763
Other machinery and equipment	-	178	13 634	13 812	13 812	-	100.0%	18 266	18 266
Payments for financial assets	-	-	-	-	-	-	-	-	-
	2 096 661	644	(2 338)	2 094 967	2 094 967	-	100.0%	2 031 445	2 031 445

DEPARTMENT OF HOME AFFAIRS

VOTE 05

APPROPRIATION STATEMENT

for the year ended 31 March 2020

2.5 SUBPROGRAMME: ELECTORAL COMMISSION									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	2 012 749	-	-	2 012 749	2 012 749	-	100.0%	1 965 004	1 965 004
Department agencies and accounts	2 012 749	-	-	2 012 749	2 012 749	-	100.0%	1 965 004	1 965 004
Departmental agencies	2 012 749	-	-	2 012 749	2 012 749	-	100.0%	1 965 004	1 965 004
Payments for financial assets	2 012 749	-	-	2 012 749	2 012 749	-	100.0%	1 965 004	1 965 004

2.6 SUBPROGRAMME: REPRESENTED POLITICAL PARTIES' FUND									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	157 760	-	-	157 760	157 760	-	100.0%	149 394	149 394
Department agencies and accounts	157 760	-	-	157 760	157 760	-	100.0%	149 394	149 394
Departmental agencies	157 760	-	-	157 760	157 760	-	100.0%	149 394	149 394
Payments for financial assets	-	-	-	-	-	-	-	-	-
	157 760	-	-	157 760	157 760	-	100.0%	149 394	149 394

DEPARTMENT OF HOME AFFAIRS
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APPROPRIATION STATEMENT

for the year ended 31 March 2020

Programme 3: IMMIGRATION AFFAIRS MANAGEMENT									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000
Sub programmes:									
Immigration Affairs Management	61 075	(498)	9 241	69 818	69 818	-	100.0%	42 493	42 493
Admission Services	768 769	232	63 184	832 185	832 185	-	100.0%	816 413	816 413
Immigration Services	257 560	(205)	(13 212)	244 143	244 143	-	100.0%	228 385	228 385
Asylum Seekers	206 862	471	(14 775)	192 558	192 558	-	100.0%	186 572	186 572
Total for sub programmes	1 294 266	-	44 438	1 338 704	1 338 704	-	100.0%	1 273 863	1 273 863
Economic classification									
Current payments	1 293 836	(5 030)	40 089	1 328 895	1 328 895	-	100.0%	1 239 959	1 239 959
Compensation of employees	781 996	-	40 090	822 086	822 086	-	100.0%	769 186	769 186
Salaries and wages	655 517	-	38 553	694 070	694 070	-	100.0%	649 027	649 027
Social contributions	126 479	-	1 537	128 016	128 016	-	100.0%	120 159	120 159
Goods and services	511 840	(5 030)	(1)	506 809	506 809	-	100.0%	470 773	470 773
Administrative fees	6 107	(907)	(931)	4 269	4 269	-	100.0%	5 491	5 491
Minor assets	34 199	(34 267)	499	431	431	-	100.0%	1 169	1 169
Catering: Departmental activities	464	29	(306)	187	187	-	100.0%	320	320
Communication	226	32	(239)	19	19	-	100.0%	9	9
Computer services	183 002	(2 273)	16 304	197 033	197 033	-	100.0%	189 841	189 841
Consultants: Business and advisory services	9 557	370	(5 554)	4 373	4 373	-	100.0%	6 539	6 539
Legal services	17 430	-	25 567	42 997	42 997	-	100.0%	32 135	32 135

DEPARTMENT OF HOME AFFAIRS

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for the year ended 31 March 2020

Programme 3: IMMIGRATION AFFAIRS MANAGEMENT									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Contractors	30 070	1 857	4 189	36 116	36 116	-	100.0%	24 949	24 949
Agency and support / outsourced services	120 230	-	(6 082)	114 148	114 148	-	100.0%	102 974	102 974
Entertainment	34	2	(22)	14	14	-	100.0%	16	16
Fleet services	7 543	(1 053)	(560)	5 930	5 930	-	100.0%	3 110	3 110
Inventory: Clothing material and supplies	17 747	280	(7 010)	11 017	11 017	-	100.0%	7 157	7 157
Inventory: Other supplies	1 200	(200)	(1 000)	-	-	-	100.0%	-	-
Consumable supplies	4 063	623	(4 310)	376	376	-	100.0%	7 532	7 532
Consumable: Stationery printing and office supplies	6 028	146	(2 488)	3 686	3 686	-	100.0%	4 018	4 018
Operating leases	288	309	(60)	537	537	-	100.0%	441	441
Property payments	18 143	658	(16 219)	2 582	2 582	-	100.0%	3 865	3 865
Transport provided: Departmental activity	25 364	10 000	(4 905)	30 459	30 459	-	100.0%	27 045	27 045
Travel and subsistence	19 238	19 317	11 633	50 188	50 188	-	100.0%	43 320	43 320
Training and development	37	(13)	(17)	7	7	-	100.0%	21	21
Operating payments	7 671	693	(6 472)	1 892	1 892	-	100.0%	9 848	9 848
Venues and facilities	3 199	(633)	(2 018)	548	548	-	100.0%	950	950
Rental and hiring	-	-	-	-	-	-	-	23	23
Transfers and subsidies	430	(400)	2 706	2 736	2 736	-	100.0%	2 249	2 249
Departmental agencies and accounts	3	-	(3)	-	-	-	-	7	7

DEPARTMENT OF HOME AFFAIRS
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for the year ended 31 March 2020

Programme 3: IMMIGRATION AFFAIRS MANAGEMENT									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Departmental agencies	3	-	(3)	-	-	-	-	7	7
Households	427	(400)	2 709	2 736	2 736	-	100.0%	2 242	2 242
Social benefits	427	(400)	2 602	2 629	2 629	-	100.0%	1 482	1 482
Other transfers to households	-	-	107	107	107	-	-	760	760
Payments for capital assets	-	5 430	1 643	7 073	7 073	-	100.0%	31 655	31 655
Buildings and other fixed structures	-	90	-	90	90	-	100.0%	25 981	25 981
Buildings	-	90	-	90	90	-	100.0%	25 981	25 981
Machinery and equipment	-	5 340	1 643	7 073	7 073	-	100.0%	5 470	5 470
Transport equipment	-	-	2 357	2 357	2 357	-	100.0%	2 472	2 472
Other machinery and equipment	-	5 340	(714)	4 626	4 626	-	100.0%	2 998	2 998
Payments for financial assets	-	-	-	-	-	-	-	204	204
Total	1 294 266	-	44 438	1 338 704	1 338 704	-	100.0%	1 273 863	1 273 863

DEPARTMENT OF HOME AFFAIRS

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APPROPRIATION STATEMENT

for the year ended 31 March 2020

3.1 SUBPROGRAMME: IMMIGRATION AFFAIRS MANAGEMENT									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	60 648	(1 806)	10 754	69 596	69 596	-	100.0%	42 360	42 360
Compensation of employees	5 227	-	139	5 366	5 366	-	100.0%	4 757	4 757
Salaries and wages	4 751	-	118	4 869	4 869	-	100.0%	4 312	4 312
Social contributions	476	-	21	497	497	-	100.0%	445	445
Goods and services	55 421	(1 806)	10 615	64 230	64 230	-	100.0%	37 603	37 603
Administrative fees	3 072	10	(163)	2 919	2 919	-	100.0%	2 578	2 578
Minor assets	31 572	(31 490)	(78)	4	4	-	100.0%	27	27
Catering: Departmental activities	45	(22)	(6)	17	17	-	100.0%	16	16
Legal services	17 000	-	25 997	42 997	42 997	-	100.0%	31 705	31 705
Contractors	308	(26)	(278)	4	4	-	100.0%	-	-
Agency and support / outsourced services	230	-	(230)	-	-	-	-	-	-
Entertainment	6	-	(3)	3	3	-	100.0%	2	2
Fleet services	38	-	(38)	-	-	-	-	2	2
Consumable supplies	52	9	(39)	22	22	-	100.0%	9	9
Consumable: Stationery printing and office supplies	221	(309)	178	90	90	-	100.0%	147	147
Operating leases	-	-	-	-	-	-	-	207	207
Transport provided: Departmental activity	-	10 000	(3 792)	6 208	6 208	-	100.0%	-	-
Travel and subsistence	2 510	20 321	(10 960)	11 871	11 871	-	100.0%	2 595	2 595
Operating payments	17	-	(17)	-	-	-	-	-	-
Venues and facilities	350	(299)	44	95	95	-	100.0%	315	315

DEPARTMENT OF HOME AFFAIRS

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APPROPRIATION STATEMENT

for the year ended 31 March 2020

3.1 SUBPROGRAMME: IMMIGRATION AFFAIRS MANAGEMENT

	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	427	(400)	(27)	-	-	-	-	-	-
Households	427	(400)	(27)	-	-	-	-	-	-
Social benefits	427	(400)	(27)	-	-	-	-	-	-
Payments for capital assets	-	1 708	(1 486)	222	222	-	100.0%	133	133
Machinery and equipment	-	1 708	(1 486)	222	222	-	100.0%	133	133
Other machinery and equipment	-	1 708	(1 486)	222	222	-	100.0%	133	133
Payments for financial assets	-	-	-	-	-	-	-	-	-
	61 075	(498)	9 241	69 818	69 818	-	100.0%	42 493	42 493

3.2 SUBPROGRAMME: ADMISSION SERVICES

	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	768 767	(3 368)	58 621	824 020	824 020	-	100.0%	785 563	785 563
Compensation of employees	568 123	-	36 118	604 241	604 241	-	100.0%	573 176	573 176
Salaries and wages	473 464	-	35 534	508 998	508 998	-	100.0%	482 865	482 865
Social contributions	94 659	-	584	95 243	95 243	-	100.0%	90 311	90 311
Goods and services	200 644	(3 368)	22 503	219 779	219 779	-	100.0%	212 387	212 387
Administrative fees	1 934	(968)	(570)	396	396	-	100.0%	1 592	1 592

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for the year ended 31 March 2020

3.2 SUBPROGRAMME: ADMISSION SERVICES									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Minor assets	289	(2 775)	2 757	271	271	-	100.0%	227	227
Catering: Departmental activities	4	15	(7)	12	12	-	100.0%	13	13
Communication	70	23	(74)	19	19	-	100.0%	7	7
Computer services	161 965	-	21 093	183 058	183 058	-	100.0%	170 423	170 423
Contractors	330	28	(297)	61	61	-	100.0%	508	508
Entertainment	12	2	(11)	3	3	-	100.0%	6	6
Fleet services	5 447	(1 038)	(2 084)	2 325	2 325	-	100.0%	1 406	1 406
Inventory: Clothing material and supplies	5 742	40	(5 694)	88	88	-	100.0%	95	95
Consumable supplies	3 650	415	(3 841)	224	224	-	100.0%	6 250	6 250
Consumable: Stationery printing and office supplies	3 416	624	(2 244)	1 796	1 796	-	100.0%	1 984	1 984
Property payments	9 000	730	(9 260)	470	470	-	100.0%	715	715
Travel and subsistence	7 984	(293)	22 935	30 626	30 626	-	100.0%	28 542	28 542
Training and development	25	-	(25)	-	-	-	-	-	-
Operating payments	337	(69)	(267)	1	1	-	100.0%	193	193
Venues and facilities	439	(102)	92	429	429	-	100.0%	426	426
Transfers and subsidies	2	-	1 934	1 936	1 936	-	100.0%	1 476	1 476
Departmental agencies and accounts	2	-	(2)	-	-	-	-	7	7
Departmental agencies and accounts	2	-	(2)	-	-	-	-	7	7
Households	-	-	1 936	1 936	1 936	-	100.0%	1 469	1 469
Social benefits	-	-	1 829	1 829	1 829	-	100.0%	1 373	1 373

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3.2 SUBPROGRAMME: ADMISSION SERVICES

	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Other transfers to households	-	-	107	107	107	-	100.0%	96	96
Payments for capital assets	-	3 600	2 629	6 229	6 229	-	100.0%	29 374	29 374
Buildings and other fixed structures	-	-	-	-	-	-	-	25 981	25 981
Buildings	-	-	-	-	-	-	-	25 981	25 981
Machinery and equipment	-	3 600	2 629	6 229	6 229	-	100.0%	3 393	3 393
Transport equipment	-	-	2 357	2 357	2 357	-	100.0%	2 472	2 472
Other machinery and equipment	-	3 600	272	3 872	3 872	-	100.0%	921	921
Heritage assets	-	-	-	-	-	-	-	-	-
Specialised military assets	-	-	-	-	-	-	-	-	-
Biological assets	-	-	-	-	-	-	-	-	-
Land and subsoil assets	-	-	-	-	-	-	-	-	-
Intangible assets	-	-	-	-	-	-	-	-	-
Payments for financial assets	-	-	-	-	-	-	-	-	-
	768 769	232	63 184	832 185	832 185	-	100.0%	816 413	816 413

DEPARTMENT OF HOME AFFAIRS

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3.3 SUBPROGRAMME: IMMIGRATION SERVICES									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	257 560	(248)	(14 064)	243 248	243 248	-	100.0%	227 320	227 320
Compensation of employees	77 975	-	3 425	81 400	81 400	-	100.0%	67 446	67 446
Salaries and wages	66 645	-	3 174	69 819	69 819	-	100.0%	57 522	57 522
Social contributions	11 330	-	251	11 581	11 581	-	100.0%	9 924	9 924
Goods and services	179 585	(248)	(17 489)	161 848	161 848	-	100.0%	159 874	159 874
Administrative fees	932	40	(99)	873	873	-	100.0%	1 211	1 211
Minor assets	500	74	(515)	59	59	-	100.0%	248	248
Catering: Departmental activities	125	115	(159)	81	81	-	100.0%	89	89
Communication	108	9	(117)	-	-	-	-	-	-
Computer services	12	-	(12)	-	-	-	-	-	-
Legal services	430	-	(430)	-	-	-	100.0%	430	430
Contractors	10	-	(10)	-	-	-	-	2	2
Agency and support / outsourced services	120 000	-	(5 852)	114 148	114 148	-	100.0%	102 974	102 974
Entertainment	8	-	(3)	5	5	-	100.0%	7	7
Fleet services	1 701	(20)	1 778	3 459	3 459	-	100.0%	1 562	1 562
Inventory: Clothing material and supplies	12 000	-	(1 134)	10 866	10 866	-	100.0%	7 062	7 062
Inventory: Other supplies	1 200	(200)	(1 000)	-	-	-	-	-	-
Consumable supplies	13	3	7	23	23	-	100.0%	7	7

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3.3 SUBPROGRAMME: IMMIGRATION SERVICES	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Consumable: Stationery printing and office supplies	756	(245)	(97)	414	414	-	100.0%	524	524
Operating leases	-	286	8	294	294	-	100.0%	-	-
Transport provided: Departmental activity	25 364	-	(1 113)	24 251	24 251	-	100.0%	27 045	27 045
Travel and subsistence	7 068	(979)	(612)	5 477	5 477	-	100.0%	8 968	8 968
Training and development	12	(13)	8	7	7	-	100.0%	13	13
Operating payments	7 306	762	(6 177)	1 891	1 891	-	100.0%	9 653	9 653
Venues and facilities	2 040	(80)	(1 960)	-	-	-	-	79	79
Transfers and subsidies	-	-	469	469	469	-	100.0%	666	666
Households	-	-	469	469	469	-	100.0%	666	666
Social benefits	-	-	469	469	469	-	100.0%	2	2
Other transfers to households	-	-	-	-	-	-	-	664	664
Payments for capital assets	-	43	383	426	426	-	100.0%	399	399
Buildings and other fixed structures	-	90	-	90	90	-	100.0%	-	-
Buildings	-	90	-	90	90	-	100.0%	-	-
Machinery and equipment	-	(47)	383	336	336	-	100.0%	399	399
Other machinery and equipment	-	(47)	383	336	336	-	100.0%	399	399
Payments for financial assets	-	-	-	-	-	-	-	-	-
	257 560	(205)	(13 212)	244 143	244 143	-	100.0%	228 385	228 385

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for the year ended 31 March 2020

3.4 SUBPROGRAMME: ASYLUM SEEKERS									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification									
Current payments	206 861	392	(15 222)	192 031	192 031	-	100.0%	184 716	184 716
Compensation of employees	130 671	-	408	131 079	131 079	-	100.0%	123 807	123 807
Salaries and wages	110 657	-	(273)	110 384	110 384	-	100.0%	104 328	104 328
Social contributions	20 014	-	681	20 695	20 695	-	100.0%	19 479	19 479
Goods and services	76 190	392	(15 630)	60 952	60 952	-	100.0%	60 909	60 909
Administrative fees	169	11	(99)	81	81	-	100.0%	110	110
Minor assets	1 838	(76)	(1 665)	97	97	-	100.0%	667	667
Catering: Departmental activities	290	(79)	(134)	77	77	-	100.0%	202	202
Communication	48	-	(48)	-	-	-	100.0%	2	2
Computer services	21 025	(2 273)	(4 777)	13 975	13 975	-	100.0%	19 418	19 418
Consultants: Business and advisory services	9 557	370	(5 554)	4 373	4 373	-	100.0%	6 539	6 539
Contractors	29 422	1 855	4 774	36 051	36 051	-	100.0%	24 439	24 439
Entertainment	8	-	(5)	3	3	-	100.0%	1	1
Fleet services	357	5	(216)	146	146	-	100.0%	140	140
Inventory: Clothing material and supplies	5	240	(182)	63	63	-	100.0%	-	-
Consumable supplies	348	196	(437)	107	107	-	100.0%	1 266	1 266
Consumable: Stationery printing and office supplies	1 635	76	(325)	1 386	1 386	-	100.0%	1 363	1 363
Operating leases	288	23	(68)	243	243	-	100.0%	234	234
Property payments	9 143	(72)	(6 959)	2 112	2 112	-	100.0%	3 150	3 150

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for the year ended 31 March 2020

3.4 SUBPROGRAMME: ASYLUM SEEKERS									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Travel and subsistence	1 676	268	270	2 214	2 214	-	100.0%	3 215	3 215
Training and development	-	-	-	-	-	-	-	8	8
Operating payments	11	-	(11)	-	-	-	-	2	2
Venues and facilities	370	(152)	(194)	24	24	-	100.0%	130	130
Rental and hiring	-	-	-	-	-	-	-	23	23
Transfers and subsidies	1	-	330	331	331	-	100.0%	107	107
Departmental agencies and accounts	1	-	(1)	-	-	-	-	-	-
Departmental agencies and accounts	1	-	(1)	-	-	-	-	-	-
Households	-	-	331	331	331	-	100.0%	107	107
Social benefits	-	-	331	331	331	-	100.0%	107	107
Other transfers to households	-	-	-	-	-	-	-	-	-
Payments for capital assets	-	79	117	196	196	-	100.0%	1 749	1 749
Machinery and equipment	-	79	117	196	196	-	100.0%	1 545	1 545
Other machinery and equipment	-	79	117	196	196	-	100.0%	1 545	1 545
Intangible assets	-	-	-	-	-	-	-	204	204
Payments for financial assets	-	-	-	-	-	-	-	-	-
	206 862	471	(14 775)	192 558	192 558	-	100.0%	186 572	186 572

DEPARTMENT OF HOME AFFAIRS
VOTE 05
NOTES TO THE APPROPRIATION STATEMENT

for the year ended 31 March 2020

1. DETAIL OF TRANSFERS AND SUBSIDIES AS PER APPROPRIATION ACT (AFTER VIREMENT):

Detail of these transactions can be viewed in the "Notes to the Annual Financial Statements" on note 7 "Transfers and Subsidies" and in the "Annexures to the Financial Statements" on the following Annexures (1A on page 256; 1B on page 257 and 1G on page 258).

2. DETAIL OF SPECIFICALLY AND EXCLUSIVELY APPROPRIATED AMOUNTS VOTED (AFTER VIREMENT):

Detail of these transactions can be viewed in the "Notes to the Annual Financial Statements" on note 1.1 "Annual Appropriation".

3. DETAIL ON PAYMENTS FOR FINANCIAL ASSETS

Detail of these transactions per programme can be viewed in the note on Payments for financial assets to the Annual Financial Statements.

4. EXPLANATIONS OF MATERIAL VARIANCES FROM AMOUNTS VOTED (AFTER VIREMENT):

4.1 Per programme

	Final Appropriation	Actual Expenditure	Variance '000	Variance as a % of Final Appropriation
Programme 1 Administration	2 531 803	2 531 717	86	100%
Programme 2 Citizen Affairs	5 657 197	5 657 096	101	100%
Programme 3 Immigration Affairs	1 338 704	1 338 704	-	100%

4.2 Per economic classification

	Final Appropriation	Actual Expenditure	Variance	Variance as a % of Final Appropriation
	R'000	R'000	R'000	R'000
Current payments				
Compensation of employees	3 594 077	3 593 896	181	100%
Goods and services	3 274 815	3 269 769	5 046	100%
Transfers and subsidies				
Provinces and municipalities	1 933	1 933	-	100%
Departmental agencies and accounts	2 170 899	2 170 899	-	100%
Households	24 077	24 077	-	100%
Payments for capital assets				
Buildings and other fixed structures	172 202	172 202	-	100%
Machinery and equipment	184 003	184 003	-	100%
Software and other intangible assets	105 698	105 696	2	100%
Payments for financial assets	-	5 042	(5 042)	-

The expenditure at the end of March 2020 is 100% against the linear projection, therefore the department will not request National Treasury for funds to be rolled over in the 2020/21 financial year. Virements were affected in accordance with the Treasury Regulations.

DEPARTMENT OF HOME AFFAIRS
VOTE 05
STATEMENT OF FINANCIAL PERFORMANCE
for the year ended 31 March 2020

	Note	2019/20 R'000	2018/19 R'000
REVENUE			
Annual appropriation	1	9 527 704	9 047 439
Departmental revenue	2	1 062 641	1 130 466
NRF Receipts		-	-
Aid assistance		-	28 000
TOTAL REVENUE		10 590 345	10 205 905
EXPENDITURE			
Current expenditure			
Compensation of employees	4	3 593 894	3 403 149
Goods and services	5	3 269 775	3 171 436
Interest and rent on land		-	-
Aid assistance	3	-	-
Total current expenditure		6 863 669	6 574 585
Transfers and subsidies			
Transfers and subsidies	7	2 196 909	2 135 359
Aid assistance	3	-	-
Total transfers and subsidies		2 196 909	2 135 359
Expenditure for capital assets			
Tangible assets	8	359 704	314 426
Intangible assets	8	105 696	39 742
Total expenditure for capital assets		465 400	354 168
Unauthorised expenditure approved without funding		-	-
Payments for financial assets	6	5 042	4 987
TOTAL EXPENDITURE		9 531 020	9 069 099
SURPLUS/-DEFICIT) FOR THE YEAR		1 059 325	1 136 806
Reconciliation of Net Surplus/-Deficit) for the year			
Voted funds		187	200
Annual appropriation		187	200
Departmental revenue and NRF Receipts	13	1 062 641	1 130 466
Aid assistance	3	(3 503)	6 140
SURPLUS/-DEFICIT) FOR THE YEAR		1 059 325	1 136 806

DEPARTMENT OF HOME AFFAIRS
VOTE 05
STATEMENT OF FINANCIAL POSITION

as at 31 March 2020

	Note	2019/20 R'000	2018/19 R'000
ASSETS			
Current assets			
		1 561 255	1 377 331
Unauthorised expenditure		-	-
Cash and cash equivalents	9	1 367 154	1 367 936
Other financial assets		-	-
Prepayments and advances	10	2 800	2 759
Receivables	11	191 301	6 636
		736 196	919 143
Non-current assets			
Investments		-	-
Receivables	11	736 196	919 143
Loans		-	-
Other financial assets		-	-
TOTAL ASSETS		2 297 451	2 296 474
LIABILITIES			
Current liabilities			
		2 296 101	2 294 915
Voted funds to be surrendered to the Revenue Fund	12	55	68
Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund	13	2 290 293	2 283 402
Bank overdraft		-	-
Payables	14	3 116	5 305
Aid assistance repayable	3	-	-
Aid assistance unutilised	3	2 637	6 140
Non-current liabilities			
Payables	14	-	-
TOTAL LIABILITIES		2 296 101	2 294 915
NET ASSETS		1 350	1 559
Represented by:			
Capitalisation reserve		-	-
Recoverable revenue		1 350	1 559
Retained funds		-	-
Revaluation reserves		-	-
TOTAL		1 350	1 559



DEPARTMENT OF HOME AFFAIRS
VOTE 05
STATEMENT OF CHANGES IN NET ASSETS
 for the year ended 31 March 2020

	Note	2019/20 R'000	2018/19 R'000
Recoverable revenue			
Opening balance		1 559	2 173
Transfers:		(209)	(614)
Irrecoverable amounts written off	6.1	(209)	(614)
Debts recovered -included in departmental receipts)		1 350	1 559
Closing balance			
TOTAL		1 350	1 559

DEPARTMENT OF HOME AFFAIRS

VOTE 05

CASH FLOW STATEMENT

for the year ended 31 March 2020

	Note	2019/20 R'000	2018/19 R'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts		10 395 924	9 959 759
Annual appropriated funds received	1.1	9 527 704	9 047 439
Statutory appropriated funds received		-	-
Departmental revenue received	2	866 036	882 118
Interest received	2.3	2 184	2 202
NRF Receipts		-	-
Aid assistance received	3	-	28 000
Net -increase)/decrease in working capital		(194 998)	(113 481)
Surrendered to Revenue Fund		(854 929)	(465 254)
Surrendered to RDP Fund/Donor		-	-
Current payments		(6 863 669)	(6 574 585)
Interest paid		-	-
Payments for financial assets	6	(5 042)	(4 987)
Transfers and subsidies paid		(2 196 909)	(2 135 359)
Net cash flow available from operating activities	15	280 377	666 093
CASH FLOWS FROM INVESTING ACTIVITIES			
Distribution/dividend received		-	-
Payments for capital assets	8	(465 400)	(354 168)
Proceeds from sale of capital assets		1 504	9
-Increase)/decrease in loans		-	-
-Increase)/decrease in investments		-	-
-Increase)/decrease in other financial assets		-	-
-Increase)/decrease in non-current receivables	11	182 946	-
Net cash flows from investing activities		(280 950)	(354 159)
CASH FLOWS FROM FINANCING ACTIVITIES			
Increase/-decrease) in net assets		(209)	(614)
Increase/-decrease) in non-current payables		-	-
Net cash flows from financing activities		(209)	(614)
Net increase/-decrease) in cash and cash equivalents		(782)	311 320
Cash and cash equivalents at beginning of period		1 367 936	1 056 616
Unrealised gains and losses within cash and cash equivalents		-	-
Cash and cash equivalents at end of period	16	1 367 154	1 367 936

DEPARTMENT OF HOME AFFAIRS

VOTE 05

ACCOUNTING POLICIES

for the year ended 31 March 2020

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 comprises of departmental allocations as well as direct charges against the revenue fund -i.e. statutory appropriation).

DEPARTMENT OF HOME AFFAIRS

VOTE 05

ACCOUNTING POLICIES

for the year ended 31 March 2020

Appropriated funds are recognised in the statement of financial performance on the date the appropriation becomes effective. Adjustments made in terms of the adjustments budget process are recognised in the statement of financial performance on the date the adjustments become effective.

The net amount of any appropriated funds due to / from the relevant revenue fund at the reporting date is recognised as a payable / receivable in the statement of financial position.

7.2 Departmental revenue

Departmental revenue is recognised in the statement of financial performance when received and is subsequently paid into the relevant revenue fund unless stated otherwise.

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

Due to the change in Accounting policy with effect from 2015/16 National Treasury had to manually update the Cash flow statement to remove the non-cash items from CFS, during 2019/20 NT has updated the template to allow the department to do the updates but did not open the CFS note 23 of which NT still had to update for the department.

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 accrued revenue is measured at the fair value of the consideration receivable.

Accrued tax revenue -and related interest and / penalties is measured at amounts receivable from collecting agents.

8 EXPENDITURE

8.1 Compensation of employees

8.1.1 Salaries and wages

Salaries and wages are recognised in the statement of financial performance on the date of payment.

8.1.2 Social contributions

Social contributions made by the department in respect of current employees are recognised in the statement of financial performance on the date of payment.

Social contributions made by the department in respect of ex-employees are classified as transfers to households in the statement of financial performance on the date of payment.

8.2 Other expenditure

Other expenditure -such as goods and services transfers and subsidies and payments for capital assets is recognised in the statement of financial performance on the date of payment. The expense is classified as a capital expense if the total consideration paid is more than the capitalisation threshold.

8.3 Accruals and payables not recognised

Accruals and payables not recognised are recorded in the notes to the financial statements at cost at the reporting date.

8.4 Leases

8.4.1 Operating leases

Operating lease payments made during the reporting period are recognised as current expenditure in the statement of financial performance on the date of payment.

DEPARTMENT OF HOME AFFAIRS

VOTE 05

ACCOUNTING POLICIES

for the year ended 31 March 2020

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.

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.

9 AID ASSISTANCE

9.1 Aid assistance received

Aid assistance received in cash is recognised in the statement of financial performance when received. In-kind aid assistance is recorded in the notes to the financial statements on the date of receipt and is measured at fair value.

Aid assistance not spent for the intended purpose and any 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.

CARA (Criminal Assets Recovery Account) funds received by the Department during the 2018/19 year end was retained.

9.2 Aid assistance paid

Aid assistance paid is recognised in the statement of financial performance on the date of payment. Aid assistance payments made prior to the receipt of funds are recognised as a receivable in the statement of financial position.

Payments made using CARA are reflected in the statement of financial performance.

10 CASH AND CASH EQUIVALENTS

Cash and cash equivalents are stated at cost in the statement of financial position.

Bank overdrafts are shown separately on the face of the statement of financial position as a current liability.

For the purposes of the cash flow statement cash and cash equivalents comprise cash on hand deposits held other short-term highly liquid investments and bank overdrafts.

11 PREPAYMENTS AND ADVANCES

Prepayments and advances are recognised in the statement of financial position when the department receives or disburses the cash.

Prepayments and advances are initially and subsequently measured at cost.

<Indicate when prepayments and advances are expensed and under what circumstances.>

12 LOANS AND RECEIVABLES

Loans and receivables are recognised in the statement of financial position at cost plus accrued interest where interest is charged less amounts already settled or written-off. Write-offs are made according to the department's write-off policy.

13 INVESTMENTS

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

DEPARTMENT OF HOME AFFAIRS

VOTE 05

ACCOUNTING POLICIES

for the year ended 31 March 2020

14 FINANCIAL ASSETS**14.1 Financial assets -not covered elsewhere**

A financial asset is recognised initially at its cost-plus transaction costs that are directly attributable to the acquisition or issue of the financial asset.

At the reporting date a department shall measure its financial assets at cost less amounts already settled or written-off except for recognised loans and receivables which are measured at cost plus accrued interest where interest is charged less amounts already settled or written-off.

14.2 Impairment of financial assets

Where there is an indication of impairment of a financial asset an estimation of the reduction in the recorded carrying value to reflect the best estimate of the amount of the future economic benefits expected to be received from that asset is recorded in the notes to the financial statements.

The Department has impaired its accounts receivable balance as per Debt Policy

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 is measured at fair value as at the date of acquisition.

Where the cost of movable capital assets cannot be determined reliably the movable capital assets are measured at fair value and where fair value cannot be determined; the movable assets are measured at R1.

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

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

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

16.3 Intangible 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.

DEPARTMENT OF HOME AFFAIRS

VOTE 05

ACCOUNTING POLICIES

for the year ended 31 March 2020

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. There is an accounting policy change during 2019/20 which necessitated the department to restate the comparative figures to reflect only Capital Expenditure Commitments.

18 Unauthorised expenditure

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

- approved by Parliament or the Provincial Legislature with funding and the related funds are received; or

DEPARTMENT OF HOME AFFAIRS

VOTE 05

ACCOUNTING POLICIES

for the year ended 31 March 2020

- approved by Parliament or the Provincial Legislature without funding and is written off against the appropriation in the statement of financial performance; or
- transferred to receivables for recovery.

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

19 Fruitless and wasteful expenditure

Fruitless and wasteful expenditure is recorded in the notes to the financial statements when confirmed. The amount recorded is equal to the total value of the fruitless and or wasteful expenditure incurred.

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

Fruitless and wasteful expenditure receivables are measured at the amount that is expected to be recoverable and are de-recognised when settled or subsequently written-off as irrecoverable.

20 Irregular expenditure

Irregular expenditure is recorded in the notes to the financial statements when confirmed. 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 removed from the note when it is either condoned by the relevant authority transferred to receivables for recovery not condoned and removed or written-off. Irregular expenditure receivables are measured at the amount that is expected to be recoverable and are de-recognised when settled or subsequently written-off as irrecoverable.

21 Changes in accounting estimates and errors

Changes in accounting policies that are effected by the management have been applied retrospectively 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 change on policy. In such circumstances the department shall restate the opening balances of assets, liabilities and net assets for the earliest period for which retrospective restatement is practicable.

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

Correction of errors is applied retrospectively in the period in which the error has occurred in accordance with MCS requirements except to the extent that it is impracticable to determine the period-specific effects or the cumulative effect of the error. In such cases the department shall restate the opening balances of assets liabilities and net assets for the earliest period for which retrospective restatement is practicable.

22 Events after the reporting date

Events after the reporting date that are classified as adjusting events have been accounted for in the financial statements. The events after the reporting date that are classified as non-adjusting events after the reporting date have been disclosed in the notes to the financial statements.

23 Principal (Agent arrangements)

The department is party to a principal-agent arrangement with DIRCO (agent) for the rendering of Home Affairs services as its missions. In terms of the arrangement the department is the principal and is responsible for providing the approved tariffs for immigration and civic services rendered abroad and for 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.

DEPARTMENT OF HOME AFFAIRS

VOTE 05

ACCOUNTING POLICIES

for the year ended 31 March 2020

The department is a party to principal agent arrangement with Visa Facilitation services (VFS) (agent) for the collection of visas applications and the distribution 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 where appropriate.

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

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

28 INVENTORIES (EFFECTIVE FROM DATE DETERMINED IN A TREASURY INSTRUCTION)

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

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

Inventories are subsequently measured at the lower of cost and net realisable value or where intended for distribution (or consumed in the production of goods for distribution) at no or a nominal charge the lower of cost and current replacement value.

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

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.

The Accounting Officer's report details out all the Department's PPP's and the point at which they are at.

DEPARTMENT OF HOME AFFAIRS**VOTE 05****ACCOUNTING POLICIES**

for the year ended 31 March 2020

30 EMPLOYEE BENEFITS

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

31 TRANSFERS OF FUNCTIONS

Transfers of functions are accounted for by the acquirer by recognising or recording assets acquired and liabilities assumed at their carrying amounts at the date of transfer.

Transfers of functions are accounted for by the transferor by derecognising or removing assets and liabilities at their carrying amounts at the date of transfer.

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.

DEPARTMENT OF HOME AFFAIRS

VOTE 05

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2020

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:

	2019/20			2018/19		
	Final Appropriation	Actual Funds Received	Funds not requested/ not received	Final Appropriation	Appropriation received	Funds not requested /not received
	R'000	R'000	R'000	R'000	R'000	
Administration	2 531 803	2 531 803	-	2 326 056	2 326 056	-
Citizen Affairs	5 657 197	5 657 197	-	5 447 520	5 447 520	-
Immigration						
Affairs	1 338 704	1 338 704	-	1 273 863	1 273 863	-
Total	9 527 704	9 527 704	-	9 047 439	9 047 439	-

2. DEPARTMENTAL REVENUE

	Note	2019/20 R'000	2018/19 R'000
Tax revenue			
Sales of goods and services other than capital assets	2.1	1 018 711	1 110 249
Fines penalties and forfeits	2.2	23 146	8 739
Interest dividends and rent on land	2.3	2 184	2 202
Sales of capital assets	2.4	1 503	9
Transactions in financial assets and liabilities	2.5	16 590	9 267
Transfer received	2.6	507	-
Total revenue collected		1 062 641	1 130 466
Less: Own revenue included in appropriation	13	-	-
Departmental revenue collected		1 062 641	1 130 466

Dirco collected foreign revenue on behalf of the department to the value of R192 million (R 246 million in 2018/19) of this amount they paid R 66 million (R57 million in 2018/19) to National Revenue Fund (NRF) which left a balance of R 126 million (R 188 million in 2018/19).

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

As a result, the Statement of Performance "Departmental Revenue" amount will differ with the Cash flow statement "Departmental revenue received" and the difference will be the foreign revenue collected of R 192 million.

2.1 Sales of goods and services other than capital assets

	Note	2019/20 R'000	2018/19 R'000
Sales of goods and services produced by the department	2	1 018 695	1 110 232
Sales by market establishment		-	-
Administrative fees		1 018 682	1 110 219
Other sales		13	13
Sales of scrap waste and other used current goods		16	17
Total		1 018 711	1 110 249

2.2 Fines penalties and forfeits

	Note	2019/20 R'000	2018/19 R'000
Fines	2	1 640	1 971
Penalties		4 518	6 615
Forfeits		16 988	153
Total		23 146	8 739

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

"Forfeits" represent deposits that were paid by political parties/ or ward candidate that were unsuccessful during the May 2019 elections. The Independent Electoral Commission(IEC) paid the money into the department's account for surrender to NRF.

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2.3 Interest dividends and rent on land

	Note	2019/20	2018/19
	2	R'000	R'000
Interest		2 184	2 202
Total		2 184	2 202

2.4 Sale of capital assets

	Note	2019/20	2018/19
	2	R'000	R'000
Tangible assets		1 503	9
Machinery and equipment	27	1 503	9
Total		1 503	9

2.5 Transactions in financial assets and liabilities

	Note	2019/20	2018/19
	2	R'000	R'000
Loans and advances		-	-
Receivables		11 915	9 234
Other Receipts including Recoverable Revenue		4 675	33
Total		16 590	9 267

2.6 Transfers received

	Note	2019/20	2018/19
	2	R'000	R'000
Public corporations and private enterprises		507	-
Total		507	-

During the current financial year, the department corrected the accounting transaction for a cash donation of prior financial year's from the African Renaissance Fund that was never utilised and surrendered it to National Revenue Fund.

3. AID ASSISTANCE

	Note	2019/20	2018/19
		R'000	R'000
Opening Balance		6 140	-
As restated		6 140	-
Transferred from statement of financial performance		(3 503)	6 140
Closing Balance		2 637	6 140

Cabinet approved R 70 million from the Criminal Asset Recovery Act (CARA) to assist the department under Programme 3: Immigration Services in 2017, of this amount 28 million was for deportation vehicles.

The department received R 28 million during the 2018/19 financial year and spent R 21 million leaving a R 6 million balance as disclosed in the "Opening balance". During the current financial year, a further R3,5 million was utilized to procure additional vehicles leaving a "Closing" balance of R 2,6 million.

3.1 Analysis of balance by source

	Note	2019/20	2018/19
		R'000	R'000
CARA		2 637	6 140
Closing balance	3	2 637	6 140

3.2 Analysis of balance

	Note	2019/20	2018/19
		R'000	R'000
Aid assistance unutilised		2 637	6 140
Closing balance	3	2 637	6 140

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3.3 Aid assistance expenditure per economic classification

	Note	2019/20 R'000	2018/19 R'000
Current		-	-
Capital	8	3 503	21 860
Transfers and subsidies		-	-
Total aid assistance expenditure		3 503	21 860

4. COMPENSATION OF EMPLOYEES

4.1 Salaries and Wages

	Note	2019/20 R'000	2018/19 R'000
Basic salary		2 508 374	2 425 146
Performance award		24 162	419
Service Based		4 292	5 819
Compensative/circumstantial		94 541	53 783
Other non-pensionable allowances		399 322	384 647
Total		3 030 691	2 869 814

"Compensative/circumstantial" represents overtime payment periodic payments and acting allowances.

"Other non-pensionable allowances" include housing allowance non-pensionable allowances and foreign allowances for deployed officials.

4.2 Social contributions

	Note	2019/20 R'000	2018/19 R'000
Employer contributions			
Pension		326 349	314 355
Medical		235 973	218 158
Bargaining council		881	822
Total		563 203	533 335
Total compensation of employees		3 593 894	3 403 149
Average number of employees		8 998	9 201

There is an increase in the total compensation of employees expenditure of R3,5 billion in the 2019/20 financial year (R3,4 billion in 2018/19) which can be attributed to the cost of living adjustments.

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5. GOODS AND SERVICES

	Note	2019/20 R'000	2018/19 R'000
Administrative fees		22 346	19 534
Advertising		25 382	7 090
Minor assets	5.1	14 451	17 383
Bursaries -employees)		3 156	3 637
Catering		1 904	2 956
Communication		39 583	45 607
Computer services	5.2	668 878	575 829
Consultants: Business and advisory services		31 502	24 657
Legal services		75 163	52 052
Contractors		258 349	319 045
Agency and support / outsourced services		114 959	105 560
Entertainment		137	186
Audit cost – external	5.3	29 761	26 404
Fleet services		59 687	51 985
Inventory	5.4	18 270	14 409
Consumables	5.5	942 742	1 019 581
Operating leases		416 272	414 065
Property payments	5.6	284 038	222 916
Rental and hiring		365	1 266
Transport provided as part of the departmental activities		30 459	27 045
Travel and subsistence	5.7	137 341	121 934
Venues and facilities		8 634	13 207
Training and development		2 861	3 919
Other operating expenditure	5.8	83 535	81 169
Total		3 269 775	3 171 436

The expenditure of R3,2 billion for 2019/20 is slightly higher than the R3,1 billion of the previous financial year. "Advertising" expenditure increased slightly as compared to the previous year, caused by expenditure on promotional advertising for ministry's departmental project. "Computer services" also had significant because of new contracts and forex rate fluctuations.

5.1 Minor assets

	Note	2019/20 R'000	2018/19 R'000
	5		
Tangible assets		14 451	17 383
Machinery and equipment		14 451	17 383
Total		14 451	17 383

5.2 Computer services

	Note	2019/20 R'000	2018/19 R'000
	5		
SITA computer services		195 847	179 547
External computer service providers		473 031	396 282
Total		668 878	575 829

5.3 Audit cost – External

	Note	2019/20 R'000	2018/19 R'000
	5		
Regularity audits		29 761	26 404
Total		29 761	26 404

5.4 Inventory

	Note	2019/20 R'000	2018/19 R'000
	5		
Clothing material and accessories		18 189	14 217
Other supplies	5.4.1	81	192
Total		18 270	14 409

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

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5.4.1 Other supplies

	Note	2019/20	2018/19
	5.4	R'000	R'000
Other		81	192
Total		81	192

5.5 Consumables

	Note	2019/20	2018/19
	5	R'000	R'000
Consumable supplies		37 055	31 255
Uniform and clothing		103	291
Household supplies		8 014	4 840
Building material and supplies		143	137
IT consumables		545	3 030
Other consumables		28 250	22 957
Stationery printing and office supplies		905 687	988 326
Total		942 742	1 019 581

Expenditure on "Other consumables expenditure" was mainly on communication materials, accessories and security access consumable expenditure

5.6 Property payments

	Note	2019/20	2018/19
	5	R'000	R'000
Municipal services		22 164	1
Property management fees		136 273	100 231
Property maintenance and repairs		-	12 989
Other		125 601	109 695
Total		284 038	222 916

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

5.7 Travel and subsistence

	Note	2019/20	2018/19
	5	R'000	R'000
Local		131 626	112 358
Foreign		5 715	9 576
Total		137 341	121 934

5.8 Other operating expenditure

	Note	2019/20	2018/19
	5	R'000	R'000
Professional bodies membership and subscription fees		93	211
Resettlement costs		200	2 624
Other		83 242	78 334
Total		83 535	81 169

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

6. PAYMENTS FOR FINANCIAL ASSETS

	Note	2019/20	2018/19
		R'000	R'000
Debts written off	6.1	5 042	4 987
Total		5 042	4 987

Payments for financial assets represents the expenditure incurred as Theft & losses for debt write offs.

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6.1 Debts written off

Note	2019/20	2018/19
	R'000	R'000
Debts-ex-employees	5 042	4 656
Financial assistance	-	331
Total	5 042	4 987
Total debt written off	5 042	4 987

The department wrote off 'ex-employee' debts which can be classified into the categories of dismissal cases, retired employees, resigned and contract employees. Debts written off were uneconomical to pursue to the value of R5 million.

7. TRANSFERS AND SUBSIDIES

Note	2019/20	2018/19
	R'000	R'000
Provinces and municipalities	1 933	2 521
Departmental agencies and accounts	2 170 899	2 114 430
Households	24 077	18 408
Total	2 196 909	2 135 359

"Departmental agencies and accounts" represents the expenditure for IEC which had a budget of R2 billion and the Represented Political Parties Fund had a budget of R157 million as per the National Treasury allocation letter.

8. EXPENDITURE FOR CAPITAL ASSETS

Note	2019/20	2018/19
	R'000	R'000
Tangible assets	359 704	314 426
Buildings and other fixed structures	29 172 203	131 274
Machinery and equipment	27 187 501	183 152
Intangible assets	105 696	39 742
Software	28 105 696	39 742
Total	465 400	354 168

Included in "Machinery and equipment" expenditure is the acquisition of vehicles worth R 3,5 million using the CARA funding.

8.1 Analysis of funds utilised to acquire capital assets – 2019/20

	Voted funds	Aid assistance	Total
	R'000	R'000	R'000
Tangible assets	356 201	3 503	359 704
Buildings and other fixed structures	172 203	-	172 203
Machinery and equipment	183 998	3 503	187 501
Intangible assets	105 696	-	105 696
Software	105 696	-	105 696
Total	461 897	3 503	465 400

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8.2 Analysis of funds utilised to acquire capital assets – 2018/19

	Voted funds	Aid assistance	Total
	R'000	R'000	R'000
Tangible assets	292 567	21 860	314 427
Buildings and other fixed structures	131 274	-	131 274
Machinery and equipment	161 293	21 860	183 153
Intangible assets	39 741	-	39 741
Software	39 741	-	39 741
Total	332 308	21 860	354 168

8.3 Finance lease expenditure included in Expenditure for capital assets

	Note	2019/20	2018/19
		R'000	R'000
Tangible assets		23 861	15 570
Machinery and equipment		23 861	15 570
Total		23 861	15 570

"Finance lease expenditure" includes cell phones & modems and photocopiers fixed lease amounts.

9. CASH AND CASH EQUIVALENTS

	Note	2019/20	2018/19
		R'000	R'000
Consolidated Paymaster General Account		1 366 396	1 365 420
Cash on hand		758	2 516
Total		1 367 154	1 367 936

The "Consolidated Paymaster General Account" includes the Immigration Control Account (ICA) of which had a balance of R1,5 million as at the end of 2019/20.

The "Cash on hand", represents the Petty Cash account balance, to which during the financial year, an amount of R 2 million that was erroneously posted in this account was corrected, which links to the donation by the African Renaissance Fund as explained under the Departmental Revenue Note 3, because the cash from ABSA bank was received during 2019/20 the amounts were corrected during the current year.

10. PREPAYMENTS AND ADVANCES

	Note	2019/20	2018/19
		R'000	R'000
Travel and subsistence		2 800	2 759
Total		2 800	2 759

The balance of R2,8 million includes domestic travel and subsistence advances of R162 thousand. The other R2,6 million in the travel and subsistence foreign advance account represents expenditure incurred for foreign travel, which will only be cleared when the invoices from the foreign missions are received via Dirco.

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11. RECEIVABLES

		2019/20			2018/19		
		Current	Non-current	Total	Current	Non-current	Total
		R'000	R'000	R'000	R'000	R'000	R'000
Claims recoverable	11.1	187 271	687 544	874 815	4 340	874 462	878 802
Recoverable expenditure	11.2	2 271	36 344	38 615	797	37 295	38 092
Staff debt	11.3	1 759	1 704	3 463	1 494	7 386	8 880
Other receivables	11.4		10 604	10 604	5	-	5
Total		191 301	736 196	927 497	6 636	919 143	925 779

11.1 Claims recoverable

	Note	2019/20	2018/19
	11 and Annex 4	R'000	R'000
National departments		874 198	878 472
Provincial departments		-	275
Public entities		617	55
Total		874 815	878 802

The "Claims recoverable" balance of R991 million for the previous year was restated to R878 million. According to its confirmation letter, Dirco revised the 2018/19 balances, which reduced the balance by R70,5 million on the Repatriation balances and R40 million on the new accounting policy balances.

During the year Dirco paid R125 million of the 2018/19 outstanding balance to the NRF.

For 2019/20, the receivable recognised is the difference between foreign revenue collected of R192 million and revenue of R66 million that Dirco paid to the NRF. This difference of R126 million has been included as a receivable under claims recoverable.

11.2 Recoverable expenditure -disallowance accounts)

	Note	2019/20	2018/19
	11	R'000	R'000
Disallowance Payment Fraud: CA		13 490	13 490
Sal: Reversal Control: CA		607	973
Disallowance Damages & Losses: CA		24 270	23 625
Sal: Deduction Disall Acc: CA		-	4
Sal: Acb Recall: CA		248	-
Total		38 615	38 092

Included in the "Disallowance damages and losses" is R10 million that relates to foreign revenue un-reconciled balances of previous financial years. The remainder relates to payments made for damaged vehicles and other losses. The R13 million under "Disallowance payment fraud" relates to four fraud cases, one of which was written off by the Loss Control Committee.

11.3 Staff debt

	Note	2019/20	2018/19
	11	R'000	R'000
Sal: Tax Debt: CA		30	87
Debt Account: CA		3 433	8 793
Total		3 463	8 880

The debt account balance of R3,4 million represents the active debtors after writing off irrecoverable bad debts of R5 million.

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11.4 Other receivables

	Note	2019/20	2018/19
	15	R'000	R'000
SAL: INCOME TAX: CL		10 604	-
SAL: MEDICAL AID: CL		-	5
Total		10 604	5

"SAL: INCOME TAX:CL" has a R10 million balance that relates to a potential SARS debt after tax audits on ex-employees. The case was ongoing as at the year end.

11.5 Fruitless and wasteful expenditure

	Note	2019/20	2018/19
	15	R'000	R'000
Opening balance		-	-
Less amounts recovered		-	-
Less amounts written off		-	-
Transfers from note 32 Fruitless and Wasteful Expenditure		-	-
Interest		-	-
Total			

The amounts recoverable for Fruitless expenditure relate to 'No shows' of which gets deducted from employee's salaries and are already accounted for under sub-note 11.3 Staff Debts.

11.6 Impairment of receivables

	Note	2019/20	2018/19
		R'000	R'000
Estimate of impairment of receivables		541 096	43 278
Total		541 096	43 278

The impairment estimates of receivables were based on the Debt Policy of the department, which states that receivables will be assessed to check if there is evidence of payments by the debtors, or any difficulties experienced by the debtors, the aging of the debt balance is taken into consideration and the financial position of the debtor.

The estimated impairments consist of:

- Dirco receivable balance of R501 million, which is the receivable balance restated to the department's books in 2015/16 while implementing the new accounting policy. The policy required all transactions from the foreign missions to be recognised as revenue. However, these transactions are non-cash transactions. The department and Dirco will seek guidance on how to waive the transactions between the two departments.

The impaired receivables estimate also includes, fraud cases for R 13 million which have been unresolved for more than 5 years; losses and damages cases for damaged vehicles for R 9 million which have been identified as potential write off cases by the recommendation of Loss Control Committee and losses relating to fruitless expenditure and revenue losses for R5 million which have already been adjudicated and recommended for write off.

Staff debts impaired is only R589 thousand because R5 million was written off. Claim amounts for study tours with entities and departments amount to R329 thousand. COLA advances of R4 million were deployed to missions and are owed to the department by Dirco. The foreign revenue restatement for the 2016/17 financial year of the R10 million disallowance account already has approval for write off, pending the availability of funds.

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12 VOTED FUNDS TO BE SURRENDERED TO THE REVENUE FUND

	Note	2019/20	2018/19
		R'000	R'000
Opening balance		68	528
Prior period error			
As restated		68	528
Transfer from statement of financial performance -as restated)		187	200
Add: Unauthorised expenditure for current year			
Voted funds not requested/not received	1.1	-	-
Paid during the year		(200)	(660)
Closing balance		55	68

13 DEPARTMENTAL REVENUE AND NRF RECEIPTS TO BE SURRENDERED TO THE REVENUE FUND

	Note	2019/20	2018/19
		R'000	R'000
Opening balance		2 283 402	1 994 041
Prior period error	13.1		(112 291)
As restated		2 283 402	1 881 750
Transfer from Statement of Financial Performance -as restated)		1 062 641	1 130 466
Adjustment (Dirco)		(9 743)	(13 716)
Paid during the year		(1 046 007)	(715 098)
Closing balance		2 290 293	2 283 402

The previous year balances were restated according to the Dirco confirmation letter as it revised the 2018/19 opening balances. The closing balance of R2,395 billion was reduced by R111 million and adjusted to R2,283 billion.

A minor adjustment of R946 thousand was made on a previous year balance of the Sal Recoverable account, as the amount was erroneously added to the Dirco balances.

Dirco collected R192 million and paid R66 million to the NRF for the 2019/20 financial year, leaving a R126 million NRF payable balance.

Furthermore, Dirco paid R125 million of the outstanding balance of R188 million for 2018/19, which is reflected under "Paid during the year".

The confirmed balance by Dirco for 2019/20 is R 863 million, which forms part of the closing balance.

13.1 Prior period error

	Note	2018/19
		R'000
Nature of prior period error		
Relating to 2017/18 & older (affecting the opening balance]		(112 291)
Restatement of foreign revenue opening balance		(946)
Dirco adjustments to opening balance		(111 345)
Total prior period errors		(112 291)

The department restated the previous year's balances as per the Dirco confirmation letter, which reduces the NRF payable balance.

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14 PAYABLES – CURRENT

	Note	2019/20	2018/19
		R'000	R'000
Amounts owing to other entities		150	200
Clearing accounts	14.1	2 670	3 584
Other payables	14.2	296	1 521
Total		3 116	5 305

14.1 Clearing accounts

	Note	2019/20	2018/19
	14	R'000	R'000
Grv: Suspense: CL		961	961
Sal: Income Tax: CL		-	16
Sal: Acb Recall: CA		-	19
Sal: Pension Fund: CL		73	76
Sal: Medical Aid: CL		128	-
Sal: Gehs Refund Control Acc: CL		2	1 081
Repatriation Foreign Dep Dirco: CL		1 506	1 431
Total		2 670	3 584

"Repatriation Foreign Dep Dirco CL" represents the Immigration control account balance of R1,5 million at year end.

14.2 Other payables

	Note	2019/20	2018/19
	14	R'000	R'000
Description			
Debt Receivable Interest		296	1 521
Total		296	1 521

15 NET CASH FLOW AVAILABLE FROM OPERATING ACTIVITIES

	Note	2019/20	2018/19
		R'000	R'000
Net surplus/-(deficit) as per Statement of Financial Performance		1 059 325	1 136 806
Add back non cash/cash movements not deemed operating activities		(778 948)	(470 713)
-Increase)/decrease in receivables		(192 769)	(112 852)
-Increase)/decrease in prepayments and advances		(41)	(59)
Increase/-decrease) in payables – current		(2 189)	(570)
Proceeds from sale of capital assets		(1 502)	(9)
Expenditure on capital assets		465 400	354 168
Surrenders to Revenue Fund		(854 929)	(465 254)
Surrenders to RDP Fund/Donor		-	-
Voted funds not requested/not received		-	-
Own revenue included in appropriation		-	-
Other non-cash items		(192 918)	(246 137)
Net cash flow generated by operating activities		280 377	666 093

The following line items were affected by the non-cash transactions:

"Increase/decrease in receivables" represents the amount Dirco still owes for foreign revenue, which had to be adjusted because of the confirmation letter. Refer to the receivables note 11 for details.

"Surrender to the revenue fund" had to be adjusted for the payment made by Dirco to the NRF.

"Other non-cash items" represents the foreign revenue collected.

The previous year balances were restated for the items above.

In terms of the principal-agent agreement between the department and Dirco, the foreign revenue collected during the year is paid over to the NRF and does not pass the department's bank accounts, which results in all non-cash items not forming part of the CFS and the note to the CFS

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16 RECONCILIATION OF CASH AND CASH EQUIVALENTS FOR CASH FLOW PURPOSES

Note	2019/20	2018/19
	R'000	R'000
Consolidated Paymaster General account	1 366 396	1 365 420
Cash on hand	758	2 516
Total	1 367 154	1 367 936

17 CONTINGENT LIABILITIES AND CONTINGENT ASSETS

17.1 Contingent liabilities

	Note	2019/20	2018/19
		R'000	R'000
Liable to Nature			
Claims against the department	Annex 3B	2 189 283	2 087 983
Other	Annex 3B	-	717
Total		2 189 283	2 088 700

The department is disclosing the following estimated settlement values of claims instituted against it, in respect of Legal claims against the state and Labor related claims instituted by employees against the department.

Nature of contingent liability for the department is as follows:

Contingent legal cases estimated at: R2, 078 billion

The department is frequently cited as a respondent in civil matters most of these civil matters are old with no movement on the part of the plaintiffs. Where matters end up in court and judgement is given against the department the amount awarded as damages is significantly less than the damages claimed

Immigration Affairs claims arise due to unlawful arrest and detention of illegal immigrants as well as damages arising from the department's failure to process visas and permits on time.

Citizen Affairs claims arise mainly from the fraudulent issuing of death certificates the non-issuing of unabridged birth certificate ID document and fraudulent use of ID document and passports resulting in the arrest and detention of the lawful owners.

There is also litigation that emanates from tenders and contracts where claims against the department cannot be categorise under immigration Affairs Citizen Affairs as well as Tender and Contracts which relate to motor vehicle collisions personal injuries and contumelia.

Amounts per categories have been detailed out in the Accounting Officer's report.

Labour disputes estimated at: R111 million

Labour contingent liability pertains to labour disputes against the department and the matters are still in the arbitration process. The disputes are mainly due to unfair labour practice and unfair dismissals. The settlement or possible amount of the disputes is dependent on the ruling by the General Public Service Bargaining council.

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Contingent assets

Note	2019/20	2018/19
	R'000	R'000
Nature of contingent asset		
Incapacity Leave and ill health Retirement -PILIR) application not yet approved	303	3 516
Cell phone usage exceeded allowable limits	5 279	5 485
Total	5 582	9 001

The department is disclosing the following estimated contingent assets where an inflow of economic benefits is probable.

The estimated contingent assets are in respect of potential leave that can be credited to the department should the cases under the procedure on incapacity leave and ill-health retirement be unfavourable towards employees, and the potential refund that Vodacom owes the department.

The contingent asset relating to incapacity leave is R303 thousand, which is a reduction from last year's estimated amounts. This is because the new sick leave cycle, which started in January 2019, has an impact on the amount.

The possible recovery of cell-phone usage charges refers to an ongoing matter with Vodacom, which had been handled by Legal Services as at the end of the financial year. However, subsequent to 31 March 2020, the department and Vodacom reached a settlement agreement on the matter.

18 CAPITAL COMMITMENTS

Note	2019/20	2018/19
	R'000	R'000
Capital Expenditure Approved and contracted		
Tangible	54 844	23 469
Immovable	79 500	41 375
Intangible	45 000	-
Total	179 344	64 844

The accounting policy changed during 2019/20 as per the Modified Cash Standard. The 2018/19 amounts had to be restated to effect the change, which instructs the department to only disclose capital expenditure commitments.

The previous year's balance of commitments was R5,236 billion, inclusive of both current and capital expenditure commitments (fixed and usage contracts). This year, the all-inclusive commitments is R4,5 billion.

19 ACCRUALS AND PAYABLES NOT RECOGNISED

19.1 Accruals

	2019/20	2018/19
	R'000	R'000
Listed by economic classification		
	30 Days	30+ Days
	Total	Total
Goods and services	102 732	9 743
Capital assets	501	135
Total	103 233	9 878
	112 475	102 459
	636	1 634
Total	113 111	104 093

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Note	2019/20	2018/19
	R'000	R'000
Listed by programme level		
Programme 1: Administration	68 487	69 859
Programme 2: Citizen Affairs	27 335	22 971
Programme 3: Immigration Affairs	17 289	11 263
Total	113 111	104 093

19.2 Payables not recognised

	2019/20	2018/19
	R'000	R'000
Listed by economic classification		
	30 Days	30+ Days
	Total	Total
Goods and services	136 030	-
Capital assets	21	-
Total	136 051	42 572

Note	2019/20	2018/19
	R'000	R'000
Programme 1: Administration	73 910	1 031
Programme 2: Citizen Affairs	60 012	41 366
Programme 3: Immigration Affairs	2 129	175
Total	136 051	42 572

Note	2019/20	2018/19
	R'000	R'000
Included in the above totals are the following:		
Confirmed balances with other departments	Annex 5 88 402	21 406
Confirmed balances with other government entities	Annex 5 93 683	70 393
Total	182 085	91 799

20 EMPLOYEE BENEFITS

Note	2019/20	2018/19
	R'000	R'000
Leave entitlement	144 770	127 157
Service bonus	109 384	105 287
Performance awards	-	10 009
Capped leave	109 246	111 919
Other	1 371	11 464
Total	364 771	365 836

"Other" represents overtime accruals, acting allowances and travel and subsistence accruals at year end. The previous year's performance management and development system and improved qualifications accruals were settled during the financial year.

The negative leave balance of R4,7 million on the leave entitlement calculations will reflect since an employee is granted full leave entitlement at the beginning of the leave cycle and, if an employee uses more leave than the monthly leave accruals, a negative leave credit will be reflected.

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21 LEASE COMMITMENTS

21.1 Operating leases

2019/20	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
	R'000	R'000	R'000	R'000	R'000
Not later than 1 year			242 897	2 730	245 627
Later than 1 year and not later than 5 years			710 949	2 394	713 343
Later than five years			135 731	-	135 731
Total lease commitments			1 089 577	5 124	1 094 701

2018/19	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			238 519	3 686	242 205
Later than 1 year and not later than 5 years			833 972	2 990	836 962
Later than five years			154 086		154 086
Total lease commitments			1 226 577	6 676	1 233 253

"Operating leases" includes gFleet, forklift and building leases.

Building leases:

Building leases with expired leases amount to R98 million in 2019/20.

There are no material leasing arrangements and the department does not sub-lease any of the office buildings.

There are no purchase options for the leased office buildings.

An escalation clause applies to the following number lease agreements:

Number of leased offices with escalation rate		Escalation rate	
16	of the leased offices	No escalation rate	
4	of the leased offices	5%	of the escalation rate
68	of the leased offices	5,5%	of the escalation rate
80	of the leased offices	6%	of the escalation rate
3	of the leased offices	6,5%	of the escalation rate
4	of the leased offices	7%	of the escalation rate
4	of the leased offices	7,5%	of the escalation rate
31	of the leased offices	8%	of the escalation rate
1	of the leased offices	8,5%	of the escalation rate
4	of the leased offices	9%	of the escalation rate
16	of the leased offices	10%	of the escalation rate

The department is not permitted to make any enhancements, repairs or maintenance to the leased office buildings without the consent of the lessor.

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21.2 Finance leases **

2019/20	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
	R'000	R'000	R'000	R'000	R'000
Not later than 1 year	-	-	-	11 862	11 862
Later than 1 year and not later than 5 years	-	-	-	8 158	8 158
Later than five years	-	-	-	-	-
Total lease commitments	-	-	-	20 020	20 020

2018/19	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
	R'000	R'000	R'000	R'000	R'000
Not later than 1 year	-	-	-	9 734	9 734
Later than five years	-	-	-	5 896	5 896
Total lease commitments	-	-	-	15 630	15 630

Finance leases include cell-phone, modem and photocopier leases.

22 ACCRUED DEPARTMENTAL REVENUE

	Note	2019/20	2018/19
		R'000	R'000
Tax revenue		-	-
Sales of goods and services other than capital assets		5 105	3 743
Fines penalties and forfeits		208 525	176 398
Other		38 854	42 694
Total		252 484	222 835

"Sales of goods and services" represents revenue owed to department by Sabric and various insurance companies for online verification. As at 31 March 2020, R5 million had not yet been paid to the department. Amounts owed to the department during the 2018/19 financial year have been received and accounted for as revenue collected.

'Other' accrued departmental revenue relates to the Gijima settlement agreement with a cost value of R80 million. This amount was set aside as a credit against which the department would off-set services performed by Gijima. The balance as at 31 March 2020 is R38 million.

22.1 Analysis of accrued departmental revenue

	Note	2019/20	2018/19
		R'000	R'000
Opening balance		222 835	186 020
Less: Amounts received		(9 901)	(9 148)
Less: Services received in lieu of cash		(3 840)	-
Add: Amounts recognised		45 780	53 703
Less: Amounts written-off/reversed as irrecoverable		(2 390)	(7 740)
Closing balance		252 484	222 835

"Services received in lieu of cash" represents Gijima's services to the department during the current financial year. This line was added by the National Treasury in 2019/20 at the department's request.

"Amounts received" represents the actual revenue received from fines (R1,6 million) and penalties (R4,5 million) for the s50(3) and s50(4) fines issued during the current financial year. This reduces the balance and has been accounted for in note 2. The entry also includes the R3,7 million from Sabric and insurance from 2018/19 that was received during the current financial year.

"Amounts recognised" includes the amount from Sabric and insurance that had not yet been paid by year end, and the amounts from issued fines and penalties for the current year.

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22.2 Accrued department revenue written off

Note	2019/20 R'000	2018/19 R'000
Nature of losses		
Fines retracted/waived	2 390	7 740
Total	2 390	7 740

The amount of R2,3 million is a result of fines that were retracted.

22.3 Impairment of accrued departmental revenue

Note	2019/20 R'000	2018/19 R'000
Estimate of impairment of accrued departmental revenue	237 509	156 544
Total	237 509	156 544

The amount on impairment represents R 34 million for Gijima and R 202 million impaired on fines and penalties.

Gijima's impairment loss is determined by deducting the current year invoices paid as per the settlement agreement from the averaged payments made over the last 5 years. The estimated loss is not interest bearing.

The "Fines & Penalties"'s estimated impairments is based on the following aspects:

- Average recovery rate of fines issued;
- The environment in which cross border conveyers' fines are issued; and
- The impact of the Covid 19 to the Aviation, Tourism industry and business in general in relation to the fines issued.

23 IRREGULAR EXPENDITURE

23.1 Reconciliation of irregular expenditure

Note	2019/20 R'000	2018/19 R'000
Opening balance	253 288	552 962
Prior period error	-	-
As restated	253 288	552 962
Add: Irregular expenditure – relating to prior year	272 351	1 577
Add: Irregular expenditure – relating to current year	11 787	27 045
Less: Prior year amounts condoned	(24 596)	(328 275)
Less: Current year amounts condoned	-	(21)
Less: Prior year amounts not condoned and removed	(12 646)	-
Closing balance	500 184	253 288

Analysis of awaiting condonation per age classification

Current year	11 787	27 045
Prior years	488 397	226 243
Total	500 184	253 288

The opening balance of R253 million was reduced by R25 million in condoned irregular expenditure by the National Treasury, as explained in sub-note 23.3 below, and by R12 million in removed irregular expenditure by the accounting officer, as explained in sub-note 23.4 below.

The remaining balance as at 2019/20 of R500 million consists of the following significant amounts:

- R 277 million which represents all payments made on the EOH ABIS project up to current financial year.
- R 199 million for security tender contract, which is undergoing processes for condonement by the National Treasury.
- R 12 million for a cleaning services contract that did not go on tender.
- R 10 million is the balance for various other transgressions.

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23.2 Details of current and prior year irregular expenditure – added current year –under determination and investigation)

Incident	Disciplinary steps taken/criminal proceedings	2019/20 R'000
2019/20 non-tax compliant service provider used	LCC to still finalise the case	150
2018/19 SCM processes not followed (prior year)	LCC has adjudicated and the cases & recommended to condone	1 854
SCM processes not followed (prior year)	LCC to still finalise the cases	88
2018/19 ABIS EOH Contract Expenditure	Formal investigations under-way	270 497
2019/20 ABIS EOH Contract Expenditure	Formal investigations under-way	7 222
2019/20 Cleaning services (not in tender)	LCC already dealt with case awaiting finalization of the Cleaning services	4 327
Total		284 138

Current year cases of R 11,7 million is dominated by EOH Abis irregular of R7,2 million and 'Cleaning services not on tender' cases for R 4,3 million.

ABIS EOH expenditure to date of R 277 million is currently under formal investigation.

Loss Control Committee has assessed 2018/19 cases and confirmed an amount of R 1,8 million of which R695 thousand has been Condoned by year end by NT and the rest was not yet finalised by NT.

23.3 Details of irregular expenditure condoned

Incident	Condoned by -relevant authority)	2019/20 R'000
2009/10;2010/11 & 2011/12 Overtime exceeding 30% and acting allowance over 12 months	Accounting Officer	765
2016/17 Procuring Toilet paper outside NT contract	NT	1 366
2018/19 Security services outside tender process(approved amount exceeded delegation)	NT	550
2018/19 SCM processes not followed	NT	149
2018/19 Extension exceeded 15% of the original contract and no approval was granted by NT	NT	21 766
Total		24 596

The department's Loss Control Committee adhered to the National Treasury Irregular Expenditure Framework. The National Treasury condoned the above cases, except for the HRD irregular expenditure, which was an amendment to the accounting officer's approval in the last financial year.

23.4 Details of irregular expenditure removed-not condoned)

Incident		2019/20 R'000
2017/18 Deportation of foreigners outside contract	Accounting Officer	1 577
2009/10 Misclassified as non-compliance for irregular exp	Accounting Officer	11 028
2013/24 Old irregular cases for emergency procurement	Accounting Officer	40
2015/16 After hour authorisation incorrectly classified as irregular expenditure	Accounting Officer	1
Total		12 646

The deportation case was not condoned by the National Treasury; the accounting officer approved the removal of the case.

The 2009/10 irregular expenditure balance had misclassified transactions that were non-compliant. The Loss Control Committee requested that the accounting officer approve their removal, as well as the removal of other old cases for emergency procurement, during the year

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23.5 Details of irregular expenditures under assessment -not included in the main note)

Incident	2019/20 R'000
2019/20 Misclassified non-compliance as irregular exp	186
2018/19 Non-compliance with local content requirements	31
2018/19 SITA mandatory services procured via quotations.	497
2017/18 Deportation of foreigners	10
2019/20 Contract expired & services were utilised for photo-copiers	2
2019/20 Conflict of interest	5
2019/20 Catering services without following correct SCM procedures	5
2019/20 Payment advice not signed	3 179
2019/20 Services rendered without following SCM processes	5
Total	3 920

The cases are still going to be confirmed by the Loss Control Committee.

24 FRUITLESS AND WASTEFUL EXPENDITURE

24.1 Reconciliation of fruitless and wasteful expenditure

Note	2019/20 R'000	2018/19 R'000
Opening balance	249	184
Prior period error		
As restated	249	184
Fruitless and wasteful expenditure – relating to prior year	4	-
Fruitless and wasteful expenditure – relating to current year	24.2 17	73
Less: Amounts recoverable	24.3 (9)	(7)
Less: Amounts written off	24.4 (114)	(1)
Closing balance	147	249
Analysis of awaiting resolution per economic classification		
Current	147	249
Capital	-	-
Transfers and subsidies	-	-
	147	249

24.2 Details of current and prior year fruitless and wasteful expenditure – added current year -under determination and investigation)

Incident	Disciplinary steps taken/criminal proceedings	2019/20 R'000
No Shows for hotel bookings (prior year)	LCC still to finalise cases	4
No Shows for hotel & car hire bookings (current year)	LCC still to finalise cases	17
Total		21

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24.3 Details of fruitless and wasteful expenditures recoverable

Incident	2019/20 R'000
No shows losses recovered from employees as staff debts, paid in full by year-end	9
Total	9

24.4 Details of fruitless and wasteful expenditures written off

Incident	2019/20 R'000
Interest paid on Arbitration awards & penalties on late licence fee renewals	109
No Shows	5
Total	114

24.5 Details of fruitless and wasteful expenditures under assessment -not included in the main note)

Incident	2019/20 R'000
Training related suspected wasteful expenditure LCC still to assess & confirm	78
Penalty & forfeits charges (KZN) LCC still to assess & confirm	17
Interest paid on court settlement (labour related matter) LCC still to assess & confirm	83
Total	178

25 RELATED PARTY TRANSACTIONS

1. Electoral Commission: The Electoral Commission is a Chapter 9 institution that reports directly to Parliament and only received their budget allocation through the DHA Vote. The Electoral Commission manages the national, provincial and municipal elections.
2. Government Printing Works: provides security printing services to the department, including printing stationery and other goods and services.

26 KEY MANAGEMENT PERSONNEL

	No. of Individuals	2019/20 R'000	2018/19 R'000
Political office bearers -provide detail below)	4	8 655	5 654
Officials:			
Level 15 to 16	10	13 866	16 929
Level 14	33	39 552	37 212
Total		62 073	59 795

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27 NON-ADJUSTING EVENTS AFTER REPORTING DATE

Nature of event	2019/20 R'000
Total	

Subsequent events

Budget cut of the 2020/21 Voted Funds

Matters arising from the Covid-19 pandemic has had an impact on the 2020/21 budget. The Minister of Finance introduced a special adjustment budget in July 2020. The 2020/21 budget of the department was cut with R562 million. As a result of the Covid-19 pandemic and budget cuts, there will be delays in projects developments / upgrades and further budget cuts on operational expenses.

Management reprioritised funds within the baseline to create a special Covid 19 fund to allow for the procurement of the necessary personal protective equipment and services. All officials were provided with cloth face masks, sanitizers, face shields and gloves. Social distancing is enforced in the work place, access is controlled, and service offerings are limited in accordance with the prevailing Disaster Management Act regulations and lockdown levels. The number of clients visiting offices is limited and controlled. Offices are closed for sanitizing in accordance with the established protocols once a Covid case is confirmed. A Covid Steering Committee was established as prescribed to coordinate the departmental response. Risk assessments are performed and readiness plans developed as the country moves through the lockdown levels.

28 MOVABLE TANGIBLE CAPITAL ASSETS

MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Opening balance R'000	Value adjustments R'000	Additions R'000	Disposals R'000	Closing Balance R'000
MACHINERY AND EQUIPMENT	1 764 160		165 816	70 573	1 859 403
Transport assets	289 225		30 281	12 116	307 390
Computer equipment	1 149 279		104 822	53 357	1 200 744
Furniture and office equipment	153 451		24 936	2 219	176 168
Other machinery and equipment	172 205		5 777	2 881	175 101
TOTAL MOVABLE TANGIBLE CAPITAL ASSETS	1 764 160		165 816	70 573	1 859 403

Movable Tangible Capital Assets under investigation

	Number	Value R'000
--	--------	----------------

Included in the above total of the movable tangible capital assets per the asset register are assets that are under investigation:

Machinery and equipment	6 247	168 309
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The final assets verification process was disrupted by the March 2020 lockdown and could not be finalised.

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28.1 Additions

ADDITIONS TO MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Cash	Non-cash	(Capital Work in Progress current costs and finance lease payments)	Received current not paid (Paid current year received prior year)	Total
	R'000	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	187 501	2 010	(23 861)	166	165 816
Transport assets	28 715	-	-	1 566	30 281
Computer equipment	102 983	2 010	-	(171)	104 822
Furniture and office equipment	25 053	-	-	(117)	24 936
Other machinery and equipment	30 750	-	(23 861)	(1 112)	5 777
TOTAL ADDITIONS TO MOVABLE TANGIBLE CAPITAL ASSETS	187 501	2 010	(23 861)	166	165 816

The department acquired vehicles for R3,5 million using Cara funding during the current financial year.

28.2 Disposals

DISPOSALS OF MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Sold for cash	Non-cash disposal	Total disposals	Cash Received Actual
	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	69 201	1 372	70 573	1 503
Transport assets	11 326	790	12 116	1 503
Computer equipment	53 048	309	53 357	-
Furniture and office equipment	2 157	62	2 219	-
Other machinery and equipment	2 670	211	2 881	-
TOTAL DISPOSAL OF MOVABLE TANGIBLE CAPITAL ASSETS	69 201	1 372	70 573	1 503

28.3 Movement for 2018/19

MOVEMENT IN TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2019

	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	1 609 428		172 720	17 988	1 764 160
Transport assets	223 135		68 924	2 834	289 225
Computer equipment	1 081 504		79 673	11 898	1 149 279
Furniture and office equipment	143 042		12 298	1 889	153 451
Other machinery and equipment	161 747		11 825	1 367	172 205
TOTAL MOVABLE TANGIBLE CAPITAL ASSETS	1 609 428		172 720	17 988	1 764 160

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28.4 Minor assets

MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2020

	Specialised military assets	Intangible assets	Heritage assets	Machinery and equipment	Biological assets	Total
	R'000	R'000	R'000	R'000	R'000	R'000
Opening balance	-	-	-	214 544	-	214 544
Additions	-	-	-	14 451	-	14 451
Disposals	-	-	-	8 167	-	8 167
TOTAL MINOR ASSETS	-	-	-	220 828	-	220 828

Minor Capital Assets under investigation

	Number	Value R'000
Included in the above total of the minor capital assets per the asset register are assets that are under investigation:		
Machinery and equipment	17 506	27 707

MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2019

	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	-	-	-	202 744	-	202 744
Prior period error	-	-	-	-	-	-
Additions	-	-	-	17 466	-	17 466
Disposals	-	-	-	5 666	-	5 666
TOTAL MINOR ASSETS	-	-	-	214 544	-	214 544

29 INTANGIBLE CAPITAL ASSETS

MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Opening balance	Value adjustments	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
SOFTWARE	717 704	-	122 016	116	839 604
TOTAL INTANGIBLE CAPITAL ASSETS	717 704	-	122 016	116	839 604

The previous year's closing balance of R718 million was restated to R717 million to address audit findings.

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29.1 Additions

ADDITIONS TO INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Cash	Non-Cash	(Development work in progress current costs)	Received current year not paid (Paid current year received prior year)	Total
	R'000	R'000	R'000	R'000	R'000
SOFTWARE	105 696	16 320	-	-	122 016
TOTAL ADDITIONS TO INTANGIBLE CAPITAL ASSETS	105 696	16 320	-	-	122 016

Non-cash additions software relates to the acquisition of Abis & XON via DOJ funding.

29.2 Disposals

DISPOSALS OF INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Sold for cash	Non-cash disposal	Total disposals	Cash Received Actual
	R'000	R'000	R'000	R'000
SOFTWARE	116	-	116	-
TOTAL DISPOSALS OF INTANGIBLE CAPITAL ASSETS	116	-	116	-

A monitoring and evaluation system procured in 2014 was retired as it was no longer used

29.3 Movement for 2019/20

MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2019

	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
SOFTWARE	678 751	(1 354)	40 307	-	717 704
TOTAL INTANGIBLE CAPITAL ASSETS	678 751	(1 354)	40 307	-	717 704

The previous year's opening balance and the additions amounts were restated to address audit findings.

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29.3.1 Prior period error

Note	2019/20 R'000
Nature of prior period error	
Relating to prior year 2016/17 [affecting the opening balance]	(1 354)
Transaction that was incorrectly capitalised	(1 354)
Relating to 2018/19	566
Transaction that was not capitalised	566
Total prior period errors	(788)

The opening balance was restated because of a misclassified transaction for software in 2016/17, and the additions for 2018/19 was increased by a transaction that had not been previously been capitalised as software.

30 IMMOVABLE TANGIBLE CAPITAL ASSETS

MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Opening balance R'000	Value adjustments	Additions R'000	Disposals R'000	Closing Balance R'000
BUILDINGS AND OTHER FIXED STRUCTURES	560 908		247 789		808 697
Dwellings					
Non-residential buildings	560 908		247 789		808 697
Other fixed structures					
TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	560 908		247 789		808 697

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30.1 Additions

ADDITIONS TO IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Cash	Non-cash	-Capital Work in Progress current costs and finance lease payments)	Received current not paid -Paid current year re-ceived prior year)	Total
	R'000	R'000	R'000	R'000	R'000
BUILDING AND OTHER FIXED STRUCTURES	172 202		-	75 587	247 789
Dwellings					
Non-residential buildings	172 202		-	75 587	247 789
Other fixed structures					
TOTAL ADDITIONS TO IMMOVABLE TANGIBLE CAPITAL ASSETS	172 202		-	75 587	247 789

30.2 Disposals

DISPOSALS OF IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Sold for cash	Non-cash disposal	Total disposals	Cash Received Actual
	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES				
Dwellings			-	-
Non-residential buildings			-	-
Other fixed structures				
TOTAL DISPOSALS OF IMMOVABLE TANGIBLE CAPITAL ASSETS			-	-

30.3 Movement for 2019/20

MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2019

	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	431 047	-	130 701	840	560 908
Dwellings					
Non-residential buildings	431 047	-	130 701	840	560 908
Other fixed structures					
TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	431 047	-	130 701	840	560 908

Include discussion here where deemed relevant

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31 PRINCIPAL-AGENT ARRANGEMENTS

31.1 Department acting as the principal

	2019/20	2018/19
	R'000	R'000

Include a list of the entities acting as agents for the department the fee paid as compensation to the agent and any other transactions undertaken

Total

Dirco is mandated to conduct and coordinate South Africa's international relations in support of the country's foreign policy objectives. This includes coordinating the activities performed by its diplomatic and consular missions abroad. The department does not have the capacity to provide international services without the assistance of these missions. Dirco receives money from third parties at its missions abroad on behalf of the department and surrenders all monies directly to the NRF. This arrangement was approved by the National Treasury in a letter dated 20 March 2014. In terms of this arrangement, Dirco fulfils the role of an agent. The terms and conditions of the arrangement are set out in a memorandum of understanding (MoU) concluded between the two departments. No fees are payable to Dirco for services rendered in terms of this MoU. A risk for the department is that errors and omissions in the Dirco collection and payment processes will have an impact on the department's audit outcomes. This risk will be mitigated by a policy on the management of departmental face value forms at mission level and quarterly joint forum meetings between the two departments. The department made a baseline transfer to Dirco over the medium term.

The department has contracted VFS to provide it with visa facilitation services, internally as well as abroad. VFS collects applications on behalf of the department and charges clients for this administrative service. The department does not pay VFS any fees. The terms and conditions are set out in a contract. There are no significant risks involved in the contract.

32 PRIOR PERIOD ERRORS

32.1 Correction of prior period errors

	Note	Amount bef error correction	Prior period error	Restated Amount
		2018/19 R'000	2018/19 R'000	2018/19 R'000

Revenue: -E.g. Annual appropriation Departmental revenue Aid assistance etc.)

Cash Flow statement Surrendered to revenue fund:		(577 544)	112 291	(465 253)
adjustment to foreign revenue				
Net working capital: adjustment of foreign revenue		(1 190)	(112 291)	(113 481)
Line item 3 affected by the change				
Net effect		(578 734)	-	(578 734)

As per its confirmation letter of 2019/20, Dirco has restated the balances of the previous financial year from R982 million to R878 million, which is a reduction of R 111 million. The note to the CFS also had to be amended with same changes.

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	Note	Amount bef error correction	Prior period error	Restated Amount
		2018/19	2018/19	2018/19
		R'000	R'000	R'000
Assets: -E.g. Receivables Investments Accrued departmental revenue Movable tangible capital assets etc.)				
Opening balance(Intangible Assets)		678 751	(1 354)	677 397
Additions 2018/19 Intangible assets		39 741	566	40 307
Non-current, Receivable: adjusting foreign revenue		1 031 434	(112 291)	919 143
Net effect		1 749 926	(113 079)	1 636 847

The intangible assets opening balance was restated because of a misclassified transaction for software in 2016/17, and the additions for 2018/19 was increased by a transaction that had not previously been capitalised as software.

Dirco foreign revenue receivable balance was restated as per the 2019/20 confirmation of balances, Dirco adjusted the previous year amounts, reducing it by R 111 million.

	Note	Amount bef error correction	Prior period error	Restated Amount
		2018/19	2018/19	2018/19
		R'000	R'000	R'000
Liabilities: -E.g. Payables current Voted funds to be surrendered Commitments Provisions etc.)				
Departmental NRF payable: adjusting foreign revenue		2 395 693	(112 291)	2 283 402
Net effect		2 395 693	(112 291)	2 283 402

The "Departmental NRF payable" balance was restated. The other entry represents the receivable balance as per the 2019/20 confirmation of balances, Dirco adjusted previous year amounts, reducing it by R 111 million. A minor adjustment was made to clear a Sal Recoverable amount that was included in the Dirco balances.



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32 INVENTORIES -EFFECTIVE FROM DATE DETERMINED IN A TREASURY INSTRUCTION) [INVENTORIES PAR .27]

32.1 Inventories for the year ended 31 March 2020

	Insert major category of inventory	Insert major category of inventory	Insert major category of inventory	Insert major category of inventory	TOTAL
	R'000	R'000	R'000	R'000	R'000
Opening balance					
Add/-Less): Adjustments to prior year balances					
Add: Additions/Purchases – Cash					
Add: Additions - Non-cash					
-Less): Disposals					
-Less): Issues					
Add/-Less): Received current not paid					
-Paid current year received prior year)					
Add/-Less): Adjustments					
Closing balance					

Include discussion where deemed relevant

Inventories for the year ended 31 March 2020	Insert major category of inventory	Insert major category of inventory	Insert major category of inventory	Insert major category of inventory	TOTAL
	R'000	R'000	R'000	R'000	R'000
Opening balance					
Add/-Less): Adjustments to prior year balances					
Add: Additions/Purchases – Cash					
Add: Additions - Non-cash					
-Less): Disposals					
-Less): Issues					
Add/-Less): Received current not paid					
-Paid current year received prior year)					
Add/-Less): Adjustments					
Closing balance					

Include discussion where deemed relevant

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32.2 Work in progress

Work in progress for the year ended 31 March 2020	Opening balance	Additions during year	-Ready for use/ suspended)	Closing balance
	R'000	R'000	R'000	R'000
Clearing				
Infrastructure				
Structure of houses				
Adjustments				
Total				

Include discussion where deemed relevant

34 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.

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ANNEXURE 1A

STATEMENT OF CONDITIONAL GRANTS AND OTHER TRANSFERS PAID TO MUNICIPALITIES

NAME OF MUNICIPALITY	GRANT ALLOCATION				TRANSFER			SPENT				2019/20	
	DoRA and other transfers	Roll Overs	Adjustments	Total Available	Actual Transfer	Funds Withheld	Re-allocations by National Treasury or National Department	Amount received by municipality	Amount spent by municipality	Unspent funds	% of available funds spent by municipality	Division of Revenue Act	Actual transfer
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000	R'000	%	R'000	R'000
Various municipalities: Vehicle Licences	-	-	-	-	1 933	-	-	-	-	-	-	-	-
TOTAL					1 933								

National Departments are reminded of the DORA requirements to indicate any re-allocations by the National Treasury or the transferring department certify that all transfers in terms of this Act were deposited into the primary bank account of a province or where appropriate into the CPD account of a province as well as indicate the funds utilised for the administration of the receiving officer.

Departments are required to include a summary of expenditure per conditional grant to aid in the identification of under- / over spending of such funds and to allow the department to provide an explanation for the variance

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ANNEXURE 1B

STATEMENT OF TRANSFERS TO DEPARTMENTAL AGENCIES AND ACCOUNTS

DEPARTMENTAL AGENCY/ ACCOUNT	TRANSFER ALLOCATION				TRANSFER		2018/19
	Adjusted Appropriation	Roll Overs	Adjustments	Total Available	Actual Transfer	% of Available funds Transferred	Final Appropriation
	R'000	R'000	R'000	R'000	R'000	%	R'000
Independent Electoral Commission	-	-	-	-	2 012 749	-	1 965 004
Represented Political Party fund	-	-	-	-	157 760	-	149 394
Communication Licences -Radio and TV	-	-	-	-	390	-	32
TOTAL	-	-	-	-	2 170 899	-	2 114 430

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ANNEXURE 1G

STATEMENT OF TRANSFERS TO HOUSEHOLDS

HOUSEHOLDS	TRANSFER ALLOCATION				EXPENDITURE		2018/19
	Adjusted Appropriation Act	Roll Overs	Adjust-ments	Total Available	Actual Transfer	% of Available funds Transferred	Final Appropriation
	R'000	R'000	R'000	R'000	R'000	%	R'000
Transfers							
H/H Emp: S/Ben: Leave Gratuity	-	-	-	-	4 248	-	15 789
H/H Leave Gratuity	-	-	-	-	18 104	-	2 619
H/H Claims Against State	-	-	-	-	1 725	-	-
TOTAL	-	-	-	-	24 077	-	18 408

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ANNEXURE 1H

STATEMENT OF GIFTS DONATIONS AND SPONSORSHIPS RECEIVED

NAME OF ORGANISATION	NATURE OF GIFT DONATION OR SPONSORSHIP	2019/20	2018/19
		R'000	R'000
Received in cash			
M Horn, M Iouw, E Huisamen, E Hiyes	Trophies for the Provincial Excellence Awards	-	1
Unknown passenger	50 Euros picked up at OR Tambo to be taken to Reserve Bank for exchange and deposited into NRF	-	1
Queenstown Medical Centre	Cash	-	1
Dr. M.A. Makada	Cash	-	1
Subtotal		-	4
Received in kind			
Gift from the NEC International Management Team from Japan to the A/DG (cake presented by Japanese delegation)		1	-
Laptops to the Refugee Appeal Board		77	-
GJIMA	Sponsorship from Gijima on the Natio PKI Technical Hardware replenishment	25	-
ANC Progressive Business Forum	COVID 19 Donation for 4000 masks & 100 disinfection pads	300	-
UNHCR	Donation in a form of rental payments by the UNHRC for the Durban Refugee Reception	450	-
VODACOM	500 Learner back packs donated by Vodacom for Mandela Day at the Mtirara Secondary School in Eastern Cape	-	18
United Nations Office for Drugs and Crime (UNODC)	Sponsorship to DHA to cover accommodation & travelling costs, in order to do survey on smuggling of illegal immigrants	-	500
PROCTER & GAMBE SA	Pampers for community outreach for 2018 Christmas day and 2019 new year's day for early birth registration	-	16
BIDVEST BANK	3 chairs & 1 Notice board donated to local office Scottburgh in KZN	-	1
Alimdaad Foundation	JoJo Water Tank donated to Nqutu medium office in KZN	-	5
OLD MUTUAL	40 CM PEDESTAL FAN, donated to Vhembe office in Limpopo	-	1
Dr. Tyaliti Optometrist	One bucket 20 litre paint and two roller brushes	-	1
Mica Hardware	Two buckets 20 litre paint and two roller brushes	-	1
Sada Hardware	Two buckets 20 litre paint	-	1
MA Hardware	One bucket 20 litre paint	-	1

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NAME OF ORGANISATION	NATURE OF GIFT DONATION OR SPONSORSHIP	2019/20	2018/19
		R'000	R'000
Thandabantu Hardware	One bucket 20 litre paint	-	1
Eyethu Hardware	One bucket 10 litre paint	-	1
Siyaya Hardware	One bucket 20 litre paint	-	1
Henge Cash and Carry	One bucket 20 litre paint	-	1
Sondelani Cash and Carry	10 Sweeping brooms	-	1
Whittlesea SPAR	35 small tins - black shoe polish	-	1
Hewu Hospital	Bale of sanitary towels	-	2
Hewu Hospital	Bale of toilet paper	-	1
Frontier Hospital	101 packs of sanitary towels	-	2
Mr. Moss Hiring	VIP Toilets - hiring	-	3
Mboko Decorations	Tables, table cloths and chair covers	-	5
Chris Hani District Municipality	PA System	-	1
Russell and Son Funeral Directors	29 panes of glasses (different sizes), putty and 10 x (12 x 500ml) still water	-	4
EOH	Cisco switches	-	108
Subtotal		853	677
TOTAL		853	681

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ANNEXURE 1I

STATEMENT OF AID ASSISTANCE RECEIVED

NAME OF DONOR	PURPOSE	OPENING BALANCE	REVENUE	EXPEN- TURE	PAID BACK ON/BY 31 MARCH	CLOSING BALANCE
		R'000	R'000	R'000	R'000	R'000
Received in cash						
Cara funding	Funding Sub-Programme 3 - Immigration Services	6 140	-	3 503	-	2 637
Subtotal		6 140	-	3 503	-	2 637
TOTAL		6 140	-	3 503	-	2 637

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ANNEXURE 1J

STATEMENT OF GIFTS DONATIONS AND SPONSORSHIPS MADE

NATURE OF GIFT DONATION OR SPONSORSHIP	2019/20	2018/19
-Group major categories but list material items including name of organisation	R'000	R'000
Made in kind		
Waiving of Fees for birth certificates & ID's for the Alexander in Gauteng fire victims dated 18 Sept 2019	2	-
Waiving of Fees for Sithole view informal settlement in Gauteng who lost their belongings after eviction by the Red Ants	19	-
Waiving of Fees for Kanana informal settlement fire victims in Gugulethu, Cape Town, on the 01st Jan 2020	18	-
Waiving of fees (revenue) for ID, Temporary ID Certificates & Birth certificates for affected residents on the 21st to the 23rd of April 2019 at Port St Johns, Eastern Cape due to floods.	15	-
Waiving of fees(revenue) for ID, Temporary ID Certificates & Birth certificates for affected residents at NY3 Gugulethu, Cape Town due to fire on the 25th April 2018	-	4
Waiving of fees(revenue) for ID, Temporary ID Certificates & Birth certificates for affected residents at Alexander, Gauteng due to fire on the 6th April 2018	-	2
Waiving of fees(revenue) for ID, Temporary ID Certificates & Birth certificates for affected residents at Hood Road informal settlement, Cape town due to fire on the 31 Jan 2017(but were only assisted in July 2018 when it was reported to DHA then)	-	4
Waiving of fees(revenue) for ID, Temporary ID Certificates & Birth certificates for affected residents at Tsepe-Tsepe Khayelitsha informal settlement, Cape town due to fire on the 27 Nov 2018	-	18
Waiving of fees(revenue) for ID, Temporary ID Certificates & Birth certificates for affected residents at Alexandra informal settlement, Gauteng due to fire on the 06th Dec 2018	-	24
Obsolete/ disposable Tangible assets (chairs & benches) donated to Dept of Education in KZN	-	75
Waiving of fees(revenue) for ID, Temporary ID Certificates & Birth certificates for affected residents at Alexander (Setswetla), Gauteng due to fire on the 5th of March 2019	-	10
Obsolete/ disposable Tangible assets (chairs & benches) donated to different schools at NW	-	2 077
Waiving of fees(revenue) for ID, Temporary ID Certificates & Birth certificates for affected residents at Bonteheuwel: Cape Metro, Cape Town due to fire on the 18 Nov 2018 & 24 Jan 2019	-	7
Waiving of fees(revenue) for ID, Temporary ID Certificates & Birth certificates for affected residents at Langa (Zone 17,20,31, Kosovo & Special Quarters): Cape Town due to fire on the 10 Sept 2018 & 18 Jan 2019	-	91
TOTAL	54	2 312

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ANNEXURE 3B

STATEMENT OF CONTINGENT LIABILITIES AS AT 31 MARCH 2020

Nature of Liability	Opening Balance	Liabilities incurred during the year	Liabilities paid/ cancelled/ reduced during the year	Liabilities recoverable -Provide details hereunder)	Closing Balance
	1 April 2019 R'000	R'000	R'000	R'000	31 March 2020 R'000
Claims against the department					
Litigation and Legal Enquiries	1,992,448	85,821	463	-	2,077,806
Claims against the department: Labour matters	119 753	1 341	9 617	-	111 477
Subtotal	2 112 201	87 162	10 080	-	2 189 283
Environmental Liability					
Penalty Interest claimed by Wesbank	21	-	21	-	-
Penalty Interest claimed by Atlantis	4	-	4	-	-
Third party claim: Dept of Police, Roads and Transport	23	-	23	-	-
Vstorm Solution	1	-	1	-	-
Billing dispute: Vehicle storage fees	535	-	535	-	-
Skynet billing dispute	127	-	127	-	-
3rd Party collision claim WC	6	-	6	-	-
Subtotal	717	-	717	-	-
TOTAL	2 112 918	87 162	10 797	-	2 189 283

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ANNEXURE 4

CLAIMS RECOVERABLE

Government Entity	Confirmed balance outstanding		Unconfirmed balance outstanding		Total		Cash in transit at year end 2019/20*	
	31/03/2020	31/03/2019	31/03/2019	31/03/2020	31/03/2020	31/03/2019	Receipt date up to six -6) working days after year end	Amount
	R'000	R'000	R'000	R'000	R'000	R'000		R'000
Department								
National Departments: Salary Recoverable	-	-	275	-	-	275	-	-
Provincial Departments: Salary Recoverable	93	-	271	-	93	271	-	-
Department of International Relations (Foreign revenue)	863 165	982 614	-	-	863 165	982 614	-	-
XON DEPARTMENT OF JUSTICE	2 510	-	-	-	2 510	-	-	-
ABIS Dept of Justice	4 041	3 633	-	-	4 041	3 633	-	-
Department of International Relations (COLA)	4 113	2 819	-	-	4 113	2 819	-	-
STUDY TOURS (TRANSPORT & STATS SA)	275	-	-	-	275	-	-	-
PUBLIC ENTITIES	-	-	55	-	-	55	-	-
SUBTOTAL	874 197	989 066	601	-	874 197	989 667	-	-
Other Government Entities								
Study tours (BMA)	54	-	-	-	54	-	-	-
GCRA CADETS	373	-	-	-	373	-	-	-
ACSA	190	-	-	-	190	-	-	-
ZAKHENI ICT(IJS PROJECT)	-	205	-	-	-	205	-	-
STUDY TOUR(VARIOUS DEPT'S)	-	275	-	-	-	275	-	-
SUBTOTAL	617	480	-	-	617	480	-	-
TOTAL	874 814	989 546	601	-	874 814	990 147	-	-

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ANNEXURE 5

INTER-GOVERNMENT PAYABLES

GOVERNMENT ENTITY	Confirmed balance outstanding		Unconfirmed balance outstanding		TOTAL		Cash in transit at year end 2019/20 *	
	31/03/2020	31/03/2019	31/03/2020	31/03/2019	31/03/2020	31/03/2019	Payment date up to six -6) working days before year end	Amount R'000
	R'000	R'000	R'000	R'000	R'000	R'000		
DEPARTMENTS								
Current								
DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT	-	11 330	-	-	-	11 330	-	-
PUBLIC WORKS	87 580	7 067	-	-	87 580	7 067	-	-
DPSA	-	28	-	-	-	28	-	-
KZN DEPT OF TRANSPORT	20	1 566	-	-	20	1 566	-	-
GAUTENG PROVINCIAL DEPARTMENT	802	1 415	-	-	802	1 415	-	-
DEPARTMENT OF COMMUNICATION DEP	-	-	-	-	-	-	-	-
DEPARTMENT OF INTERNATIONAL RELATIONS	-	-	-	-	-	-	-	-
Subtotal	88 402	21 406	-	-	88 402	21 406	-	-
TOTAL DEPARTMENTS	88 402	21 406	-	-	88 402	21 406	-	-
OTHER GOVERNMENT ENTITY								
Current								
TELKOM	3 073	3 203	-	-	3 073	3 203	-	-
SA POST OFFICE LIMITED	2	1	-	-	2	1	-	-
SA QUALIFICATION AUTHORITY (SAQA)	-	2	-	-	-	2	-	-

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GOVERNMENT ENTITY	Confirmed balance outstanding		Unconfirmed balance outstanding		TOTAL		Cash in transit at year end 2019/20 *	
	31/03/2020	31/03/2019	31/03/2020	31/03/2019	31/03/2020	31/03/2019	Payment date up to six (6) working days before year end	Amount
	R'000	R'000	R'000	R'000	R'000	R'000		
STATE INFORMATIONTECHNOLOGY AGENCY (SITA)	17 057	12 771			17 057	12 771	-	-
SA REVENUE SERVICES (SARS)	-	-			-	-	-	-
GPW	73 449	54 392			73 449	54 392	-	-
CITY OF TSHWANE	23	13			23	13	-	-
GMT WP	79	11			79	11	-	-
SANRAL	-	-			-	-	-	-
Subtotal	93 683	70 393			93 683	70 393	-	-
TOTAL INTERGOVERNMENT PAYABLES	182 085	91 799			182 085	91 799	-	-

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ANNEXURE 6

INVENTORIES

Inventories for the year ended 31 March 20ZZ		Insert major category of inventory R'000	Insert major category of inventory R'000	Insert major category of inventory R'000	Insert major category of inventory R'000	TOTAL R'000
Opening balance						
Add/-Less): Adjustments to prior year balances	12 680					12 680
Add: Additions/Purchases – Cash	(3 863)					(3 863)
Add: Additions - Non-cash	8 189					8 189
-Less): Disposals	-					-
-Less): Issues	(231)					(231)
Add/-Less): Received current not paid						
-Paid current year received prior year)	(5 405)					(5 405)
Add/-Less): Adjustments	(74)					(74)
Closing balance	11 296					11 296

Include discussion where deemed relevant



Department of Home Affairs

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