



Annual Report

2014 – 2015



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

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REPUBLIC OF SOUTH AFRICA

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Part A: GENERAL INFORMATION

1. GENERAL INFORMATION

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2. LIST OF ABBREVIATIONS/ACRONYMS

ABBREVIATION	MEANING/DESCRIPTION
ABSA ACSA AIDS AFIS AFS Agri SA AGSA APP ARV	Amalgamated Banks of South Africa Airports Company of South Africa Acquired Immunodeficiency Syndrome Automated Finger Identification System Annual Financial Statements Agri South Africa Auditor-General of South Africa Annual Performance Plan Anti-Retroviral
BAC BAS BAUD BCOCC BEC BMA	Bid Adjudication Committee Basic Accounting System Barcoded audited system Border Control Coordinating Committee Bid Evaluation Committee Border Management Agency
CAE CBD CD CFO COMMS COO CORE	Chief Audit Executive Central Business District Chief Director Chief Financial Officer Communications Services Chief Operations Officer Code of Remuneration
DDG:IMS DDG:IS DG DHA DIRCO DPSA DPW DZP	Deputy Director-General: Immigration Management Services Deputy Director-General: Information Services Director-General Department of Home Affairs Department of International Relations and Cooperation Department of Public Service and Administration Department of Public Works Documentation of Zimbabweans Project
EA EDMS EE EMCS EXCO	Enterprise Architecture Electronic Document Management System Employment Equity Enhanced Movement Control System Executive Committee

ABBREVIATION	MEANING/DESCRIPTION
FNB FOC FOTK FPB	First National Bank Foreign Office Coordination Front Office Tool Kit Film and Publication Board
GCIS GEMS GPW	Government Communication and Information System Government Employees Medical Scheme Government Printing Works
HANIS HACC HIV HSRC	Home Affairs National Identification System Home Affairs Contact Centre Human Immunodeficiency Virus Human Sciences Research Council
IACF ICAO ICT ID IEC IMS IT	Inter-Agency Clearing Forum International Civil Aviation Organisation Information and Communications Technology Identity Document Electoral Commission Immigration Management Services Information Technology
JCPS	Justice, Crime Prevention and Security Cluster
LOGIS LRB	Logistical Information System Late Registration of Birth
MCS M&E MISS MoU MMM MMS MPAT MRCTD MPSS MTEF	Movement Control System Monitoring and Evaluation Minimum Information Security Standards Memorandum of Understanding Minister's Management Meeting Middle Management Services Management Performance Assessment Tool Machine Readable Convention Travel Documents Minimum Physical Security Standards Medium Term Expenditure Framework

ABBREVIATION	MEANING/DESCRIPTION
NCOP	National Council of Provinces
NDP	National Development Plan
NIS	National Identity System
NIIS	National Immigration Information System
NRF	National Revenue Fund
NPR	National Population Register
NPR Campaign	National Population Register Campaign
NT	National Treasury
ORTIA	OR Tambo International Airport
OHS	Occupational Health and Safety
PERSAL	Personnel and Salaries
PFMA	Public Finance Management Act
PMDS	Performance Management Development System
PoE	Port of Entry
PPPFA	Preferential Procurement Policy Framework Act
PR	Permanent Residence
PRP	Permanent Residence Permit
PSR	Public Service Regulations
PSSC	Public Security Subcommittee
QMS	Queue Management System
RAB	Refugee Appeal Board
RSG	Refugees Steering Committee
RSDOs	Refugee Status Determination Officers
RMC	Risk Management Committee
RRO	Refugee Reception Office
RSA	Republic of South Africa

ABBREVIATION	MEANING/DESCRIPTION
SA	South Africa
SAA	South African Airways
SABC	South African Broadcasting Corporation
SABRIC	South African Banking Risk Information Centre
SADC	Southern Africa Development Community
SANBS	South African National Blood Services
SAPS	South African Police Service
SARS	South African Revenue Service
SAQA	South African Qualifications Authority
SASSA	South African Social Security Agency
SCM	Supply Chain Management
SCRA	Standing Committee on Refugee Affairs
SDIP	Service Delivery Improvement Plan
SETAs	Sector Education and Training Authorities
SITA	State Information Technology Agency
SHE	Safety Health and Environment
SMART	Specific, Measurable, Achievable, Realistic, Time bound
SMS	Senior Management Service
SONA	State of the Nation Address
SOPs	Standard Operating Procedures
SSA	State Security Agency
Stats SA	Statistics South Africa
STI	Sexually Transmitted Infection
TAU	Technical Assistance Unit
TB	Tuberculosis
T&T	Track and Trace
TR	Temporary Residence
TRAs	Threat and Risk Assessments
TRP	Temporary Residence Permit
TRV	Temporary Residence Visa
TIRRO	Tshwane Interim Refugee Reception Office
UAMP	User Asset Management Plan
UNHCR	United Nations High Commissioner for Refugees
UPS	Uninterrupted Power Supply
VAC	Visa Application Centres
VFS	Visa Facilitation Services
WAIO	Who Am I Online



3. FOREWORD BY THE MINISTER OF HOME AFFAIRS

Better management of national identity and the movement of people is forcing government to think differently about improving the services provided to nationals and residents in terms of systems and responsiveness. Towards this end, the Department of Home Affairs is transitioning from being a slow, paper-based administrative department, to being a modern, professional department offering critical services in a highly secure environment. This imposes new, interesting and challenging dynamics in an environment in which the department is generally under-resourced in terms of both people and finances.

Annual Reports give an account of the performance of the department over one year and they should be viewed against this larger context.

This transition is not optional. Given the scale of our mandate – to manage identity and international migration – it is an absolute necessity as a critical enabler of social and economic development and national security.

We have made significant progress towards achieving our goals over the past year.

We have achieved 81% of our Administration targets, demonstrating the consistency of Home Affairs in effective administration. This is reflected in a much improved audit outcome. The modernisation of the department has been advanced through the conversion of an additional 70 offices with live capture functionality. The Learning Academy has taken steps to develop the requisite professionalism in our staff by increasing specialisation and by strategic training interventions.

The main concern here has been the delay in developing the National Identity System,

due to challenges in appointing an appropriate partner to assist the department. To find a solution we are engaging with National Treasury and other role players. A digital identity system that is comprehensive and secured through biometrics will improve services, reduce fraud and costs and attract investment.

National Treasury responded positively to the case made by Home Affairs in 2015 for additional funding in respect of the Immigration Inspectorate and the digitisation of records. In 2016 we will present a business case to Cabinet and Treasury for a secure, modernised Home Affairs and propose a realistic and sustainable funding model.

In Civic Services, our smart ID card rollout has ramped up successfully, with 1 638 387 smart ID cards issued last year. Our progress to entrench early registration of birth as a societal norm, thereby securing our National Population Register, was advanced as we met our target of 694 000 births registered in the first 30 days. This is important for a clean and credible national population database, proper planning by government as a whole and effective service delivery.

Substantial progress was made in establishing an effective Border Management Agency through effective coordination of the departments involved and their active participation. Cabinet approved the approach and model, legislation has been drafted and robust interim measures are being rolled out to strengthen control at ports of entry and along the border line.

The regulation of immigration with regard to visas and permitting was improved through the partnership with VFS Global that improved customer experience and turnaround times.

This allowed the department to shift its focus and human resources to adjudication, leaving the management of applications to VFS. This enabled 66.4% of business, critical skills and general work visas to be finalised within the norm of 8 weeks. These have the largest positive economic impact.

Furthermore, the department has made enormous progress in the campaign to combat documents-fraud and corruption. We are making strides in apprehending both departmental staff as well as members of the public involved in these documents-related scams and general corruption, and many have been arrested, successfully prosecuted, and officials fired from the department. Yet, the campaign still continues.

Overall, this was a largely successful year for Home Affairs. The foundation was laid for accelerating systems development and the improvement of service delivery in the current financial year. I have confidence that the committed officials and management of Home Affairs will meet this expectation.

With regard to meeting our objectives, the consistent support given by the Chair and members of the Portfolio Committee on Home Affairs is highly appreciated.

Malusi Gigaba
Minister of the Department of Home Affairs



4. DEPUTY MINISTER'S STATEMENT

My political responsibilities include focused support for Refugee and Asylum Seeker Management, the Front Office Improvement Initiative (Moetapele) and Legal Services.

Our approach with regard to asylum seekers and refugees remains, in line with our Constitutional and international obligations, to protect people with a well-founded fear of persecution, or who are escaping from life-threatening situations. We are therefore committed to adjudicate asylum seekers efficiently, fairly and humanely and to integrate refugees into our communities. At the same time, we will continue to counter the abuse of the asylum seeker system in South Africa, which places genuine asylum seekers at a disadvantage and creates social and economic risks for the country. It also exposes asylum seekers to abuse from criminals including corrupt officials and unscrupulous employers.

As detailed in the Annual Report, between January to December 2014, a total of 71 914 new applications for asylum were lodged, with only 8 629 (12%) being granted refugee status. Of the remainder, half are from SADC with the largest number being from Zimbabwe. The other main regions of origin are West and East Africa and South-Central Asia. In general, many claim asylum because they are allowed to work while waiting for the adjudication process to be concluded and this creates a huge pull factor.

Over the reporting period the DHA has pursued a number of strategies to deal with the challenge outlined above. Our Refugee Centres in Musina and Durban have in two years

seen large improvements in processing applications and do not have any backlogs. The majority of the cases of new applicants are finalised in less than three months. However, a major blockage remains the Refugee Appeals Board (RAB) and the Standing Committee on Refugee Affairs (SCRA). These backlogs will require an investment in capacity and better case flow management.

A future strategy being explored by the department is to find a way of providing basic accommodation for certain asylum seekers in partnership with NGOs and the United Nations High Commissioner for Refugees (UNHCR) so that the DHA may curtail the number of work visas issued to asylum seekers. In addition, attention is being given to developing policy options to regularise labour flows from SADC countries to enable realisation of national and regional developmental agendas.

A major strategic goal of the DHA is to improve the frontline service experience of citizens and other clients. In 2014/15 a front office manager's toolkit was piloted and training conducted to standardise good management practices. A dedicated team was activated to transform an office into one of a series of model offices to be opened in 2015/16. Overall, the main thrust is to challenge managers to hone their leadership skills in addressing systemic challenges impacting on services, including improving processes and office culture. In April 2015 the Moetapele (leadership) programme was formally launched at the opening of Edenvale model office.

One of the major responsibilities of Legal Services is the drafting of primary and subordinate legislation. The Directorate: Drafting assisted in ensuring that the Immigration Amendment Acts of 2007 and 2011, as well as the amended Immigration Regulation, 2014, were brought into operation on 26 May 2014. It also rendered legal support in finalising and signing of Memorandum of Understanding between the department and various partners such as commercial banks, other government departments and the South African Council of Educators regarding access to status verification and the roll out of the Smart Card.

Another important area of work is the drafting of contracts. At the end of 2014/15, all contracts were finalised, including those that were complex and required extensive negotiations.

It must be acknowledged that the achievement of many of the targets reported on in the Annual Report was made possible by the dedicated officials working optimally with limited resources.

Fatima Chohan
Deputy Minister of the Department of Home Affairs



5. REPORT OF THE ACCOUNTING OFFICER

5.1 OVERVIEW OF THE OPERATIONS OF THE DEPARTMENT

5.1.1 Introduction

The Department of Home Affairs is mainly responsible for determining and recording the identity and status of all people living in South Africa and issuing documents that affirm this. The Civic Services branch is the custodian of the National Population Register (NPR) which contains the records of all citizens and permanent residents, including changes in status such as marriage and death. Services to citizens include issuing enabling documents after their status is confirmed, such as birth and death certificates and travel documents. The verification of identity is a service that is also rendered to all government institutions, banks and other private sector institutions.

The Immigration Management Services branch determines the status and identity of foreigners, regulates immigration through the permitting and movement control systems

and provides consular services abroad. Immigration officers are present at ports of entry and at regional offices in provinces. The branch also has an inspectorate function which is responsible for enforcing the Immigration Act and Regulations. Immigration Services is also responsible for processing and determining the status of asylum seekers and refugees and operates centres nationally in this regard.

Civic Affairs collects fees for its services at 407 front line offices and Immigration Affairs is responsible for the collection and administration of fees, guarantees, deposits and refunds. Immigration Affairs thus operates an immigration control account in terms of the Immigration Act. One purpose of the account is to ensure that a citizen of a foreign state visiting South Africa will have sufficient means to support himself or herself while in the Republic. Deposits are refundable to the depositor if certain conditions are met. During the 2011/12 financial year, the department promulgated the Immigration Amendment Act, 2011 (Act No. 13 of 2011). In terms of this Amendment Act, the payment of repatriation deposits is no longer a requirement. In this regard, the Amendment Act came into operation by means of a Proclamation on 26 May 2014.

With regard to services rendered abroad, the department is not represented in all South African missions. In other foreign missions the DHA is assisted by the Department of International Relations and Cooperation (DIRCO). The Head of the Mission, who is a DIRCO official, is responsible for the overall management of the mission including the activities of Home Affairs, where the department has no representation. DIRCO also collects revenue at the missions on behalf of the department and administers the department's operational expenses at the missions. This arrangement is managed through a memorandum of understanding signed between the two departments.

The Minister of the Home Affairs has oversight over three statutory bodies, namely 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 with regard to the Immigration and Refugee Acts.

5.1.2 Results and challenges

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

PROGRAMME	TARGETS	Achieved	Not achieved	% achieved
1. Administration	21	17	4	81%
2. Citizen affairs	7	3	4	43%
3. Immigration affairs	9	6	3	67%
Total	37	26	11	70%

During the year under review, the department achieved 70% of its set targets, which is a 17% improvement as against 53% of the previous year. In part, this was due to improved and more realistic planning in which all levels of the organisation were consulted. The drop in Citizen Affairs is attributable to unreliable power supply and networks as the delivery of services is now automated. This matter is receiving attention.

Transversal services reside in Programme 1: Administration, which contributes directly to attaining core business objectives in two ways: directly through the development and maintenance of ICT systems, networks and facilities to enable access to services; and indirectly through providing support and management systems and services. As listed

below, this is reflected in the strategic objectives that the DHA set out to achieve in Programme 1.

- All eligible citizens are issued with enabling documents relating to identity and status
- An integrated and digitised National Identity System (NIS) that is secure and contains biometric details of every person recorded on the system
- To ensure secure, effective, efficient and accessible service delivery to citizens and immigrants
- Good governance and administration
- To ensure ethical conduct and zero tolerance approach to crime, fraud and corruption
- Collaboration with stakeholders in support of enhanced service delivery and core business objectives

The most important result over the reporting period was to reconfigure an additional 70 offices to operate digital systems to apply for and collect Smart ID cards and passports. Strategically, this was a significant step towards the modernisation of the department. Officials were retrained to operate a paperless system that introduced a new experience for citizens. Complex problems had to be resolved by Home Affairs IT specialists, trainers and other staff working in collaboration with a range of service providers. One challenge was the limited IT resources available within the DHA, aggravated by the power cuts and unreliable external networks. Power cuts were mitigated by generators being installed in all 140 reconfigured offices; and systems being able to operate in an offline mode. A new and improved disaster recovery site was also established. However, persistent network problems often resulted in long queues and uncertain service delivery.

New service delivery channels and forms of collaboration are being made possible by the modernisation of DHA systems. A partnership with a Visa Facilitation Service company meant that visas could be applied for and collected at centres established in South Africa. Verified documents are sent to the DHA for adjudication electronically, making the process quicker and more secure. In 2014/15 financial year, the DHA collaborated with the major banks to enable the clients, from 2015/16 financial year, to complete applications for IDs and passports online; make payments and book appointments. The client will then be served quickly at his or her bank through DHA systems. The department will also be establishing an in-house contact centre with a capability of monitoring the production process of all the already automated DHA products. The department will also be rolling out the capability for clients to utilise

their banks cards for payment of services. These new developments are dependent on reliable networks and the DHA is engaging with the Ministry of Telecommunications on ways to reduce its dependence on the current service provider.

Targets related to the development of a comprehensive National Identity System were not met due to delays in appointing a service provider. The department has entered into discussions with National Treasury to consider various options.

The DHA is serious about improving its governance and a review of structures was conducted and approved proposals will be implemented in 2015/16. Another initiative related to governance is the launch of an ethics programme.

Programme 2: **Citizen Affairs** funds the activities of the Civic Services branch. The branch is responsible for civil registration and related services, and for managing all DHA civic service activities in the provinces. In the current operating model (2014/15), the provincial managers also administer areas of immigration at provincial level, such as enforcement, most ports of entry and refugee reception centres. Programme 2 activities contribute to the achievement of the strategic objectives listed below.

- All eligible citizens are issued with enabling documents relating to identity and status.
- An integrated and digitised National Identity System that is secure and contains biometric details of every person recorded on the system.
- Good governance and administration.

The Annual Performance Plan targets aimed at supporting the achievement of the above objectives are all oriented towards production and service delivery. The table below shows the targeted and actual outputs of the major identity and status services.

TARGET OUTPUT		ACTUAL OUTPUT
1.	694 000 births registered within 30 calendar days of birth	704 527 births were registered within 30 days of birth during the review period
2.	1.6 million smart ID cards issued to citizens 16 years of age and above	1 638 387 smart ID cards were issued to citizens 16 years of age and above
3.	95% of IDs (first issues) issued within 54 working days for applications collected and processed within the RSA	86.7% of IDs (first Issues) were issued within 54 working days (RSA applications only). Total number issued is 473 078 first issue IDs
4.	95% of IDs (re-issues) issued within 47 working days for applications collected and processed	92.3% of IDs (re-issues) were issued within 47 working days. Total number is 407 801 re-issued IDs.
5.	95% of machine readable passports (manual process) issued within 24 working days for applications collected and processed within the RSA	94.1% of machine readable passports (manual process) were issued within 24 working days (RSA applications only), Total number issued is 353 770 passports
6.	97% of machine readable passports (live capture process) issued within 13 working days for applications collected and processed within the RSA	86.7% of machine readable passports (live capture process) were issued within 13 working days Total number of passports issued is 9 071

The number of births that were registered within 30 days was higher than in 2013/14 and exceeded the planned target. The increase has been about 5% per year since the launch of the National Population Registration campaign in 2010. This is an important result as the early registration of birth is essential for ensuring the integrity of the National Population Register (NPR). To achieve this result, the DHA allocates considerable resources to outreach and other programmes, and works closely with the Departments of Health and Basic Education and has connected 389 health facilities to the DHA systems. The other large-scale service delivery target that was achieved was the issue of smart ID cards, which is a key element of the modernisation strategy.

The other targets in the table were not achieved by a gap of between 1% and 8% in respect of turnaround times. One factor was that these services were provided using legacy systems that were being replaced in 140 offices and converted to fully digital processes. Running dual systems creates technical problems and puts pressure on limited resources. Another factor was the disruption caused by external power cuts and by unreliable networks, both of which are largely outside of the control of the DHA. In spite of these pressures, overall production of the enabling documents was kept at normal levels as indicated in the table.

The objective of “Good governance and administration” is closely linked to operations and the delivery of services. Several initiatives were undertaken that illustrate this. An APP target was a management toolkit for front office managers that was developed, tested and a training programme launched. This is aimed at improving and standardising management practices so they can be responsive to the needs of the public and solve problems. In a related initiative, all senior managers had to spend at least five days serving in front line offices and submit reports on problems encountered and possible solutions. The establishment of a National Operation Committee in the third quarter provided an effective forum for Deputy Directors General to meet weekly to monitor and resolve operational problems.

Programme 3: **Immigration Affairs** funds the activities of the Immigration Management Services branch. The branch is responsible for the implementation of immigration legislation; the management of the immigration system; functions at ports of entry; the immigration inspectorate and deportations; the visa and permitting regime; and the processing of asylum seekers and refugees. Programme 3 activities contribute to the achievement of the strategic objectives listed below.

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

Of the nine targets in the APP intended to contribute to the achievement of the above objectives, five are aimed at developing policy, systems or structures and four relate

to specific services. This reflects the urgency of a radical overhaul of the immigration function at the level of policy, systems, operations and capacity. In this regard, significant progress was made over the reporting period. A decision was taken in the first quarter of 2014/15 to adopt a comprehensive approach to the development of immigration policy instead of introducing specific policy changes over time. Another decision made was to initiate public engagements while refining a document that in 2016 will be published as a Green Paper. Both these decisions were implemented, with four successful Ministerial Round Tables on different aspects of immigration held over the reporting period.

Another development that has long-term implications is the rapid progress that was made in establishing a Border Management Agency. Cabinet has approved the approach and the model and the drafting of legislation is progressing well. Teams drawn from across the security cluster have been strengthened by the relocation of the Border Control Coordinating Committee and its staff to the BMA project. Plans have been approved for piloting a new model for managing ports of entry in 2016 and for interim measures to strengthen the border line. Related targets that were achieved were to make further improvements to facilities at key ports of entry and to conduct a survey of borderline communities where there are cross-border challenges.

The partnership with a Visa Facilitation Service had technical teething problems, but by the end of the reporting period it had greatly improved security, reliability and turnaround times. The annual targets for visa services were achieved. For a number of reasons, less progress was made with the Permanent Residence (PR) permits. This is much more complex process that is subject to widespread abuse and requires many kinds of checks. The underlying problem is capacity, for which short-term solutions are being implemented while addressing the larger problem of the historical underfunding of immigration. The problem of supplying accredited refugees with identity and travel documents should be resolved in the 2015/16 financial year by integrating these documents into mainstream processes in the civic services environment. At a strategic level, the DHA intends to take decisive action in collaboration with a wide number of partners to improve the management of asylum seekers and refugees over the medium term.

5.2 OVERVIEW OF THE FINANCIAL RESULTS OF THE DEPARTMENT

5.2.1 Departmental revenue

During the 2014/15 financial year, the department initially received a budget allocation of R6,623 billion. However, during the adjustment estimate, an additional amount of R600 million was received as self-financing. As reported in the previous financial year, the department had an intention to establish a trading account. However, due to unforeseen complexities, the idea was abandoned. The purpose of the trading account was to

retain revenue generated from issuing enabling documents for the defrayment of certain expenses incurred in generating the revenue. While an appropriate vehicle was being explored, it was resolved that the department would be able to retain revenue collected, hence the additional self-financing allocation. In this regard, the additional funding was allocated for cash in transit, printing costs, courier services, smart ID cards for 16 year olds and above, first-time recipients of an ID, replacement of the green bar-coded IDs for 60 year olds and above, as well as for the enhancement of offices in line with the smart ID card rollout. These adjustments resulted in a final budget allocation of R7,224 billion. The department also collected its own revenue amounting to R767 million. Therefore, the revenue for the 2014/15 financial year including voted and non-voted funds amounts to R7,990 billion as explained below:

Table 2: Annual appropriation – R7,224 billion

BASELINE ALLOCATION BY NATIONAL TREASURY	2014/15	2013/14
	R'000	R'000
Baseline Amount	6 623 702	6 567 769
Home Affairs functions	4 869 088	4 771 910
Electoral Commission	1 675 713	1 579 179
Film and Publication Board	78 901	82 675
Government Printing Works	0	134 005
Additional funds	600 000	426 948
Home Affairs functions	600 000	426 948
Final Appropriation	7 223 702	6 994 717

The budget allocation has therefore increased by 3.3% (R7,224 billion - R6,995 billion = R229 million) as against the previous financial year. The increase can mainly be attributed to the following: self-financing for the production of enabling documents (R600 million - R427 million = R173 million); IEC preparations for the 2014 national and provincial elections, as well as adjustments for inflation.

Table 3: Departmental Revenue – R767 million

Departmental receipts	2014/15			2013/14		
	Estimate	Actual	Over/Under collection	Estimate	Actual	Over/Under collection
		Amount collected			Amount collected	
	R'000	R'000	R'000	R'000	R'000	R'000
Sale of goods and services other than capital assets	598 627	711 868	113 241	766 470	676 132	-92 690
Sale of scrap, waste and other used current goods excl. capital assets	36	12	-24			
Fines, penalties and forfeits	49 056	46 850	-2 206	47 652	61 360	13 549
Interest, dividends and rent on land	224	636	412	442	509	67
Sale of capital assets	1 956	577	-1 379	1 832	46	-1 786
Financial transactions in assets and liabilities	1 466	7161	5 695	1 250	6 069	4 819
Total	651 365	767 104	115 739	817 646	744 116	73 530

Departmental revenue is derived from services rendered to citizens and foreign visitors according to approved tariffs. Services to citizens range from the issuing of birth registration certificates to identification books and passports. Services provided to foreigners include the issuing of visas, permits and permanent residence certificates. The department imposes section 50(3) 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 increase in revenue on sales of goods and services other than capital assets can be attributed to the improvement of operations in managing the collection and recording of revenue.

The department's revenue in foreign missions is collected through DIRCO and recognised in the books of the DHA on receipt of the supporting documents and not when cash is received. This is necessitated by the delay in receiving supporting documents from the missions via DIRCO. Since this process is not in line with the framework for the preparation of financial statements, National Treasury was approached to approve an accounting policy to cater for this anomaly. In this regard, in the 2011/12 financial year, National Treasury

approved the department's accounting policy, which provided for the treatment of revenue in the following manner:

- (i) Cash collected by DIRCO from foreign missions on behalf of DHA is recognised as revenue when complete, accurate and valid supporting documents for the transactions are obtained from DIRCO, and cash relating to the verified supporting documents is received by the DHA.
- (ii) A payable is recognised in instances where cash is received from DIRCO without the corresponding supporting documents; documents are not validated for accuracy and completeness at the time of publishing the accounts; and where cash received is not yet allocated to the respective accounts. Payables are disclosed as Payables in Note 15.
- (iii) A receivable is recognised to the extent that it relates to amounts due to DHA from DIRCO, evidenced by complete, accurate and valid supporting documents, but for which no cash has been received from DIRCO, and is disclosed as Claims Recoverable in Annexure 3.
- (iv) Revenue collected by DIRCO, but for which the corresponding supporting documentation and cash have not been received by the DHA, is disclosed as a Contingent Asset in disclosure Note 18.2 to the Annual Financial Statements.

5.2.2 Virements

During the year under review, the department shifted funds between programmes/economic classification in line with the PFMA and the set threshold of 8% was not exceeded. The funds were then utilised as per the table below:

Table 4: Programme funding

Items	PROGRAMMES			
	Administration	Citizen Affairs	Immigration Affairs	Total
	R'000	R'000	R'000	R'000
Compensation of employees	(1 905)	4 493	(10 676)	(8 088)
Goods and services	(53 340)	(26 692)	74 243	(5 789)
Interest and rent on land	–	–	–	–
Transfers and subsidies	7 413	10 951	(3)	18 361
Payment for capital assets	(4 950)	(624)	1 090	(4 484)
Total	(52 782)	(11 872)	64 654	-

5.2.3 Programme expenditure

Table 5: Programme expenditure

Programme Name	2014/15			2013/14		
	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
Programme 1: Administration	1 949 339	1 949 055	284	1 825 084	1 823 278	1 806
Programme 2: Citizen Affairs	4 553 187	4 553 147	40	4 347 984	4 347 636	348
Programme 3: Immigration Affairs	721 176	721 126	50	821 649	821 638	11
Total	7 223 702	7 223 328	374	6 994 717	6 992 552	2 165

The department continued to improve the management of its budget during the year under review and underspent its allocation by 0.005%.

5.2.4 Rollover

Although the department has underspent its budget in the 2014/15 financial year by 0.005%, no request for a roll-over was submitted.

5.2.5 Lease payments

During the year under review, the department hired photocopiers through a finance lease arrangement as well as a forklift. The lease agreements for office accommodation are managed by the Department of Public Works and future commitments are disclosed in the notes to the Annual Financial Statements. In line with the transfer of the baseline amount to DIRCO for expenditure incurred in foreign missions, including rental for residential accommodation, lease commitments have also been transferred.

5.3 UNAUTHORISED EXPENDITURE

During the year under review, the department did not incur any unauthorised expenditure; therefore the balance remains R1,088 billion. The unauthorised expenditure of R99,9 million, which relates to the 2005/06 financial year was authorised by SCOPA. However, there is a delay in the proclamation of the finance bill. It is important to note that R53 million of the R 99,9 million was authorised with a provision that it must be funded within the budget allocation of the department.

A resolution is still awaited with regard to the balances of R687,3 million reported in the 2010/11 financial year and R301 million reported in the 2012/13 financial year as the department presented to SCOPA on 4 March 2015.

5.4 IRREGULAR EXPENDITURE

As disclosed in Note 24 to the Annual Financial Statements, irregular expenditure to the amount of R1,8 million was incurred in the year under review. This irregular expenditure has not been condoned as it is still under investigation. The main reason for the irregular expenditure is the use of a single quotation without approval for a deviation. Disciplinary action where necessary will be taken against the employees who were responsible for incurring such an irregularity as is required by section 51(e)(iii) of the PFMA after the due process has been followed.

5.5 FRUITLESS & WASTEFUL EXPENDITURE

A total amount of R58 000 has been recorded as fruitless & wasteful expenditure in the financial year under review as a result of interest paid on overdue accounts. 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 & wasteful expenditure will be held accountable for the loss.

5.6 FUTURE PLANS OF THE DEPARTMENT

Over the past five years, the DHA has developed a sound understanding of its mandate and the critical role it plays in the state and in society in general. The National Development Plan focuses on the role of the DHA in facilitating the acquisition of foreign nationals with the critical skills needed for growth, and the need for more efficient border management as part of the integration and development of the region. The department is also a key enabler of access to basic rights and services, including the right to citizenship and dignity and its identity systems are essential in fighting corruption and crime.

To respond to its challenges, the DHA has a vision of professionals delivering secure, efficient services through integrated digital systems in a highly secure environment. Since 1994, the DHA has been generally perceived as being an administrative department that routinely delivers low value products. The six strategic priorities set out in the APP of 2014/15 indicate a dynamic department with a large change agenda:

1. Effective management of immigration to contribute to security and development
2. Establishing a comprehensive and secure National Identity System (NIS)
3. Modernising Home Affairs through investing in people, processes and technology
4. Improving service delivery and promoting good governance and administration
5. Developing officials that are ethical, patriotic and professional
6. Visible and firm action in the fight against corruption.

Going forward, the achievement of the following strategic goals will enable the DHA to accelerate the rate of change over the 2015/16 financial year, through:-

- **Completing the Modernisation Programme** – We must be seen and heard fighting for stable, reliable networks that are highly secure.



home affairs

Department
Home Affairs
REPUBLIC OF SOUTH AFRICA

NO.	SERVICE / PRODUCT	SERVICE FEES
BIRTHS, MARRIAGES AND DEATHS:		
12-15	Registrations	Free
18-15	Re-issue of unbridged certificates	R 75
12-15	Confirmation Letter of Marital Status	R 70
AMENDMENTS:		
12-15	Correction of Departmental Errors	Free
12-15	Other - Refer to counter Rectifications	R 70
IDENTITY DOCUMENTS:		
4-21	First Issue	Free
4-21	Re-issue	R 540
4-21	Temporary Identity Certificate	R 70
TRAVEL DOCUMENTS:		
4-21	Child Passport	R 400
4-21	Student Passport	R 600
4-21	Replacement of valid Travel Passports that runs out of blank visa pages	R 400
4-21	Mail Passport	R 600
4-21	Document for Travel Passports	R 600
4-21	Official Passports	Free
12-15	One Member Certificate	R 400
4-21	Emergency Travel Certificate	R 140
4-21	Replacement of a lost / damaged / stolen passport or Document for Travel Purpose	R 640 R 640 + R 1000 R 1000

Please ensure a receipt is received for all payments

2 PHOTO BOOTH

1 PHOTO BOOTH



- **Establishing an effective BMA** – The DHA must take ownership of the process of establishing a BMA and ensure there is visible improvement of the management of the borderline and Ports of Entry.
- **Upgrade key Ports of Entry** – especially the largest land ports of entry as well as OR Tambo International and the largest harbours. By key ports we mean those that are critical for trade and the generation of revenue and jobs. The focus must be on improving leadership, infrastructure and systems.
- **Comprehensive review of Immigration Policy** – South Africans should be positive about connecting with Africa and the world and to playing a role in making it a better and safer world to live in. The policy goal is to manage immigration securely while using it strategically for economic, social and cultural development.
- **Front office improvement** - Leaders at every level must drive the achievement of a consistently good customer experience. This applies to both the front office and the back office systems that the front office depends on. The vehicle for this effort is the Moetapele (“leader”) programme.

Three of the above goals involve national projects in the sense that they require support from many government and civil society partners and from political leaders and the public in general. The first is the Modernisation Programme, which amongst other factors depends on reliable networks. At the heart of a modern DHA will be the National Identification System that will have the biometric details, identity and status of all who live in South Africa. Building, maintaining and securing this system requires the cooperation of institutions such as banks. In 2015/16 the DHA will launch an online service application, payment and appointment system for clients of large banks, with officials stationed at those banks who are connected to the new DHA systems.

A second national goal is the establishment of the BMA and securing of the border line. A new integrated management model will be piloted at some ports of entry in 2015/16 and a founding act will be promulgated. An inter-departmental operation to improve the security of the border line will also be launched as an interim measure. In addition, the need for a coherent immigration policy is very urgent and by 31 March 2016, a Green Paper will be published for public comment following a national colloquium and other engagements be held in 2015.

Lastly, all of the initiatives outlined above depend for their successes, on having a professional staff with a sufficient number of specialists, putting in place integrated digital

DHA systems and securing the people, systems and infrastructure of the DHA. For these conditions to be realised – and especially to secure its operating environment - the DHA must become a high security department that delivers essential services. This has implications for funding that are being discussed with National Treasury.

5.7 ACTIVITIES DISCONTINUED/TO BE DISCONTINUED

The department engaged in a process of reviewing the Immigration Act, which resulted in the promulgation of the amended Immigration Act, 13 of 2011 and it was assented to on 26 August 2011. The Act and the Regulations came into operation by means of a proclamation as at 26 May 2014. In terms of the Act, the levying of administrative fines section 50(1) and the payment of repatriation deposits are no longer a requirement. In this regard, the requirements for the amended Immigration Act and Regulations are as follows:

(a) Administration fines

Section 25 of the amended Immigration Act states that any foreigner who leaves the Republic after the expiry of his or her visa shall be dealt with in terms of section 30(1)(h), in which they will be deemed undesirable persons by the Director General as prescribed. After such declaration, such persons do not qualify for a visa, temporary or permanent residence permit and admission into the Republic.

(b) Repatriation deposits

With regard to the repatriation deposits, Immigration Regulation 11(1)(b) and (c), 2014 states that an applicant for a visitor’s visa not exceeding a period of three months shall submit a valid return air flight ticket or proof of purchase thereof and proof of sufficient financial means contemplated in sub-regulation 3.

(c) Closure of Immigration Control Account

In line with amendments in respect of repatriation deposits, the department obtained approval to close the immigration control account and transfer the balance to the National Revenue Fund. In this regard, a Government Gazette was issued informing the holders of deposits to claim their deposits before the end of February 2015 or the deposit would be forfeited. The final reconciliation will be concluded in the 2015/16 financial year and the account closed accordingly.

(d) Film and Publication Board

One of the entities that previously reported to the DHA, the Film and Publication Board, now reports to the Minister of Telecommunications. The transfer of this entity was effected on 1 April 2015. The transfer of this entity and its budget is part of the macro-restructuring of the State.

5.8 NEW PROPOSED ACTIVITIES

5.8.1 Border Management Agency

As reported during the last financial year, the DHA has been given the responsibility of establishing a Border Management Agency (BMA), which will be responsible for the entire border environment. Its function will be to ensure coordination, oversight, control and effective management. The BMA will enable integrated operations within a strong legal framework. Significant progress has been made and it is envisaged that the BMA will be established and operational by the end of December 2016. As an interim measure, the Cabinet endorsed the relocation of the Border Control Operational Coordinating Committee from the South African Revenue Service to the DHA and this was duly implemented on 1 February 2015.

5.8.2 Visa facilitation centres

The department is responsible for administering the Immigration Act and regulating the admission and stay of foreign nationals in the Republic. In this regard, the department must establish simple, flexible, responsive processes to administer the whole value chain. This will enhance security and support development. The National Development Plan emphasises the importance of immigration in domestic and regional development. The role of the DHA is to facilitate immigration and the movement of persons across borders in support of faster and more inclusive economic growth.

The department has severe capacity and systems constraints with regard to efficiently managing the processing of visas and permits. Non-achievement of turn-around times and recurring backlogs has a negative impact on the growth of the economy. To address some of the challenges, a decision was taken to form a partnership with a Visa Facilitation Service and 11 Visa Facilitation Centres were opened throughout the country and centres in India and China were also established. These centres will provide an efficient and secure

service delivery channel for clients to submit applications and collect outcomes. The costs of these services are borne by the clients and in the next financial year a dedicated visa centre for major businesses will be opened starting at the Gauteng Investment Centre.

5.8.3 Partnership with the banks and the e-channel mode

The department is furthering innovative ways to reach its clients and providing efficient services by means of using online services and partnering with the banks. In an effort to increase the uptake of the smart ID card, the department has now signed MOUs to increase its services footprint in partnership with the major banks. Clients of respective banks will utilise the e-channel mode (online application process) as a method of application. This means that the application process can be started outside the offices of the DHA as long as clients have access to the e-channel system. They will then visit the selected bank, post office or certain specific DHA offices per appointment to finalise their transactions.

The e-channel mode will be hosted on the DHA website and will provide a secure portal to complete the application process, conduct an online payment and make a booking. Upon arrival at the bank, post office or selected office, clients will be verified against the current systems through biometrics. This will mark the end of the application process and a client will then receive an SMS message to confirm the transaction and also to inform them of the collection of the product (smart ID card or Passport). The e-channel service is in the final stages of development and testing and shall be deployed in the third quarter of the next financial year. A pilot with selected banks shall be done for a period of three months and full deployment will follow thereafter.

5.9 SUPPLY CHAIN MANAGEMENT

During the year under review, the department approved 46 deviations from normal tender procedures amounting to R295 million as opposed to the 34 approved in the previous year to the value of R898 million. The reasons were for the continued maintenance of the legacy systems (National Population Register, HANIS and NIIS) for which skills are no longer easily available and services were being rendered by sole suppliers; and other reasons. All these deviations were processed through the departmental Bid Adjudication Committee and approved by the Accounting Officer after due consideration; and they were also submitted to National Treasury.

5.10 GIFTS AND DONATIONS RECEIVED IN KIND FROM NON-RELATED PARTIES

5.10.1 Computer equipment, software and vehicle

The department entered into a partnership with the United Nations Office on Drugs and Crime (UNODC) to implement a programme aimed at strengthening law enforcement capacity and the criminal justice response to the smuggling of migrants and trafficking of children and other persons. The key outcome of the programme is to improve knowledge and skills in the detection of fraudulent, false or stolen travel documents. During the year under review the department further received computer equipment and a vehicle (Toyota Rav 4).

The department is using a security system developed by a service provider that was liquidated. As a consequence, the department is unable to obtain copies of the licenses in use. The software is treated as a donation and reflected in the intangible asset register.

Furthermore, the office of the United Nations High Commissioner for Refugees donated computer equipment to the Refugee Appeals Board.

5.10.2 Wheel chairs and office equipment

The department received a donation of 25 wheelchairs from the Buddha Light International Association for our wellness unit in Free State Provincial office, a standard magnetic whiteboard from Bella Casa Investments (Pty) Ltd and two cameras from the Workforce Healthcare Company.

5.11 EXEMPTIONS AND DEVIATIONS RECEIVED FROM NATIONAL TREASURY

The department approached National Treasury during the 2013/14 financial year for approval for DIRCO to collect, reconcile and process revenue collected at RSA missions abroad and directly deposit it into the National Revenue Fund (NRF) and for such transactions to be audited at DIRCO. National Treasury approved the request, with an emphasis that despite the aforementioned inter-departmental arrangements, the accountability for the DHA revenue will remain with the DHA and that any errors and omissions that the auditors may

identify would be reported in the DHA's audit report. The department further consulted the Auditor General and was advised that the department would still be responsible for such audit outcomes unless there is a function shift to DIRCO. In this regard, the department approached the DPSA, requesting guidance for delegating responsibility for depositing and reporting of revenue to DIRCO. However, the DPSA responded that there was no legislative basis in the Public Service Act, 1994 or any other legislation for a Minister of the DPSA to approve a delegation that DIRCO be responsible to collect and report on all foreign revenue on behalf of the DHA or to divest the DHA from its accountability and reporting responsibilities.

The department further engaged National Treasury on the matter and approval was granted that the function be transferred to DIRCO on the basis of an agent-principal relationship, with the following governing guidelines:

- DIRCO to furnish the DHA with process and control system descriptions for managing DHA revenues, for review and approval by DHA;
- DIRCO to not amend the agreed upon process and controls without prior approval from DHA;
- DIRCO to reconcile and certify by a senior official the transactions processed on behalf of DHA;
- DIRCO to transfer DHA revenue to the NRF and furnish the DHA with details of such transfer;
- DIRCO to retain records of transactions processed on behalf of DHA in line with the requirements of Treasury regulation 17;
- DIRCO on request, to open up the books related to the DHA function to statutory auditors and the DHA's internal auditors; and
- DIRCO to remediate deficiencies related to the DHA function identified by the statutory auditor and the DHA's internal auditors.

On analysing the terms of approval, the department sought clarity on the interpretation of the agent-principal arrangement as per the Modified Cash Standard (MSC), in particular, with regard to the interpretation that revenue collected by DIRCO on an agent-principal basis and deposited directly into the NRF will be disclosed in DIRCO financial statements and how the auditing of these transactions would be conducted as well as if there are any disclosures expected into the DHA's financial statements.

Furthermore, due to the short time available to finalise the submission of 2014/15 annual financial statements, the department requested approval that the current process for accounting and reporting on these transactions be followed; and the agency-principal concept

be implemented as from 1 April 2015 having considered the interpretation of National Treasury with regard to the application of the MCS, which was duly approved on 28 May 2015.

In addition, to resolve the legacy problems with regard to assets, the department requested that the values of all assets affected be reinstated into their first recognition value; assets with wrong descriptions be corrected; that the date of the first invoice for Marples assets be recorded as the purchase date and the cumulative value as recorded in the register be the recognised value; available minimum asset information in the identified list of assets be recognised and ring-fenced; and that assets found on the floor in the current financial year be treated in terms of the provisions of the Modified Cash Standard (MCS). Such departure from MCS was approved on 3 June 2014.

5.12 INVESTIGATIONS

5.12.1 Who Am I on Line (WAIO)

As reported in the previous financial year, the department commissioned an investigation into the awarding of the WAIO tender, and requested the condonement of expenditure incurred for the implementation of WAIO from the Minister of Public Service and Administration. While the department was proceeding with the investigations, it received a letter from the Public Protector indicating that they would be investigating the matter. It was therefore prudent for the department to suspend its investigations to avoid duplication of efforts, pending the final outcome from the office of the Public Protector. The department provided the Public Protector with all the relevant documentation pertaining to the award of the bid on 14 July 2011. The report from the Public Protector is awaited.

In addition, on 24 April 2013 the department was informed of the intended investigations by the Special Investigating Unit (SIU) with regard to the settlement of the WAIO contract and all necessary documents were submitted. During the period under review, a request for a progress report was submitted to both entities on 6 March 2015 and the response is still awaited.

5.12.2 Ikgodiseng

As reported in the previous year, the department awarded a three-year tender to Ikgodiseng Consortium for Adult Basic Education and Training (ABET) for R3,9 million

per annum for a period of three years with a total value of R11,7 million. On 23 December 2011 it was discovered that a payment of R5, 5 million was made while the services were not rendered. The matter was reported to the HAWKS for investigation and the Auditor-General for information, and an order was obtained to freeze their bank account. The department further instituted legal proceedings to recover the amount. The matter is still pending in court.

5.12.3 Tshwane Business and Agricultural Cooperation (TIRRO)

As reported in the previous financial year, the department received a complaint through the Office of the Public Service Commission that the department had entered into a lease contract with the Tshwane Business and Agricultural Cooperation without the involvement of the Department of Public Works, and that there were alleged irregularities by some departmental officials. The department investigated the matter and submitted a report to the Office of the Public Service Commission for their consideration. A response is still awaited.

5.12.4 The Hallmark building

The department previously occupied the Civitas Building situated on the corner of Struben and Andries Streets in the central business district of Tshwane as its head office. During 2004, the Department of Labour declared the building not suitable for human occupation in terms of the Occupational Health and Safety Act. The department had to seek alternative accommodation through the Department of Public Works (DPW) which is mandated to manage the process of acquiring and managing state accommodation. The DPW could not obtain suitable accommodation within the Tshwane CBD and had to request Cabinet for a deviation from its resolution, which stated that all departments should be accommodated within the Tshwane CBD. A building was eventually identified at Waltloo, Silverton. A three-year lease, which was extended from time to time due to scarce accommodation within the CBD, was entered into. During 2008, the DPW managed to procure the Hallmark office building in the CBD area in line with the Cabinet resolution. However, there were significant differences between the two buildings, namely:

- (i) Size: the Waltloo building is 30 000 square metres and Hallmark building is 25 000 square metres.
- (ii) Price per square metre: Waltloo is R75, 61 per square metre and Hallmark is R109, 80 per square metre.

The department has been informed that the procurement of the Hallmark building is being investigated by the Offices of the Public Protector and Special Investigations Unit; however a report is still awaited.

5.12.5 Deviations from Procurement

The department reported during the last financial year that it referred certain cases of deviation from procurement norms to National Treasury. A response was received and the matter is now being discussed with the Auditor General in order to arrive at a conclusive resolution.

5.13 CONTINGENT LIABILITIES

5.13.1 Housing guarantees

The department provides housing guarantees of 20% of the purchase price of a house and the guarantee will be realised once the bond is reduced by the same amount. In the event that an employee fails to meet his/her obligation to the financial institution, the department deducts the guaranteed amount in instalments from that employee's salary. In addition, should the employee resign from the service, the department notifies the bank concerned and terminates the guarantee. However, a challenge arises when a person passes away and the bank has to utilise the guarantee as the department is not allowed to utilise the deceased's pension to clear the debt.

The department has implemented proper processes to manage its guarantees with the banks and submits quarterly reports to National Treasury and the balance is disclosed in Annexure 2A.

5.13.2 Motor finance guarantees

This relates to the financial guarantees given by the department to financial institutions in respect of employees when they purchase a vehicle in terms of the vehicle finance scheme for MMS members. In the event that an employee fails to meet his/her obligation to the bank, the department settles the balance and takes over the vehicle. However, if the employee resigns from the service, he/she has the option of taking over the loan or returning the vehicle to the custody of the department. In this regard, an amount of R37 000 (2013/14: R135 000) has been disclosed in Annexure 2A.

5.13.3 Pending legal claims: R1,041 billion

(a) Immigration and Civic Affairs: R197,2 million and R12,3 million

Immigration claims arise mainly out of the unlawful arrests and detention of illegal foreigners, as well as damages arising from the department's failure to timeously make decisions on permits (R176,8 million) (2013/14: R581,2 million). The drop is attributable to the settlement of the claim in respect of a claimant abroad with regard to the non-issuing of a business permit, which had to be valued at the foreign exchange rate against the rand.

Civic Services claims arise mainly out of the issuing of a passport to a minor child without the authorisation of the parents, the fraudulent issuance of death certificates, the non-issuing of identity documents and the fraudulent use of an identity document resulting in the arrest and detention of the lawful owner (R12,3 million) (2013/14: R11.9 million).

5.13.4 Tenders: R630,8 million

This claim relates to a tender invitation in respect of the expansion of an Electronic Document Management System (EDMS), which was done through SITA. The tender was not finally awarded, however, the participants (Valor IT – R28,2 million and New Dawn Technologies - R602,4 million) in the tender process, are claiming that the tender was awarded to them. During the year under review, the parties agreed to join the claim under one law suit and the matter is now proceeding for court hearing after the discovery of relevant documents by both parties.

5.13.5 Contracts: R197,8 million

The department has managed to reach an out of court settlement with Chillibush for a claim amounting to R18,3 million. A claim from Mstrat Consulting CC to the value of R2.2 million arising from submitting a tender with a fraudulent tax certificate, which was duly awarded, has been removed from the register. This was based on the remote possibility of this claim being pursued as there is no letter of demand or summons received in this regard. The major cases of claims are as follows:

Double Ring (Pty) Ltd / Minister of Home Affairs: R171,5 million

This is a claim for payment emanating from a Service Level Agreement with the department for the supply and installation of software, telecommunications technology equipment (satellite dishes), provision of bandwidth and maintenance thereof. The supplier is claiming that services have been supplied by a company abroad, hence

they invoiced the department in foreign currency. The department is of the view that the services were provided locally; therefore it should be invoiced in South African Rand. The matter is still pending in a court of law.

Most Khoza Enterprises: R2,5 million

The plaintiff alleges that the contract for providing security services was unlawfully terminated in 2007 before its expiry date of 2009. However, the matter has been inactive for almost two years.

Borekhu Travel Tours: R4,0 million

This relates to a claim brought by close corporations that run transportation businesses, wherein they claim that the department entered into a verbal contract for the transportation of immigration officials at OR Tambo and they were further instructed to buy new vehicles for the project. However, they were later informed to enter into a bidding process, and the contract was awarded to another service provider. The department is opposing the matter.

Peak Security (Pty) LTD: R10,2 million

This relates to a claim due to the termination of contract as the service provider submitted an invalid tax certificate and the matter is being defended.

5.13.6 Other claims: (R5 million)

This relates to other claims ranging from alleged breach of contract for non-payment, services rendered based on verbal agreements, vehicle collisions; personal injuries, contumelia, etc.

5.13.7 DIRCO outstanding claims

As reported in the previous financial year, the department signed a memorandum of understanding with DIRCO, which among other things, provides for the payment of advances in respect of foreign allowances. During the year under review, the department was able to provide an advance for the payment of salaries and accommodation expenses up to January 2015. As the department is operating on a cash basis of accounting it is not able to record this balance on the statement of financial position, hence the disclosure in Note 18 and Annexure 4 of the Annual Financial Statements. The drop in the amount outstanding is due to the write-off of the balances by DIRCO prior to the 2009/10 financial year amounting to R130 million.

During the year under review, the department approached National Treasury to transfer a baseline amount to DIRCO to cater for the expenses of transferred staff in order

to eliminate the cumbersome administrative processes, which was duly approved for implementation by 1 April 2015.

5.14 CONTINGENT ASSETS

Revenue collected by DIRCO, but for which the corresponding supporting documentation and cash has not been received by the department is disclosed as a Contingent Asset in disclosure note 18 to the Annual Financial Statements.

As reported in the last financial year, the Policy on Incapacity Leave and Ill Health Retirement (PILIR) approved by Minister of Public Service and Administration provides that an employee may apply for Temporary Incapacity Leave upon exhausting his/her 36 days sick leave. In this regard, the DPSA appointed a health risk manager at national level to assess the applications and grants approval if the request meets the requirement. However, for the period 1 January 2013 to 30 October 2013, the position was vacant and that resulted in a backlog in the adjudication of cases. This poses a risk that in the event that the application is declined, the employee has to utilise his or her vacation leave days and, if not sufficient, be faced with the situation of unpaid leave. It is in this regard that a contingent asset of R1,4 million was raised. A service provider has since been appointed.

In addition, as reported in the previous year, a case of theft of state funds was reported in the Wynberg District Office. Investigations have been finalised and the loss is approximately R1,08 million. The State Attorney has been instructed to issue summons, and pension funds are being withheld. With regard to the criminal matter, the official was found guilty and sentenced to seven years and is effectively serving three years house arrest.

5.15 SERVICES RENDERED BY THE DEPARTMENT

5.15.1 Citizens Affairs

With respect to Citizen Affairs, its key role is to secure and register the identity of citizens; determine their status and to issue related enabling documents such as IDs (identity documents and smart cards), passports and birth, marriage and death certificates.

5.15.2 Immigration Affairs

Immigration Affairs is responsible for the regulation of migration through ports of entry and via foreign missions, and the issuance of a range of permits. It is also responsible for the determination of the status of asylum seekers and refugees and the issuing of related permits. The Inspectorate function is responsible for enforcing the Immigration Act. The Corporate Accounts Unit assists public and private organisations with applications for the importation of scarce skills and business permits.

5.15.3 Inventory

The inventory on hand at year-end is as follows:

Table 6: Inventory

CATEGORY	AMOUNT	AMOUNT	METHOD OF COSTING
	2014/15 R'000	2013/14 R'000	
Controlled stationery	56 390	31 727	Actual Cost

5.15.4 Tariff policy

The department did not review its tariffs for the 2014/15 financial year, but continued to utilise the approved tariffs of the 2011/12 financial year, except with regard to the issuing of unabridged birth certificates. The issuing of abridged birth certificates was discontinued which resulted in unabridged birth certificates being recognised as a first issue and therefore issued at no fee. Approval for this was granted by National Treasury.

5.15.5 Free services

The department provides free services in terms of the Identification Act, 1997 and Identification Regulations as contemplated in section 22 of the Act in respect of the first issue of the ID, birth, marriage and death certificates. It also issues free official passports.

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

5.16 FINANCIAL MANAGEMENT IMPROVEMENTS

During the year under review, the principle of letting the managers manage as espoused in the PFMA was further entrenched. Shortly after the release of the 2013/14 audit outcome, a meeting of the Top 1000 managers in the department was called wherein the audit findings and interventions required by management were discussed. At this meeting, management committed to take accountability for aspects under their control. As agreed between the Minister and the Auditor-General, the office of the Auditor-General arranged a workshop to explain the audit findings and interventions required by management. This workshop was held on 22 October 2014. The department committed to implement the recommendations of the Auditor-General and to develop an audit action plan.

At a subsequent departmental management meeting, a monthly compliance checklist was introduced that covers 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 are required to submit monthly compliance checklists. Submission of the compliance checklists is monitored and presented to EXCO and MMM. In this regard, the performance agreements of all managers were amended to include improving the audit outcomes as a compulsory key result area. Another amendment of the performance agreements introduced the compulsory five day coal face deployment. Individual performance is therefore directly linked to the departmental audit outcome as informed by practical experience at the front office. In this regard, it should be noted that no SMS members received a performance bonus in 2014/15 given the unsatisfactory audit outcome in respect of the 2013/14 financial year.

Progress against the audit action plan is monitored through the Back-to-Basics meetings and progress made is reported at EXCO and MMM. All audit matters are channelled via the audit facilitator who keeps and updates the tracking register on requests for audit findings (RAFs) and communication of audit findings. Failure to adhere to the agreed upon turn-around times are followed up and officials who fail to submit information requested or responses on time receive 'poor performance' letters. These letters appear to have the desired effect. A follow up Top 1000 meeting was held on 26 February 2015. The purpose of this meeting was to determine the state of audit readiness for the 2014/15 financial year and to remind officials of their commitments. To provide support for the implementation of

the audit action plans, 200 interns were appointed to address capacity constraints in the finance environment both at Head Office and in the Provinces. These interns are recently qualified finance graduates in search of workplace experience.

Special attention was given to address most of the challenges identified in respect of asset management during the audit of 2013/14 financial year and significant progress has been made. Additional scanners were procured and staff trained. Asset verifications were performed and unverified assets will be further investigated, and have been accounted for in the thefts and losses register. Obsolete and redundant assets were disposed of by public auction and other means during the year under review.

The challenges with revenue management and our efforts to address these have been explained in detail in paragraph 5.11: exemptions and deviations received from National Treasury. With regard to Supply Chain Management, in accordance with the decentralised business model, provinces and local offices are empowered to procure goods and services on a quotation basis in terms of the delegation framework. In order to improve processes within the SCM environment, the following interventions were made: training was provided, early warning reports listing contracts that will soon expire are compiled and new tender processes are timeously entered into, monthly distribution of commitments and accruals reports compiled for verification and confirmation by all branches and provinces. Monthly reconciliations of commitments and accruals are done in order to ensure correctness and accuracy, the total population of contracts was revisited, including bid adjudication registers to determine the full extent of the non-compliance in terms of the contract register and to update and correct information and the amounts reflected on the register; and proper filing for all information and supporting documents was introduced during the year.

As a result of the above interventions the department received a changed audit opinion that moved the department from a disclaimer to a qualified audit.

5.17 PERFORMANCE INFORMATION

The department developed its strategic plan and annual performance plan for the next MTEF period, which articulates its strategic priorities. To address concerns raised by the Auditor-General with regard to predetermined objectives, the department reviewed its targets for 2014/15 to ensure that they meet the SMART principles and significant progress has been achieved in this regard.

New policy proposals and objectives are submitted to the Minister for approval. The Minister's Management Meeting reviews the objectives and also paves the way for planning for the new financial year. In this regard, a Ministerial retreat was held to develop strategic priorities for the MTEF period, which formed the basis for the strategic plan as well as Minister's budget vote speech.

5.17.1 Performance management system

The performance management and development system is a management tool for effective monitoring of employees towards achieving the strategic goals. The department is committed to delivering relevant, responsive and high-quality products and services as per its strategic and annual performance plan. The strategic and annual performance plans are cascaded to the business units through branch annual plans, business and operational plans, and finally to the officials' performance agreements.

The system requires that all employees be contracted and evaluated quarterly. During the year under review, the department ensured that branch annual performance plans were in place, that officials have signed performance agreements and their activities are ultimately aligned to the broader organisational outcomes and objectives. Furthermore, during the assessment process due diligence was exercised to ensure performance rewards were only granted for exceptional performance.

5.17.2 Management reporting

On a quarterly basis, the Executive Management Committee (EXCO) reviews progress made with regard to the implementation of the strategic objectives and takes the necessary corrective steps to enable the department to fully achieve its mandate.

Senior management members are required to submit progress reports on their respective areas of responsibility. To ensure monitoring and evaluation of the department's performance, the department conducts quarterly review meetings that include senior management, heads of offices and representatives from various key delivery service points. Furthermore, SMS members set aside five days for the coal face visit to front office, whereby they actually perform duties in various offices and provided reports which were consolidated. Action plans were developed where necessary. Among other benefits, this has improved the understanding of operations at office levels.

The following reports are used as mechanisms to inform progress in respective key performance areas:

- Quarterly branch reports (including performance information verification);
- Quarterly individual performance assessment evaluation reports; and an
- Annual report.

To streamline this function, the department has further reviewed the position of a Chief Operations Officer and established a branch for Institutional Planning and Support. A key objective is to integrate the planning, gathering and analysis of performance information to enhance accountability and empower management. This branch will also be responsible for developing and designing various delivery methods for the services of the DHA in order to improve customer services.

The Chief Directorate: Policy and Strategic Management is responsible for monitoring performance through the evaluation of quarterly reports. Emphasis has been placed on the verification of evidence of performance information by the Internal Audit and Monitoring and Evaluation Units on a quarterly and annual basis. Quarterly reports are sent to the Department of Performance and Evaluation (DPME) and National Treasury.

Furthermore, the department participates in the MPAT assessments conducted by the DPME, which assesses performance in key areas of management.

5.17.3 Performance reports submissions in compliance with prescripts

During the year under review, the department submitted progress reports to various stakeholders to facilitate oversight. In this regard, strategic and annual performance plans

were submitted to National Treasury and the Department of Performance Monitoring and Evaluation as well as to Parliament. Furthermore, quarterly progress reports were submitted to the above-mentioned structures as well as to the Audit Committee.

5.18 EVENTS AFTER THE REPORTING DATE

At the time of reporting, there were no material events affecting the department that had an impact on the Annual Financial Statements.

5.19 APPROVAL AND SIGN OFF

The Annual Financial Statements set out on pages 146 to 223 have been approved by the Accounting Officer.



Mkuseli Apleni
Director-General: Department of Home Affairs
Date: 31 May 2015



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

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

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

- All information and amounts disclosed throughout the Annual Report are consistent.
- The Annual Report is complete, accurate and 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 National Treasury, except where deviation has been approved.
- The Accounting Officer is responsible for the preparation of the Annual Financial Statements and for the judgements made in this information.
- The Accounting Officer is responsible for establishing and implementing a system of internal control that has been designed to provide reasonable assurance as to the integrity and reliability of the performance information, the human resources information and the Annual Financial Statements.
- The external auditors are engaged to express an independent opinion on the Annual Financial Statements.

In my opinion, the Annual Report fairly reflects the operations, the performance information, the human resources information and the financial affairs of the department for the financial year ended 31 March 2015.

Yours faithfully

Mkuseli Apleni
Director-General: Department of Home Affairs
Date: 31 May 2015

7. STRATEGIC OVERVIEW

7.1 VISION

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

7.2 MISSION

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

7.3 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

8. LEGISLATIVE AND OTHER MANDATES

The mandates of the Department of Home Affairs are embedded in legislation, as well as other policy documents. In order to fulfil its mission, the department executes or participates in the execution of the following mandates:

8.1 CIVIC SERVICES

Births, marriages and deaths

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

Identity documents and identification

Identification Act, 1997 (Act No. 68 of 1997);
Regulations made under the Identification Act, 1997; and
Alteration of Sex Description and Sex Status Act, 2003 (Act No. 49 of 2003).

Citizenship

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

Travel documents and passports

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

8.2 IMMIGRATION SERVICES

Immigration Act, 2002 (Act No. 13 of 2002);
Regulations made under the Immigration Act, 2002;
Refugees Act, 1998 (Act No. 130 of 1998);
Regulations made under the Refugees Act, 1998;
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 1991 United Nations Convention Relating to the Status of Refugees;
The 1967 Protocol on Specific Aspects of Refugees Protection;
The Organisation for African Unity Convention Governing Specific Aspects of Refugee Problems in Africa, 1996; and
The UNHCR Handbook on Criteria and Procedures for the Determination of Refugee Status, 1997.

8.3 OTHER MANDATES

Criminal Procedure Act, 1977 (Act No. 51 of 1977);
Regulations made under the Criminal Procedure Act, 1977;
Promotion of Access to Information Act, 2000 (Act No. 2 of 2000);
Regulations made under the Promotion of Access to Information Act, 2000;
Public Holidays Act, 1994 (Act No. 36 of 1994);
Proclamations made under the Public Holidays Act, 1994;
Imprint Act, 1993 (Act No. 43 of 1993);
Film and Publications Act, 1996 (Act No. 65 of 1996);
Regulations made under the Film and Publications Act, 1996;
Electoral Commission Act, 1996 (Act No. 51 of 1996);
Regulations made under the Electoral Commission Act, 1996;
Electoral Act, 1998 (Act No. 73 of 1998);
Regulations made under the Electoral Act, 1998;
Local Government: Municipal Electoral Act, 2000 (Act No. 27 of 2000);
Regulations made under the Local Government: Municipal Electoral Act, 2000;
Public Funding of Represented Political Parties Act, 1997 (Act No. 103 of 1997);
Regulations made under the Public Funding of Represented Political Parties Act, 1997;
Constitution of the Republic of South Africa, 1996;
Public Service Act, 1994 (Proclamation No. 103 of 1994);
Regulations made under the Public Service Act, 1994;
Labour Relations Act, 1995 (Act No. 6 of 1995);
Regulations made under the Labour Relations Act, 1995;
Public Finance Management Act, 1999 (Act No. 1 of 1999);
Treasury Regulations made under the PFMA;
Intergovernmental Relations Framework Act, 2005 (Act No. 15 of 2005);
Regulations made under the Intergovernmental Relations Framework Act, 2005;
Promotion of Equality and Prevention of Unfair Discrimination Act, 2000 (Act No. 4 of 2000);

Regulations made under the Promotion of Equality and Prevention of Unfair Discrimination Act, 2000;
Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000); and
Regulations made under the Preferential Procurement Policy Framework Act, 2000.

8.4 ENTITIES REPORTING TO THE MINISTER

- Film and Publication Board
- Electoral Commission
- Government Printing Works

8.4.1 Film and Publication Board (FPB)

The Board was established in terms of section 3 of the Film and Publications Act, 1996 (Act No. 65 of 1996).

The functions of the Board include the following:

- To regulate the creation, production, possession and distribution of certain publications and certain films by means of classification, the imposition of age restriction and the giving of consumer advice.
- To perform the functions assigned to it by the Act.

The Chief Executive Officer of the Board is the accounting officer of the Board in terms of section 13 of the Film and Publications Act, 1996 (Act No. 65 of 1996).

8.4.2 Electoral Commission (IEC)

The Commission was established in terms of section 3 of the Electoral Commission Act, 1996 (Act No. 51 of 1996).

The functions of the commission include the following:

- To manage any election.
- To ensure that an election is free and fair.
- To perform the functions assigned to it by the Act.

The Chief Electoral Officer of the commission is the accounting officer of the commission in terms of section 12 of the Electoral Commission Act, 1996 (Act No. 51 of 1996).

8.4.3 Government Printing Works (GPW)

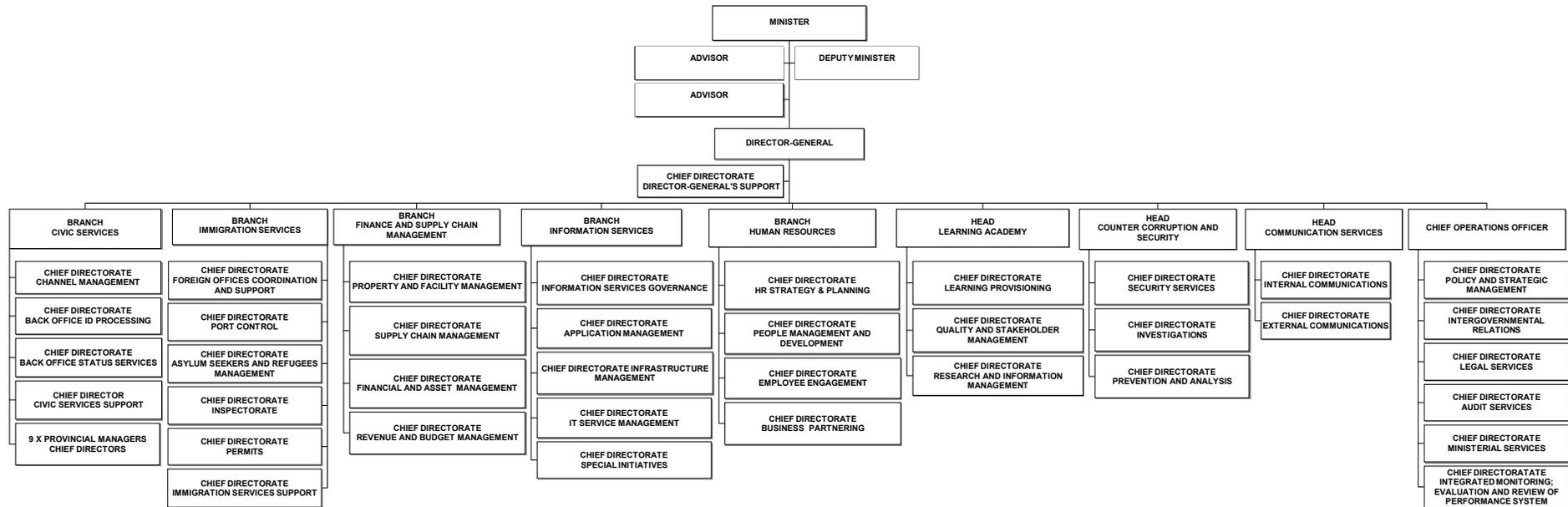
Founded in 1888, the GPW was established to render security printing and related services to the Government of South Africa. During 1976, the GPW was established as a trade account by the Department of Finance. The Government Printing Works operates as a government component after Proclamation in the Government Gazette No. 32616, dated 9 October 2010.

The functions of the GPW include the following:

- Compiling, editing, printing and distribution of Government Gazettes and Provincial gazettes.
- Procuring and stocking of departmental forms and face value forms.
- Provisioning of a printing service pertaining to high-security documents and also printed matter of a general nature.
- Administering of the Publications Section to provide for the stocking of government publications and the selling thereof to government institutions and the general public, as well as institutions abroad.

The Chief Executive Officer of GPW is the accounting officer in terms of section 36(3) of the Public Finance Management Act, 1999 (Act No. 1 of 1999).

9. ORGANISATIONAL STRUCTURE



10. ENTITIES REPORTING TO THE MINISTER

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

Table 5: Entities reporting to the Minister

Name of entity	Legislative mandate	Financial relationship	Nature of operations
Film and Publication Board	The board was established in terms of section 3 of the Films and Publications Act, 1996 (Act No. 65 of 1996).	Transfer payments	The functions of the board include the following: <ul style="list-style-type: none"> To regulate the creation, production, possession and distribution of certain publications and certain films by means of classification, the imposition of age restriction and the giving of consumer advice. To perform the functions assigned to it by the Act.
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	The Government Printing Works operates as a government component after proclamation in the Government Gazette No. 32616, dated 9 October 2010.	Transfer payments	The functions of the GPW include the following: <ul style="list-style-type: none"> Compiling, editing, printing and distribution of Government Gazettes and Provincial gazettes. Procuring and stocking of departmental forms and face value forms. Provisioning of a printing service pertaining to high-security documents and also printed matter of a general nature. Administering of the Publications Section to provide for the stocking of government publications and the selling thereof to government institutions and the general public, as well as institutions abroad.



Part B: PERFORMANCE INFORMATION

1. AUDITOR-GENERAL'S REPORT: PREDETERMINED OBJECTIVES

The Auditor-General of South Africa (AGSA) currently performs certain audit procedures on the performance information to provide reasonable assurance in the form of an audit conclusion. The audit conclusion on the performance against predetermined objectives is included in the report to management. Material findings are reported under the Predetermined Objectives heading in the Report on other legal and regulatory requirements section of the auditor's report.

Refer to page 148 of the Report of the Auditor-General, published as Part E: Financial Information.

2. OVERVIEW OF DEPARTMENTAL PERFORMANCE

2.1 SERVICE DELIVERY ENVIRONMENT

The scope and reach of DHA services is very large. From time to time every citizen and foreign national within our borders requires identity, status and immigration services that only the DHA can provide. These services extend to South African citizens abroad and to foreign nationals who apply to enter South Africa at consulates or at ports of entry. In addition to serving individuals, the DHA must provide a range of services to other departments, corporate clients and organisations such as providing statistics, facilitating the entry of foreign workers and confirming the status and identity of persons. Providing access to these services requires maintaining staff and facilities at just under 600 service points nationally and 39 missions abroad, all of which offices must be connected to DHA systems. The number of transactions and enabling documents processes by the department annually is also very large. These included over the reporting period 704 527

births registered within 30 days; a total of 880 879 green ID books, plus 1 638 387 smart ID cards and 450 716 passports. A total of 39 589 302 travellers were cleared for entry or exit through 72 air, land and sea ports of entry.

Given the scale on which the DHA operates, achieving and maintaining service delivery standards would be challenging in a stable environment. However, the operating and service delivery environment has to an extent been unpredictable for two major reasons. The first reason is that the DHA is dependent on service providers for the maintenance of its infrastructure and systems, notably the State Technology Agency (SITA) and the Department of Public Works (DPW). The services of these providers to the department is not always reliable. The second reason is that over the reporting period the DHA initiated changes at the level of policy, legislation, and systems and inevitably there were challenges such as legacy systems and change management. Certain services at different stages fell below set standards because of a combination of these external and internal factors.

In the 2014/15 financial year the DHA put in place various measures to mitigate the risks to service delivery outlined above. The most significant are listed below:

- In the civics environment the average turnaround times for the green barcoded IDs and passports was below the targeted standards. In the case of IDs, the power supply to the main production unit was the most serious problem, due to a combination of faulty infrastructure and load shedding. The infrastructure problem was fixed and this impacted positively on turnaround times. The main production blockage in passport production was a shortage of equipment in a particular section and this was also addressed. Both problems were reported to a newly established Operations Management Committee to which such problems are escalated.
- In the immigration environment, the most serious issue is in the long turnaround time for permanent residence permits. The largest overall challenge in the adjudication of visas and permits is a shortage of capacity, including at the level of supervisors responsible for quality control. In mitigation, officials are moved around to areas of greatest priority and short-term capacity was acquired. The criteria for permanent residence are necessarily complex and stringent and attempted fraud such as marriages of convenience is frequent. A combination of legislative and capacity issues is the reason for a large backlog of asylum appeals and an amendment to the Refugees Act has been tabled.
- The introduction of new digital processes for IDs and passports, and the use of a visa facilitation partner (VFS), brought significant gains in efficiency and security. However,

a number of initial technical problems impacted on service delivery for a period and these are being systematically addressed. Targets were achieved because the problems were resolved so that average turnaround times are within the set standard. The impact of electricity cuts was mitigated by the use of generators where feasible, but clients sometimes had to wait in long queues because of unreliable networks. This is a serious service delivery constraint and as indicated in the Accounting Officer's report this must be addressed by the departments concerned.

Going forward, further efficiency gains depend largely on the implementation of the modernisation Programme. DHA has a mix of outdated systems or gaps in systems, as in document management; advanced automated systems such as the production of smart ID cards; and intermediate systems that are not fully functional or have reached their limits, such as the old ID system and the system for managing asylum applications. The consistency and speed with which some DHA services are delivered will be limited until the department has fully integrated digital systems supported by reliable networks.

In delivering services, the human element is the most critical, whatever the status of systems development. The Service Delivery Improvement Plan (see Section 2.2) includes a range of measures to achieve acceptable standards. This aligns with one of the six strategic goals of the DHA: Improving service delivery and promoting good governance and administration. The key objective is to provide a good experience to every person who enters an office to apply for a service. In 2014/15 a Front Office Improvement project was initiated and a toolkit for office managers was produced. This was piloted and training is being conducted. Going forward, the toolkit will be part of the larger Moetapele (Leadership) programme which establishes model offices and challenges staff to lead in solving problems of service delivery in both the front and back offices.

2.2 SERVICE DELIVERY IMPROVEMENT PLAN

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

Table 1: Main services and standards

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievements
Identity Documents	South African citizens and permanent residents	To issue 95% of the IDs within 54 days (first issue) or 47 days (re-issue).	2 489 894	86,7% of first issues were issued within 54 days and 92,3% of re-issues were issued within 47 days.
Birth registration within 30 days	South African citizens and permanent residents	Register 694 000 births within 30 days of the birth event	694 000	704 527 births were registered within 30 days of the birth event.

Table 2: Batho Pele arrangements with beneficiaries (consultation access etc.)

Current/actual arrangements	Desired arrangements	Actual achievements
Consultation		
Establishment of stakeholder forums	All stakeholder forums functional.	Strategic stakeholder forums were established with the City of Tshwane, the Department of Basic Education, Agri SA, Department of Social Development, Department of Health,
	National Population Register (NPR) Campaign continues, and will focus on establishing culture of early registration of birth to secure identity and citizenship.	43 outreach campaigns spread across the nine provinces were conducted in support of the National Population Registration Campaign. Monthly itineraries are developed quarterly to ensure a predictable service to far flung areas in consultation with stakeholders and other sister departments to ensure DHA footprint gaps are addressed..
Statistics produced by the various units and NUCLEUS are fragmented and not fully utilised for monitoring, analysis and reporting purposes.	Reports from dedicated units that receive and process complaints analysed and used to improve processes and systems.	Statistical reports on all complaints and enquiries were produced. Analytical reports forwarded to management on a monthly basis Chief Directors were added to the internet.

Current/actual arrangements	Desired arrangements	Actual achievements
Conduct Izimbizo to engage communities on issues affecting service delivery and standards.	One Imbizo conducted by Minister and Deputy Minister to engage with communities on issues affecting service delivery and standards.	13 Outreaches visits were conducted by Minister and Deputy Minister (4 Imbizos and 9 community outreaches visits)
Access		
Refurbishment of offices.	Fifteen offices refurbished.	16 offices refurbished and 70 offices modernisation rollout
Identification of offices for smart ID card rollout.	Identified for further rollout.	70 additional offices were identified for rollout of the live capture systems
Usage of mobile units in rural areas and schools.	Continued use of mobile units (offices) in rural areas and schools and the use of 25 additional 4X4s.	43 outreach campaigns spread across the nine provinces were conducted In support of the National Population Registration Campaign.
Current arrangement is that most offices use shift roster that is under review.	Implementation of extended office hours (weekdays and weekends) at frontline offices.	New office hours were operationalised with effect from 23 March 2015.
Done under different arrangement with the Communications branch leading.	Use of internet for information purposes and tracking of ID applications.	The breakdown of the stats are as follows: <ul style="list-style-type: none"> Page views: is the amount of people that visited that page within the said period Unique Page views: is the amount of people who comes back to that page and visits it frequently 28329 people made use of that page from 1 April 2014 - 31 March 2015
Expansion of connectivity to health facilities.	Expand connectivity to health facilities.	The Civic Services branch halted efforts to connect additional health facilities during 2014/15 in order to focus on optimisation of the health facilities already connected.
	Establish a matric hotline.	A matric hotline was established and the public given opportunity to call where the matriculants did not have an ID book
Courtesy		
Top management details not updated on internet but are available.	Information on products, services, fees, contact details of managers in offices.	A service charter was approved by the department for rollout during 2015/16. Product / services and their related fees are published on Information boards in offices.
Openness and transparency		
Haphazard wearing of name tags by frontline and head office staff.	Wearing of name tags by all officials and displaying of name plates at counter level.	The approved Service Charter and the Front Office Toolkit is used in the compliance to the wearing of name tags and improved behaviour by staff.
	Unannounced office visits by the Minister and top management.	11 unannounced visits were embarked upon by Minister. Offices visited were 1 in Polokwane, 3 in Free State (Welkom, 2 in the Western Cape (Wynburg and Barrack), 2 in Mpumalanga (Nelspruit, and White River) 3 in Gauteng (Akasia, Kempton Park and Alberton).
Each province has a champion assigned to the DDG at head office.	Work of champions is on-going, including engagement with stakeholders and clients.	Each DDG and each member of EXCO has been assigned a province as a champion.
Provision of contact details of champions and Provincial Managers in all frontline offices.	Posters with the photographs and contact details of champions and Provincial Managers placed in all front offices.	These posters were not produced during the reporting period
Publication of contact details of all managers on the website.	Contact details of managers are on website.	The contact details of all Deputy Director-Generals and Chief Directors attached to line function (including Provincial Managers) is published on the internet.

Current/actual arrangements	Desired arrangements	Actual achievements
Digital platforms being used like SMS number 32551 and the website.	Use of DHA website for verification of personal details such "ID Yourself Now" and track and trace functionality.	The status verification facility for the following service / product types were available on the internet: <ul style="list-style-type: none"> • Life status verification (alive or deceased) • ID applications • Passports, and • Marriage status
Information		
Provision of information to the public on the progress of application and date of collection.	SMS and track and trace on all high-volume services used to inform public on progress of an application and when and where to collect documents.	Each client receives an SMS to acknowledge application and notification for collection in the following categories: Green ID books, Smart ID Cards, Passports, Unabridged birth certificates and permits.
Lack of floorwalkers and their visibility in all frontline officers.	Floorwalkers providing information and guidance in all offices.	Floor walkers are available at medium and large offices where the capacity exists to implement this strategy.
Distribution of "Know Your Rights" pamphlets.	"Know Your Rights" pamphlets distributed to all offices to inform public about products and services.	Know your Home Affairs Services were not produced during the reporting period
Provincial champion contact details distributed through posters.	Posters used to convey key messages and information in several languages.	Only NPR posters were produced in respect of LRB, Birth Registration within 30 days and ID application at 16 years old. These posters were only produced in English
"Frequently Asked Questions" handbook.	"Frequently Asked Questions" handbooks available in all offices	
Redress		
Query handling	To create a platform for citizens to access information on their services / product status or resolve client enquiries	A Customer Service Centre with dedicated resources is operational. The full contact details of the Director-General and all Deputy Directors-General is available on the Home Affairs website
Outreach campaigns and stakeholder forums.	Ongoing outreach campaigns supported by Stakeholder Forums, including annual visits to schools to process IDs for learners.	43 outreach campaigns spread across the nine provinces were conducted In support of the National Population Registration Campaign.
	Local radio used to communicate, especially in rural areas with those who cannot access print media or TV.	Rural communities were reached via all community radio stations on GCIS platforms
Value for money		
To increase the issuance of first issue IDs to citizens.	ID first issues issued within 54 days.	86,7% of first issues were issued within 54 days
To reduce the issuance of ID re-issues to citizens by inspiring citizens to safe-guard their enabling documents.	ID re-issues issued within 47 days.	92,3% of re-issues were issued within 47 days
ID application forms amended to improve accountability.	ID applications forms in triplicate implemented in order to improve accountability and revenue collection.	All ID applications forms are Issued in triplicate.
To reduce the turnaround time in issuance of temporary IDs.	1 day for temporary IDs for offices with online verification.	Offices with online verification technology issue temporary IDs on the spot. To ensure that this standard is maintained as a standard in front offices, an expiry date is built into the NPR function. Temporary IDs must be issued within 30 minutes of approval. If not, the approval expires and the applicant must re-verify fingerprints through HANIS.

Current/actual arrangements	Desired arrangements	Actual achievements
Time		
Identity documents (green barcoded ID) delivers according to set service standards.	IDs First Issue: First issues to be issued within 54 days.	86,7% of first issues were issued within 54 days
Identity documents (green barcoded ID) delivers according to set service standards.	Re-issue: Re-issues to be issued within 47 days.	92,3% of re-issues were issued within 47 days
Abridged birth certificates delivered according to set standards.	Birth certificates Abridged One day	Abridged birth certificates have been issued on the date of registration.
Unabridged birth certificates delivered according to set standards.	Issue unabridged certificates within 8 weeks Unabridged certificates for new birth registrations same day.	Unabridged birth certificates in respect of persons born before 4 March 2014 currently take on average 6 to 8 weeks. Since 4 March 2013, unabridged birth certificates have been issued on the date of registration.
Cost to citizens		
R140 charged and citizens are subsidised.	IDs R299.38 total cost first issue (10% inflation increase)	No changes were made to revenue tariffs during the review period
R140 charged and citizens are subsidised.	R266.01 total cost re-issue (10% inflation increase)	No changes were made to revenue tariffs during the review period
R140 charged for re-issuance of ID.		No changes were made to revenue tariffs during the review period
R70 charged for re-issuance of unabridged birth certificates.	Birth certificates R36.98 cost of producing an unabridged certificate	No changes were made to revenue tariffs during the review period

Table 3: Service delivery information tool

Current/actual information tools	Desired information tools	Actual achievements
Implementation of electronic queue management	Queue management systems implemented at all offices with live capture technology.	Queue management systems were implemented at an additional 70 offices as part of the rollout of live capture. This now brings the total number of offices with queue management systems to 140.
Rollout of front office toolkit	Front office toolkit implemented at small, medium and large offices	The Front Office Toolkit was reviewed and approved during the review period. Training was also provided to officials from 172 offices (out of 407).

Table 4: Complaints mechanism

Current/actual complaints mechanism	Desired complaints mechanism	Actual achievements
Customer Service Centre	New in-house Customer Service Centre established	The department sustained the operation Customer Service Centre during the review period, with negotiations being at an advanced stage for the take-over of this function by a different service provider.
Publication of mobile numbers on the internet	Mobile numbers of DHA Top Management published on the internet.	The cellular number of Deputy Directors-General responsible for core DHA services is published on the internet and clients can contact these numbers in the case of service breakdowns.

2.3 ORGANISATIONAL ENVIRONMENT

Home Affairs is in the process of transforming from a department characterised by routine administrative processes, to one in which integrated digital systems are managed by professionals in a highly secure environment. If the period 2014/15 is viewed in isolation change appears to be slow, but developments over the past three years are yielding results, some of which are listed below.

- The overall shift to a more specialised staff is reflected partially by the number of SMS officials and middle managers almost doubling over the past five years. By March 2015 DHA offices have been reconfigured to shift to the paperless digital processing of smart ID cards and passports.
- The groundwork was done to enable the first online applications and payments in 2015 and officials will be stationed at the largest banks to service their customers. Another form of partnership has already been rolled out: the use of a visa facilitation service internationally and locally to collect applications and deliver visas.
- The Learning Academy trainers played a key role upskilling the staff involved and in change management of people and processes, alongside IT specialists.
- With the project to establish the Border Management Agency (BMA) making progress, the DHA going will soon have to restructure its Immigration Management Services branch and reposition itself within the security cluster. A weekly operations committee was established in 2014, where DDGs analyse dashboards to identify and resolve production blockages. The process of appointing a senior statistician is underway.

According to indicators such as labour disputes, performance against predetermined objectives and financial management, the organisational environment was stable or improving in 2014/15 in spite of the many initiatives indicated above. What is also the case is that the changes are stretching the budget, the few specialists and remaining out of date systems to the limit. The high turnover of senior staff in key areas such as IT is an indicator of this pressure. Also apparent are the social and economic consequences of the historic underfunding of immigration, particularly in the areas of enforcement, permitting and asylum adjudication. The response of the DHA to these pressures was to present a robust business case to National Treasury, which in spite of fiscal pressures

increased baseline funding by R148 million over three years: R118 million for employing more Immigration Inspectors; and R30 million towards building a document management system. It is already apparent that building and maintaining a modern, secure department will require a new organisational and funding model. In 2015 research will be undertaken to support a more comprehensive proposal.

2.4 KEY POLICY DEVELOPMENTS AND LEGISLATIVE CHANGES

The review of immigration policy had been proceeding on the basis of producing proposals for each area of immigration, such as permitting, enforcement and ports of entry. In July 2014, following direction from Minister Gigaba, a comprehensive approach was adopted aimed at a complete overhaul of international migration policy and a shift in the way South Africans view migration. A series of roundtable discussions were launched to hear the views of stakeholders and thought-leaders as listed below.

- The 1st Roundtable was held on 23 September 2014 and the theme was: International migration and state sovereignty in a globalised world;
- The 2nd Roundtable was held on 9 December 2014 and the theme was: Meeting national priority goals through international migration policy;
- The 3rd Roundtable was held on 6 Feb 2015 and the theme was: Intra-regional migration within SADC and implications for international migration policy; and the
- The 4th Roundtable was held on 31 March 2015 and the theme was: Strengthening national capacity to manage international migration in South Africa.

The discussion listed above prepared the way for a national colloquium that will be held in the second quarter of the 2015/16 financial year. Inputs from the discussions also assisted in refining an internal policy discussion document that was approved by the Minister. A Green Paper will be gazetted for public discussion by 31 March 2016.

With regard to legislative changes, the Immigration Amendment Acts of 2007 and 2011, as well as the amended Immigration Regulation, 2014, were brought into operation on 26 May 2014.

3. STRATEGIC OUTCOME-ORIENTATED GOALS

In support of achieving the strategic objectives of the DHA, government priorities and the National Development Plan, the DHA identified six goals to be achieved over a period of 3-5 years. As stated in the 2014/15 Annual Performance Plan (APP) these goals are:

1. Effective management of immigration to contribute to security and development
2. Establishing a comprehensive and secure National Identity System (NIS)
3. Modernising Home Affairs through investing in people, processes and technology
4. Improving service delivery and promote good governance and administration
5. Developing officials that are ethical, patriotic and professional
6. Visible and firm action in the fight against corruption

The effective management of immigration requires three key elements to be in place: appropriate policy and legislation, supported by the whole of government and the public; adequate capacity and systems; and effective partnerships with other states and regional and international bodies. As reported in section 2.4, a clear direction was set in terms the policy review, the first phase of stakeholder engagements in effective management of immigration initiated, and an internal policy document approved by the Minister. Internal capacity remains a problem, but two steps were taken to build external capacity. Of most importance is the progress made in establishing the Border Management Agency (BMA), with highlights being the approval of a model and the drafting of legislation. A second step was to partner with a visa facilitation service (VFS) that receives and delivers visa applications within South Africa, thus increasing efficiency and security. The DHA has also been active internationally in partnership with relevant departments, with the main focus being on building relationships with our neighbours and developing regional instruments.

The building of a comprehensive and secure National Identity System (NIS) is a large-scale national project. It will be at the heart of e-government and national security and it can reduce costs, increase access and efficiency and reduce corruption across government and private sectors. In the period under review there was little progress made on the development of the system due to contractual issues delaying the appointment of a service provider. Substantial progress was made in putting in place elements of the Modernisation Programme, such as converting and additional 70 DHA offices to deliver IDs and passports using a fully digital, paperless process.

The last three goals are closely related. The value of the services rendered by the DHA is highly dependent on the security of its systems. Poor service delivery means that desperate clients will offer bribes or connect with criminal syndicates that continually try and exploit any security gaps in systems and legal loopholes. Good governance ensures that decisions are taken in the interests of clients and in the national interest. Officials with the wrong values are going to make wrong decisions and expose the department to risks such as corruption. There are a number of APP targets under Programme 1 of the voted budget that respond to these challenges and all were achieved. Of direct relevance are the launch of an ethics management programme; the dedicated courses built around core values that were taken by officials; the carrying out of threat and risks assessments; the vetting of officials; the analyses of the security of business processes; and the outputs of the planning, reporting and auditing machinery that underpins governance. All of these targets were achieved at a level commensurate with the limited resources allocated to the department. The DHA is classified by National Treasury as “General Administration” rather than as a security department, although it is an active member of the security cluster.

4. PERFORMANCE INFORMATION BY PROGRAMME

4.1 PROGRAMME 1: ADMINISTRATION

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

LIST OF SUB PROGRAMMES:

Ministry
Management Support Services
Corporate Services
Transversal Information Technology
Management
Office Accommodation

The strategic objectives relevant to this programme are:

- To ensure secure, effective and accessible service delivery to citizens and immigrants
- Good governance and administration
- To ensure ethical conduct and zero tolerance approach to crime, fraud and corruption
- Collaboration with stakeholders in support of enhanced service delivery and core business objectives

The Administration Programme consists of key national executive and executing structures, such as the Ministry and the Office of the Director-General. Located in this programme are the support functions that enable these structures and the core functions of the department to be effective and enhance service delivery. These include the following: human resources, finance and supply chain management, information services, training and development, communications, legal services, policy and planning, monitoring and evaluation, inter-governmental relations, counter corruption and security services, internal audit and risk management. These functions are located within branches which provide essential transversal systems and support across the department.

Branch: Information Services plays a key role in the overall design of the systems that enable modernisation, although the specifications for each sub-system, such as the population register, must be determined by the branch that is responsible for the system. The human element, however, is still the most crucial. Branch: Human Resources developed a change management strategy in support of the modernisation programme and trained the trainers to

further empower officials on change management. The Learning Academy became central during the roll out of the smart ID card to the first 70 offices. The trainers drove change management, trained the staff and helped resolve business process issues. The achievement of the target was strategic in that it effectively launched the modernisation project. The Branch: Chief Operations Officer (COO) is responsible for overall governance and administration, including support for the strategic management of the department through driving better policy making and planning, sound legislation, coordinating with government and international partners and making effective use of audits and risk management to improve performance.

Another strategic target that was achieved was the drafting of new regulations; allowing amended acts relating to civil registration and immigration to be proclaimed and implemented. Gaps and loopholes in legislation can compromise security and services.

4.1.1 Management

4.1.1 Chief Operations Officer (COO)

Purpose: To provide strategic and corporate governance support to the political and executive leadership of the Department of Home Affairs in order to ensure the efficient and secure determination and safeguarding of the identity and status of citizens and regulation of migration

The COO through Policy, Strategic Planning and Monitoring and Evaluation (P&SM) supports the DHA leadership by the carrying out the following functions.

- (i) Coordinating the setting of high-level priorities and strategic goals on behalf of the executive leadership.
- (ii) Managing the planning process to enable the department to translate policy priorities into actionable plans with clear objectives, appropriate strategies, performance indicators and resource commitments.
- (iii) Ensuring that monitoring and evaluation activities are undertaken to answer key policy questions of identity and immigration management, effectiveness and efficiency of our operations.
- (iv) Facilitating good governance within the department by creating systems and a culture conducive to the making of sound, evidence-based decisions.

The Directorate: Risk Management reports to the COO and plays an important role in governance and the strategic management of the department. It has been striving to promote a culture of identifying and managing risks in general and in relation to areas such as planning in particular. The instrument used to set goals and evaluate progress in this regard is the standard measure of the risk maturity of an organisation. The directorate's other role is to ensure that the department has an effective Business Continuity Management (BCM) programme in place to safeguard the interests of the state and clients that depend on the services of the DHA.

Internal Audit Services, led by the Chief Audit Executive reports formally to the Accounting Officer and Audit Committee and operationally to the COO. The unit performs internal audits to provide assurance on the department's governance, risk management, and control processes. This directly assists the DHA to achieve its strategic, operational, financial and compliance objectives. Internal auditing is also a catalyst for improving the department's effectiveness and efficiency by providing insight and recommendations based on data and business processes. Through the implementation of flexible risk-based audits the Internal Audit also supports the executive and political leadership by enhancing good corporate governance, internal controls and risk management.

Policy and Strategic Management

Policy development was undertaken in refining an internal immigration policy document that was approved by the Minister, based on research undertaken and the output of four ministerial round tables held on different areas of immigration. This will lay the basis for launching a national discussion on immigration policy, starting with a colloquium to be held in 2015, and drafting and publishing a Green Paper. The policy Directorate also participated in the drafting of international agreements and in two national initiatives launched by the Presidency: the Ocean Lab and Operation Phakisa. A policy development framework and guidelines were drafted in collaboration with other branches and through benchmarking.

The planning process was improved by implementing a results-based approach developed in 2013/14 with the Technical Assistance Unit (TAU) of Nation Treasury. Among other measures, bottom-up planning was introduced. This was guided by clear objectives and strategies linked to the achievement of national goals. A committee was used to review all indicators to ensure they met appropriate standards and steps taken to ensure that plans were funded. A business case was developed with service providers contracted to help interrogate the budget and cost proposals.

The Monitoring and Evaluation (M&E) function was strengthened by the development of a framework and guidelines following benchmarking with other departments. The M&E unit worked closely with Audit Services in conducting quarterly reviews; and an online compliance monitoring system was developed. The same unit coordinated the MPAT process and the development of an action plan to improve results.

Legal Services

Legal Services assisted in ensuring that the Immigration Amendment Acts of 2007 and 2011, as well as the amended Immigration Regulation, 2014, were brought into operation on 26 May 2014. It also rendered legal support in finalising and signing of Memoranda of Understanding between the department and Sabric and various Banks (Standard, Bidvest, Capitec, First Rand, African Bank, Absa and Nedbank), Rand Mutual, Department of Trade and Industry, Mpumalanga Department of Finance and the South African Council of Educators regarding access to status verification (including online verification). Further MOU's were signed regarding partnership in service delivery with Ethekweni Municipality and a MOU with FNB and Standard bank regarding the Smart Card Roll-Out Pilot project.

The Directorate: Contracts provided legal support (drafting, scrutiny, vetting, legal opinions) on 145 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 for the continued successful implementation of the Project and the roll-out of the new Smart Identity Card. Of the 145 matters received during 2014/15, 144 were finalised within one month of receipt (99% achievement), which is above the annual target of 91%. At the end of 2014/15, all contracts were finalised, including one which could not be finalised within a month due to its complexity and extensive negotiations.

The Directorate: Litigation defended the department in the Courts of Law within the framework of the Constitution and relevant Acts and regulations. Feedback from the cases provides valuable insights on what risks need to be mitigated and on gaps in policies and processes that need to be addressed.

Intergovernmental Relations

The DHA, because of its mandate, has to work with a wide range of institutions including Parliament and its committees; other Departments; international bodies and foreign governments. The Intergovernmental Chief Directorate manages and facilitates relationships with all of these stakeholders.



All parliamentary committee engagements were facilitated for the period under review. There were 22 parliamentary committee engagements scheduled with the department and its Entities during the 2014/15 financial year. There were 18 meetings with parliamentary committees that took place and four scheduled meetings were either cancelled or postponed by the respective committees. With regards to parliamentary questions posed to the Minister of Home Affairs, a total of 105 parliamentary questions were received since the commencement of the fifth Parliament in 2014. 100 questions were posed in the National Assembly and five questions in the National Council of Provinces. The department takes pride in that all parliamentary questions were responded to and no questions lapsed by the end of 2014.

The Chief Directorate facilitated bilateral interactions with the following countries:

Botswana, Canada, China, Cuba, Cyprus, Ethiopia, Finland, Georgia, Germany, Ghana, India, Indonesia, Iran, Japan, Kazakhstan, Lesotho, Mauritius, Mexico, Mozambique, the Netherlands, Nigeria, Pakistan, the Philippines, South Korea, Sri Lanka, Suriname, Swaziland, Tanzania, the United Kingdom and Zimbabwe.

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

The Chief Directorate assisted interactions with the following multilateral institutions on matters relevant to the department's mandate: the African Union, the European Union, the Global Forum on Migration Development, the International Civil Aviation Organisation, the International Organisation for Migration, Migration Dialogue for Southern Africa, Organisation for Economic Cooperation and Development, the Southern African Development Community and the United Nations.

4.1.2 Communication Services

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

During the year under review, communication took place against the backdrop of government's celebration of 20 Years of Democracy and the articulation of key priorities

for the next five years by the newly-appointed Cabinet in support of both President Jacob Zuma's second term of office and the strategic objective to build a united, democratic, non-racial, non-sexist and prosperous society.

The Branch: Communication Services led the process to produce the department's 20 Year Achievements and Milestones booklet and provided support for its high level launch, this with a view to enhancing the commemorative spirit generated nationally, as well as internationally, by South Africa's momentous 20 Years of Democracy. In this regard, the highest point of this initiative was the media launch of the booklet through the SABC Morning Live coverage featuring live interviews of the Minister and Deputy Minister, with the Minister further maximising the 20 year achievements communication message by way of a further interview with the ANN7 TV news platform.

Modernisation

A number of communication and media initiatives were undertaken to highlight the achievements of the Ministry and the Department of Home Affairs. To this end, media platforms were facilitated for the Minister, Deputy Minister, Director-General (DG) and Deputy Directors-General (DDGs) to inform the South African public and the international community about the department's modernisation project, one of the flagship programmes of Home Affairs, with the partnership with banks around the roll-out of the smart ID cards as one of its highlights. Interviews were successfully facilitated on Power FM, SAfm, Mhlobowenene, eNCA and other media outlets.

Additional support was provided for the Minister's interview for the eNCA Techno Report profiling the technology that powers the new smart ID card and its advanced security features. To build on these efforts and to showcase the exceptional work of Government Printing Works (GPW), the Minister hosted the Deputy President for a 'walk-about' at the GPW where the card is produced, with much publicity received from the media.

Immigration Management Services

A media campaign, primarily through on-the-record and off-the-record media briefings, was embarked upon to communicate the promulgation and implementation of the new Immigration Regulations, 2014. Dominating the briefings were the various voices led by the Minister, Deputy Minister, Director-General, and Deputy Director-General: Immigration Management Services, who all unpacked the Immigration Regulations to both local and foreign media, the TNA/SABC Business Briefing and the post-briefing on the Minister's meeting with the airlines.

The briefings were followed by robust communication initiatives and rapid responses to media enquiries, as well as the business and public outcry directly reacting to the Regulations. Radio and television interviews were facilitated to stimulate dialogue with key stakeholders in order for the department to explain the changes and receive proposals. The positive spin-off to this approach led to fostering a healthy immigration environment for the betterment of the country's migration policy and foreign economic investment. Publicity material, in the form of brochures and pamphlets, was also produced and distributed at appropriate locations. The departmental website was also utilised to communicate developments towards the implementation of the regulation and to provide public information.

With regard to the developments on the Zimbabwean special dispensation, the branch provided communication media support to the Ministry on the announcement of the commencement of the Zimbabwe Special Permit as well as the launch and official opening of the VFS centres to help ease and facilitate the permit application process.

Feature Articles Published in Print Media

A deliberate effort was made to promote the department's programmes, policies, legislative mandate and core business in the public discourse. To this end, newspaper articles were published in targeted newspapers, to highlight the department's issues including:

- Citizenship, birth and identification
- Post-elections mandate
- New Immigration Regulations
- Constitutional guidelines in the management of refugees and asylum seekers
- World Refugee Day
- SA cares for Migrants.

Civic Services

The Branch: Communication Services produced a Home Affairs' television advert as part of national efforts to deepen consciousness among the citizenry regarding the need for child registration within 30 days of delivery, encouraging 16 year-old youth to apply for IDs and ending the scourge of late registration of birth (LRB).

Other initiatives included the development of NPR radio advert that was translated into all official languages and placed via several national radio stations.

The endorsement of legal marriages was also popularised through the media event around

the Valentine Robben Island marriages, as well as the IMAMS graduation ceremony. The latter announced the era of the official recognition of Muslim marriages in the country.

Budget Speech 2014/15

An enhanced communication and media service was provided during the delivery of the 2014/15 Home Affairs Budget speech in the National Assembly which included intensifying the pre-publicity of the speech and the debate by building on the positive gains achieved during the 2013/14 financial year. The pre-publicity campaign entailed creating consciousness among the citizenry through advertising of the speech on radio and television as well as digi-pods at the airport. The speech was itself broadcast live on selected SABC radio platforms and all the community radio stations.

The key issues and messages arising from the Budget speech were packaged and flighted as adverts for radio and television as well as on digi-pods and airports' screens including in-flight screens on domestic SAA flights and YouTube. This is in addition to placing the contents of the speech on the departmental website and intranet and ensuring its dissemination through selected print media.

Izimbizo and Other Public Engagements

Communication services provided support to the Ministry and Department in organising Izimbizo in various provinces as part of government's efforts to ensure unmediated communication with various communities. In this regard, the branch was at the center of organising and mobilising communities for izimbizo, including the one held in Ga-Mothapo, Limpopo, which was preceded by the Minister handing out birth certificates at Mankweng hospital. This Izimbizo was a major media event as it coincided with the Minister and Deputy Minister's contribution to the 67 Minutes initiative on Nelson Mandela Day.

Other community outreach programmes that received communication support were the Minister's visit to Pelonomi Hospital, the opening of the Maponya Mall Office, Izimbizo at Bushbuckridge in Mpumalanga and Melmoth in KwaZulu-Natal, respectively. Support for the Deputy Minister's outreach programmes were in Lenasia where she handed out Smart ID cards at Nirvana old age home, an engagement with migrant women in Johannesburg, and the community outreaches in Knysna and Plettenberg Bay. Communication in these communities during the Izimbizo was also enhanced by the use of live broadcasts of proceedings through local community radio stations. Public awareness initiatives through the use of screens at the venue, loudhailers, pamphlets and posters, also contributed positively towards the successful attendance of the izimbizo by community members.

Communication and media support was also provided to the Ministry in the outreach to the community of Kya Sands, the majority of whom had lost their documents in a fire, to ensure that they are identified and issued with temporary IDs so they could carry on with their lives despite the tragedy.

Production of Publicity Material

The enhanced internal capacity to produce publicity material in the form of pamphlets, posters and other information material continued to stand the department in good stead in informing Home Affairs clients. This was in support of all Departmental campaigns.

The services extended to lay-out, design and use of photographic images in the production of official documents such as the annual report, strategic plan, internal HR documents and posters placed in all Home Affairs offices across the country to highlight Departmental campaigns such as counter corruption efforts, service delivery improvements and advising the public on what documentation is required in applying for specific enabling documents like IDs, passports and birth certificates.

In enhancing internal communication, the branch undertook the lay-out and design of various internal electronic e-mail banners and print mediums like e-Khaya and Ikhaya respectively, Notes from the DG's Desk as well as the Ministry's Home Affairs Today which is used to communicate to staff around policy decisions, programmes, plans and priorities of the department.

The above steps were taken to ensure that the officials were made aware of national and Departmental developments, thus empowering them to act as brand ambassadors of the department to effectively promote objectives as well as programmes and campaigns of the department and government as a whole.

Marketing Departmental Services and Products

The branch participated in numerous exhibitions on behalf of the department as part of creating awareness and understanding of the services and products rendered to both South African citizens and foreign nationals living in the country. In this regard, the highlights were the international exhibition on Civil Registration (CVRS) held in Ivory Coast, the cross-border labour exhibition held in Limpopo as part of Agri-SA initiative and the exhibition held at the King Shaka International Airport. The branch further showcased the department's services and products at the Rand Easter Show and supported numerous government commemorative days such as Human Rights in Uitenhage, Youth Day in Kimberly, and Heritage Day in Klerksdorp.

4.1.3 Information Services

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

Overview of achievement on Modernising DHA during the Financial Year 2014/15

Live capture functionality for Passports and Smart ID Cards processing

The system was successfully rolled out to 70 offices throughout the country in the reporting period. A total of 140 offices are rolled out with the system as at the end of the financial year. Successful network upgrades were done at the 70 Live Capture offices. Twenty three (23) offices were added to run with dual network links to minimise service disruption in large volume offices due to unreliable or frequently interrupted network as provided for by the SITA.

Disaster Recovery System for Live Capture

A disaster recovery system and site for Live Capture was established and implemented. The system provides benefits of business continuity regarding availability and reliability of systems in the event of disaster. It also plays a role in the protection of business data via replication that is near real-time.

Re-connection of Hospitals

IT equipment to reconnect hospitals for registration of birth within 30 days were procured, distributed and installed in identified sites.

Pre-modification of unabridged birth certificates

The pre-modification functionality of unabridged birth certificates on the NPR was successfully developed and implemented. This initiative is aimed at reducing the turnaround time to DHA in the issuance of unabridged birth certificates of children as required by the law for travelling abroad.

Development of e-permit system

The front end system of capturing the applications has been completed as part of the partnership with VFS Global. DHA has developed and the electronic adjudication system for the Temporary Residence Permits, Permanent Residence Permits and Zimbabwean Special Dispensation Permits. Both the front end VFS system and backend adjudication system provides the end to end electronic permit system for the department.

Implementation of ICT Governance Framework

In pursuit of the implementation of the DPSA Corporate Governance of ICT Framework, the department approved the Enterprise Architecture (EA) principles, DHA EA Vision and Framework. The DHA ICT policy catalogue was also approved to ensure compliance with all the ICT required policies and standards.

Challenges

Financial constraints have affected the Modernisation project and only 26 offices out of 140 are equipped with network redundancy (dual links) while the rest are on single connectivity. This poses a risk of service continuity.

The department has also suffered service interruptions due to unavailability of power (load shedding) that has in turn affected network links that connect offices. The network downtimes have affected offices over a period of time and this is the main cause of service interruption in Live Capture offices. This has severely affected the reputation of the department in its pursuit of excellent service delivery. Several engagements with the stakeholders, SITA and Telkom, have been led by the department to resolve the matter. There has been significant progress in modernising the department with the focus now shifting to diversification of service provision through various channels.

4.1.4 Learning Academy

Purpose: The Learning Academy is assisting the department with a strategy to reposition the DHA as a learning organisation using the four pillars of training, research, information and knowledge management.

The 2014/15 Annual Performance Plan had three main targets which included:

- 90% of newly appointed officials trained on the DHA Induction Programme before commencement of service. The average attendance of the four quarters was 74% and the shortfall on the annual target of 90% was 16%. Prior to the commencement of this reporting year, the induction programme was not presented on a monthly basis in all the provinces, as a result the first semester constituted a pilot and efforts to institutionalise it. Amongst some of the challenges experienced during the pilot phase were managers' reluctance to release officials for induction due to capacity constraints (service delivery versus training). However, during the second semester there was 100% compliance.

- 300 officials enrolled and trained in skills programmes emanating from the National Certificate: Home Affairs Services to improve performance (performance, service delivery and client experience). This target was achieved as 355 officials were trained in skills programmes such as the Law Enforcement (Inspectorate), the Ports of Entry, Civic Services and a suite of soft skills. The reason for the variance is that the demand, exceeded expectations and space was made to accommodate the additional learners.
- 100 (40 junior, 40 middle and 20 senior) managers enrolled and trained in leadership and management development programmes to improve performance (address issues of managerial discipline and dearth of leadership capacity). This target was achieved as a total of 161 (55 junior, 83 middle and 23 senior) managers were trained in leadership and management development programmes, which included the Emerging and Advanced Management Development Programmes, Leading Innovation in the Public Service and Multiple Intelligence training (Cultural, Social and Emotional).

As part of the department's strategy to modernise its systems, processes, procedures and professionalisation of staff the Learning Academy also trained staff in the newly modernised DHA offices on the DHA Modernisation Programme.

In line with the department's strategy to transform its culture and to professionalise its workforce through the creation and development of a holistic cadre of public servant who espouses the values of patriotism, people-centeredness and caring, professionalism and having integrity, corruption free and ethical, efficient and innovative, disciplined and security conscious. The department continued with the pilot of the 18 month cadet programme with 64 cadets. During this reporting year the cadets were trained on four fundamental, nine core and 15 elective unit standards from the National Certificate: Home Affairs Services which included the Civic Services, Immigration and Asylum Seeker Management electives. The Cadets underwent experiential training on Immigration Services at prioritised ports of entry such as OR Tambo International Airport, Lebombo, Beit Bridge, Maseru Bridge and Oshoek. The Cadets also underwent experiential training in Asylum Seeker Management at Marabastad and the Tshwane Interim Refugee Reception Office. In addition cadets were also deployed in various strategic areas in the department to assist with capacity.

In order to promote the department's vision of improved client relations and staff attitude in the front office, the Learning Academy piloted the training of staff in the front offices on a number of improved client relations and service delivery interventions.



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The finalisation of the training of the former OR Tambo International Airport immigration officers on the National Certificate: Home Affairs Services and their graduation was a momentous achievement for the Learning Academy as well as:

- The hosting of two seminars, one on “Culture, Identity and Citizenship” and another on “Patriotism”;
- The finalisation of the development of standard operating procedures for the Learning Academy; and
- The successful completion of the impact assessment of the Asylum Seeker Management Skills programme.

4.1.5 Finance and Supply Chain Management

Purpose: The purpose of the Branch: Finance and Supply Chain Management is to ensure effective integrated financial services and supply chain management systems.

The branch continues to support the core business units with their service delivery plans.

Following the disclaimer of audit opinion in 2013/14, efforts were made to stabilise the Finance and Supply Chain Management unit by advertising and filling critical vacant posts. In addition, various interventions with the Auditor-General and other stakeholders were embarked upon. These interventions include Ministerial engagements with the Auditor-General, meetings with the office of the Auditor-General and two Top 1000 meetings with all managers in the department. The purpose of the Top 1000 meetings was to share the 2013/14 audit findings and to agree on the audit action plan.

The branch achieved 100% of its strategic plan performance targets. These targets relate to the monthly submission of In-Year Monitoring reports and the submission of quarterly financial reports.

On average, 91.79% of invoices was paid within 30 days from date of receipt of invoice during the financial year under review. Process flows were reviewed and turnaround times for processing invoices determined.

Financial and Asset management

With regard to asset management, as reported in the previous year, the department implemented the BAUD Assets Management System. Assets are managed on the system and additions were reconciled to BAS on a monthly basis. Obsolete and redundant assets

were disposed during the financial year by means of public auctions. Two asset verifications were undertaken during the financial year under review.

Budget and Revenue Management

The department utilised its full budget allocation. In this regard, the Budget Office played a key role in ensuring that no unauthorised expenditure was incurred by monitoring expenditure on a daily basis towards financial year-end. Monthly budget versus expenditure reports were submitted to the executive and management and quarterly budget reviews were conducted.

Supply Chain Management

A total of eight bids were awarded during the financial year under review. The supplier database was updated on a regular basis. The departmental Bid Adjudication Committee was reconstituted.

Property and facilities management

In the year under review, the branch was able to support the department in its footprint expansion by ensuring that two new offices were opened in KwaZulu-Natal in the towns of Highflats and Belgrade. In addition, a total of 14 offices were refurbished as part of the “look and feel” project. The following offices were relocated to new larger and modern facilities:

- Vryheid (KwaZulu-Natal)
- Makhado (Limpopo)
- Nebo (Limpopo)
- East London (Eastern Cape)
- Port Elizabeth (Eastern Cape)
- Bizana (Eastern Cape)
- Brakpan (Gauteng)
- Germiston (Gauteng).

The branch played a major role in the smart ID card launch project by making sure that the target of 70 offices were structurally reconfigured to issue the new smart card. This involved the modification of DHA frontline offices, which included changing the layout of a new photo booth, the provision of server rooms, the installation of generators and uninterrupted power supply (UPS) units.

The branch also provided support and assistance in the provision of mobile homes and offices at certain Ports of Entries. It also provided infrastructure for the rollout of the eMCS (Enhanced Movement Control System) to various ports. In addition, the branch was also responsible for

the infrastructure improvement at the main ports of Beit Bridge, Lebombo, Maseru Bridge and Oshoek to cater for high volumes of travellers during the festive and Easter seasons.

The branch was able to successfully finalise the appointment of a new service provider for the provision of cellular and data. The new service provider was appointed at competitive rates. The transition from the previous service providers was achieved with minimum disruption.

4.1.6 Counter Corruption and Security Services

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

The branch had five targets all of which were achieved. The annual targets are anchored on the intergrated strategy to prevent and combat fraud and corruption. The four main elements of the strategy are prevention, detection, investigation and resolution. (refer to section under fraud and corruption

Table 6: Outcome and strategic objectives of Programme 1, Administration

Programme		Programme 1: Administration					
DHA Outcome		Outcome No 1: Secured South African citizenship and identity					
Strategic Objective		Strategic Objective 1.1: All eligible citizens are issued with enabling documents relating to identity and status					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Number of offices with live capture functionality for passports and Identity documents and passports (installed and functional)	1.1.1	Achieved Live capture functionality for passports and IDs rolled out (installed and functional) to 70 offices.	70	Achieved Live capture functionality for identity documents and passports rolled out to 70 offices.			Transversal Information Technology Management

Programme		Programme 1: Administration					
DHA Outcome		Outcome No 1: Secured South African citizenship and identity					
Strategic Objective		Strategic Objective 1.1: All eligible citizens are issued with enabling documents relating to identity and status					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
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					
Development of National Identity System according to specifications	1.2.1	New PI	National Identity System (NIS) developed (designed)	Not achieved The data analysis on the NPR was done; a report was compiled and sent to Civic Services.	90%	The contract between DHA and the prospective service provider was not completed and as such the project could not commence.	Transversal Information Technology Management
Completion of technical testing for National Identity System (System tested against approved functional specifications) (2014/15)		New PI	Technical testing for NIS completed	Not achieved	100%	The contract between DHA and the prospective service provider not signed and as a result the project could not commence.	Transversal Information Technology Management
Completion of technical testing of Trusted Traveller programme (System tested against approved functional specifications)	1.2.2	New PI	Technical testing of Trusted Traveller Programme completed by Information Services branch	Not achieved	100%	The contract between DHA and the prospective service provider not signed and as a result the project could not commence.	Transversal Information Technology Management
Completion of development of e-Permit system (System tested against approved functional specifications)	1.2.3	New PI	Development of e-Permit system completed by Information Services branch and handed over to IMS for user acceptance testing	Achieved The front end system to capture permits electronically was implemented through the VFS Global. The back end adjudication modules were completed by DHA. The ZSP sub-module for Adjudication was also developed and implemented.			Transversal Information Technology Management

Programme		Programme 1: Administration					
Outcome		Outcome 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 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Percentage (%) of newly appointed officials trained on DHA Induction Programme before commencement of service	3.1.1	New PI	90%	Not achieved The average attendance of the four quarters is 74% (Q1=43%, Q2=53%, Q3=100% and Q4=100%) and therefore the annual target of 90% was not achieved by 16%	The annual target of 90% was not achieved by 16%.	Prior to the commencement of this reporting year, the DHA Induction was not presented on a monthly basis in all the provinces. The DHA Induction programme was still being institutionalised in the department during the first semester. Hence the non-achievement during that period. Due to capacity constraints managers were reluctant to release newly appointed officials to attend the DHA Induction - service delivery versus training.	Corporate Services
Identified number of officials enrolled and trained in skills programmes emanating from the National Certificate: Home Affairs Services to improve performance	3.1.2	617	300	Achieved The number of officials enrolled and trained in skills programmes emanating from the National Certificate: Home Affairs Services to improve performance was achieved as 355 officials were trained as follows: Quarter 1: 71 Quarter 2: 127 Quarter 3: 66 Quarter 4: 91 Total: 355.	Although the target was 300, 355 learners were trained on the skills programmes.	The reason for the variance is that the number of officials nominated for the skills programmes, exceeded expectations and space was made to accommodate the additional learners.	Corporate Services

Programme		Programme 1: Administration					
Outcome		Outcome 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 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Number of managers (junior, middle and senior) enrolled and trained in leadership and management development programmes to improve performance	3.1.3	Achieved 129 managers at senior, middle and junior levels were trained and enrolled in outbound management and leadership development programmes.	100 (40 junior, 40 middle and 20 senior managers)	Achieved A total of 161 managers were trained in leadership and management development programmes: Junior managers: 55 Middle managers: 83 Senior managers 23 Total: 161	Although the target was 100, 161 managers were trained in leadership and management development programmes	The learning Academy responded to the demand.	Corporate Services

Programme		Programme 1: Administration					
Outcome		Outcome 3: Services to citizens and other clients that are accessible and efficient					
Strategic Objective		Strategic Objective 3.2: Good governance and administration					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Compliance with set deadline for submission of accurate and complete annual financial statements to the Auditor-General by 31 May annually	3.2.1	New PI	Accurate and complete annual financial statements submitted to the Auditor-General by 31 May annually	Achieved Accurate and complete annual financial statements submitted to the Auditor-General by 31 May annually			Corporate Services
Compliance with set deadline for submission of In-year monitoring reports to National Treasury in respect of required format and accurate information	3.2.2	New PI	In-year monitoring reports submitted to National Treasury on a monthly basis	Achieved In-year monitoring reports were submitted to National Treasury by the 15th of each month.			Corporate Services
Compliance with set deadline for tabling of Annual Report in Parliament as per PFMA	3.2.3	New PI	Annual Report tabled in Parliament by 30 September annually	Achieved Annual Report tabled in Parliament by 30 September annually			Corporate Services
Quarterly performance reports verified and approved by EXCO and signed by the DG within 60 days after each quarter	3.2.4	New PI	3 DHA 2014/15 and 1 DHA 2013/14 quarterly performance reports verified and approved by EXCO and signed by the DG within 60 days after each quarter	Achieved 3 DHA 2014/15 and 1DHA 2013/14 quarterly performance reports verified and approved by EXCO and signed by the DG within 60 days after each quarter			Corporate Services

Programme		Programme 1: Administration					
Outcome		Outcome 3: Services to citizens and other clients that are accessible and efficient					
Strategic Objective		Strategic Objective 3.2: Good governance and administration					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Approval of business case for a sustainable model for civic and immigration services by Minister	3.2.5	New PI	Business case for a sustainable model for civic and immigration services approved by Minister	Achieved Business case for a sustainable model for civic and immigration services was approved by the Minister			Corporate Services
Vacancy rate maintained at a set percentage or lower	3.2.6	New PI	Vacancy rate maintained at 10% or below by 31 March 2015	Achieved			Corporate Services
Submission for approval by Minister of reviewed functional organisational structure and post establishment of the DHA (2014/15)	3.2.7	New PI	Functional organisational structure and post establishment reviewed and submitted to Minister for approval in line with mandate and functions of the DHA	Target was discontinued			Corporate Services

Programme		Programme 1: Administration					
Outcome		Outcome 3: Services to citizens and other clients that are accessible and efficient					
Strategic Objective		Strategic Objective 3.2: Good governance and administration					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Strategic Objective		Strategic Objective 3.3: Ethical conduct and zero tolerance approach to crime, fraud and corruption					
Approval of Ethics Management Programme by EXCO	3.3.1	New PI	Ethics Management programme developed and approved by EXCO	Achieved <ul style="list-style-type: none"> The Ethics Risks and Opportunity Assessment has been conducted and a report approved by ADDG:CCSS Ethics Risk Profile compiled. The draft DHA Code of Ethics was developed and submitted to CD: Employee Engagement for consultation with labour unions. Ethics Management Programme Approved by EXCO 			Corporate Services
Implementation of Ethics Management Programme as per roll out plan			Ethics Management Programme implemented	Achieved <p>Training was conducted for:</p> <ul style="list-style-type: none"> DMC Ethics Committee (10) Train-the-Trainer (33) Cadet Programme (112) Cadre Training (96) National Certificate (20) Service Delivery Programme (38) Induction Head Office (133) Induction Provinces 			Corporate Services

2 Note that under the DHA modernisation project, the old passport live capture systems are being replaced with new live capturing systems.

Programme		Programme 1: Administration					
Outcome		Outcome 3: Services to citizens and other clients that are accessible and efficient					
Strategic Objective		Strategic Objective 3.2: Good governance and administration					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Percentage of reported cases investigated and finalised within 90 working days	3.3.2	New PI	60%	Achieved Cases under review <ul style="list-style-type: none"> • Received cases: 362 • Finalised cases:231 • Percentage performance = 63% 			Corporate Services
Number of reviews on processes conducted and reports signed off by DG	3.3.3	4 reviews on processes conducted.	4	Achieved 4 reviews on processes conducted. <ul style="list-style-type: none"> • Permanent Residence Permit • Fraudulent Birth Registration • Fraudulent Death Registration • Management of Conflict of Interest 			Corporate Services

Programme		Programme 1: Administration					
Outcome		Outcome 3: Services to citizens and other clients that are accessible and efficient					
Strategic Objective		Strategic Objective 3.2: Good governance and administration					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
<p>Number of Threats and Risk Assessments (TRAs) conducted in accordance with the requirements of Minimum Information (MISS) and / or Physical Security Standards (MPSS)</p> <p>Number of quarterly monitoring reports submitted to DG on the implementation of recommendations by line function for offices subjected to TRAs</p>	3.3.4	New PI	80 (60 MPSS, 20 MISS)	<p>Achieved</p> <p>86 Threat and Risk Assessments [TRA] written reports with accompanying recommendations were generated for implementation by respective office managers</p>		The additional six [6] offices were achieved through the implementation of the project approach which was lead from Head Office to augment for area where there are no security representation	Corporate Services
			3	0			
Number of vetting fieldwork investigations finalised and referred to State Security Agency (SSA)	3.3.5	New PI	468	<p>Achieved</p> <p>532 Vetting fieldwork investigations finalised and submitted to State Security Agency (SSA) for Evaluation</p>	An additional 64 files were submitted to SSA for Evaluation	A project was embarked upon to deal with the shortfall of the previous quarters and additional resources were committed.	Corporate Services

Programme		Programme 1: Administration					
Outcome		Outcome 3: Services to citizens and other clients that are accessible and efficient					
Strategic Objective		Strategic Objective 3.2: Good governance and administration					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Strategic Objective		Strategic Objective 3.4: Collaboration with stakeholders in support of enhanced service delivery and core business objectives					
Implementation of communication strategy and action plan with a focus on internal and external communications (actual progress against planned activities)	3.4.1	New PI	Internal Communication: 7 Exhibitions participated in to support government and departmental events	Achieved 10 exhibitions were participated in to support government and departmental events.			Corporate Services
			4 Publications of e-Khaya electronic newsletter produced	Achieved 5 publications of e-Khaya electronic newsletter were produced			Corporate Services
			6 Publications of Ikhaya internal magazine produced	Achieved 6 publications of Ikhaya internal magazine were produced			Corporate Services
			10 Publications of Home Affairs Today produced	10 publications of Home Affairs Today were produced			Corporate Services
			8 Publications of Notes from the DG's Desk produced	Achieved 14 publications of Notes from the DG's Desk were produced			Corporate Services
			10 Ministerial Izimbizo activities supported (public engagement, distributing IDs, birth certificates, etc)	Achieved 13 Ministerial Izimbizo/outreaches were coordinated/participated in			Corporate Services
			48 web uploads	Achieved 94 web uploads were achieved			Corporate Services

Programme		Programme 1: Administration					
Outcome		Outcome 3: Services to citizens and other clients that are accessible and efficient					
Strategic Objective		Strategic Objective 3.2: Good governance and administration					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
			External Communication: 24 Media briefings	Achieved 24 media briefings were conducted			Corporate Services
			10 Feature / opinion pieces placed in print media	Achieved 12 feature/opinion pieces were placed in print media			Corporate Services
			100% Speeches/ speaking notes/media statements produced on behalf of Minister, Deputy Minister and DG	Achieved 100% speeches/speaking notes/media statements were produced on behalf of Minister and Deputy Minister			Corporate Services
			24 Radio productions sent to radio stations	Achieved 36 Radio productions were sent to radio stations			Corporate Services
			4 Video productions completed	Achieved 10 video productions were produced			Corporate Services
			100% Departmental events photographed as per events calendar and programme of action	Achieved 100% departmental events were photographed			Corporate Services
			24 Radio/television interviews conducted for Minister/Deputy Minister/DG/DDGs	Achieved 32 radio/television interviews were produced			Corporate Services
			10 Environmental scans conducted for the Ministerial Izimbizo	Achieved 14 environmental scans were conducted			Corporate Services

Strategy to overcome areas of under performance

Strategies to address underperformance are captured in the reports by the business units and in the performance tables where a target is not achieved.

Linking performance with budgets

Table 7: Sub-programme expenditure

Programme 1: Administration	2014/15			2013/14		
	Final Appropriation	Actual Expenditure	Variance	Final Appropriatio	Actual Expenditure	Variance
	R'000	R'000	R'000	R'000	R'000	R'000
Sub programme						
1. Ministry	28 415	28 415	-	27 212	27 151	61
2. Management Support Services	114 598	114 598	-	103 230	104 777	-1 547
3. Corporate Services	716 171	716 171	-	628 051	627 683	368
4. Transversal Information Technology Management	682 551	682 267	284	678 742	675 848	2 894
5. Office Accommodation	407 604	407 604	-	387 849	387 819	30
	1 949 339	1 949 055	284	1 825 084	1 834 278	1 806

4.2 PROGRAMME 2: CITIZEN AFFAIRS

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

LIST OF SUB PROGRAMMES

Citizens Affairs Management
Status Services
Identification Services
Access to Services
Service Delivery to Provinces

The strategic objectives relevant to this programme are as follows.

- All eligible citizens are issued with enabling documents relating to identity and status.
- An integrated and digitised National Identity System that is secure and contains biometric details of every person recorded on the system.
- Good governance and administration.

4.2.1 Citizen Affairs Management

This sub-programme is responsible for overall management of the branch and includes all chief directorates and support services reporting to the Deputy Director-General: Civic Services. The branch is responsible for both head office and front line operations. Head office provides policy direction and set standards as well as management of back office processes. Provincial management includes provincial operations management for both civic and immigration operations at front offices.

4.2.2 Status Services

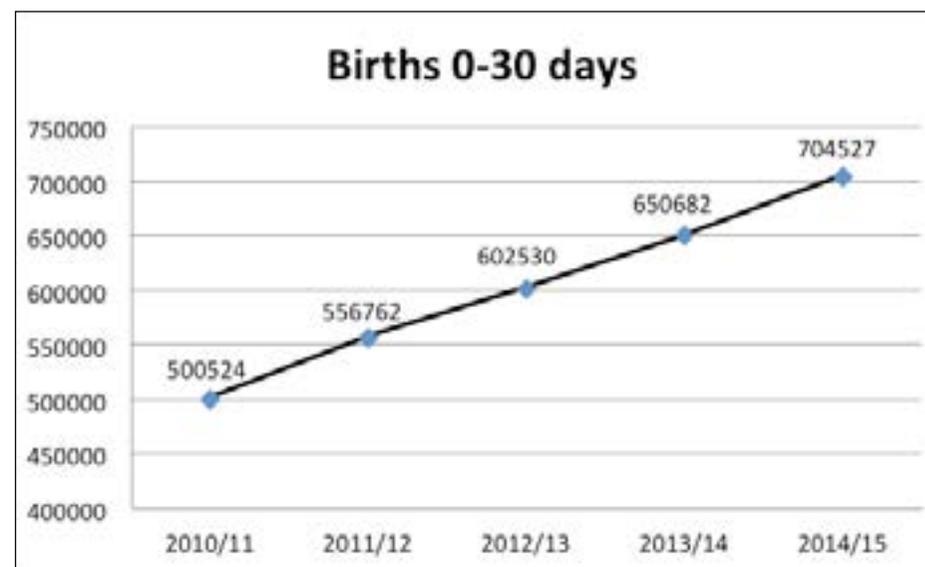
Status Services regulates all matters relating to the National Population Register (NPR). These include: maintaining an accurate population register of all citizens and immigrants who have acquired the right to permanent residence; registration of births, deaths and marriages; provision of travel documents and related matters, such as passports; provision of financial assistance to citizens abroad by paying for their visas and travel costs if they wish to return to South Africa and have no means to do so; and determining and granting citizenship.

Birth Registrations

A key strategy coordinated by Civic Services is to ensure a credible, accurate and secure National Population Register (NPR) with a single point of entry within 30 days of birth. To drive this strategy, a National Population Registration (NPR) campaign was launched during 2010 and broadly entails the rollout of initiatives, such as:

- Conducting outreach programmes in rural areas, schools, farms and informal settlements,
- Establishment of stakeholder forums at local, district, metro and provincial levels, and
- Rollout of birth registration points at health facilities.

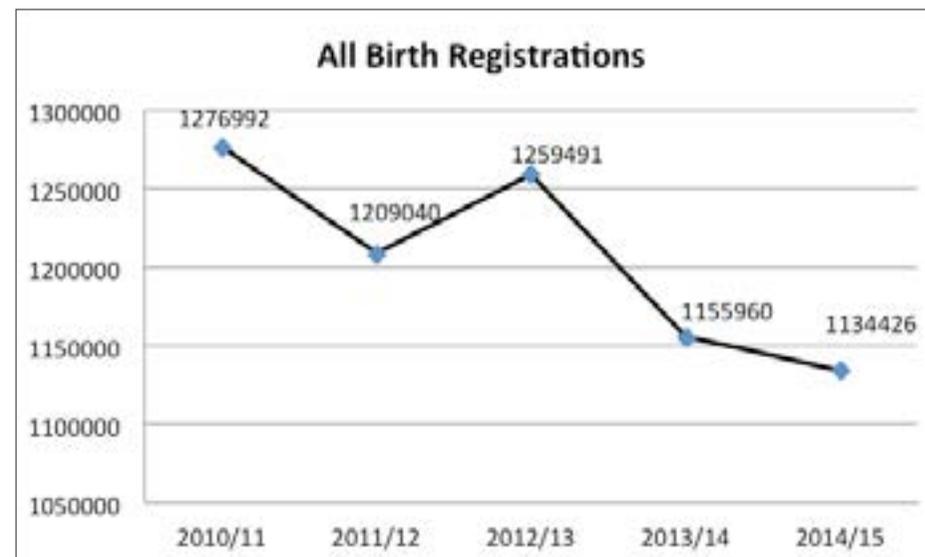
The birth registration target for the review period was to register 694 000 births within 30 days of the birth event. The department registered 704 527 births within the 30 day window period. This was essentially achieved through a continuation of the outreach programmes, continued birth registration at health facilities and close interaction with stakeholder forums. The graph below depicts improvements achieved over a five year period from 2010/11 to 2014/15.



With increased compliance of birth registration within 30 days of the event, the department is experiencing positive declines in the late birth registration categories. The department measures these categories as follows: (i) births registered between 31 days and 14 years of the birth event, and (ii) birth registrations 15 years and above. This distinction is made as the registration process for children between ages 31 days and 14 years is decentralised, whilst the registration process for persons 15 years and above is centralised. The following graphs depict the declines per registration category.



The overall situation as far as birth registration (all ages) is concerned, reflects a marginal year-on-year decline in the number of registrations. As reported in the previous financial year, this decline is fairly consistent with estimates issued annually by Statistics South Africa (Stats SA). In the graph below, this gradual decline is visible.



Graphical representation suggests that there is a decline in the birth rate. However, it should be noted that the department registers births of children who are wilfully presented for registration. There may still be pockets of unregistered children in the country. Hence, the department will maintain key initiatives under the NPR Campaign until late registration of births are exceptional.

During the review period, a total of 353 770 machine readable passports were issued through the ¹manual system. Of this total, 332 808 passports were issued within the prescribed period of 24 working days and 20 962 passports issued above this turnaround time. This equates to an achievement rate of 94,1% which is marginally below the 95% annual target.

As for live capture passports, a total of 9 071 machine readable passports were issued through the old live capture system implemented during 2010/11. Of this total, 7 868 passports were issued within the prescribed period of 13 working days and 1 203 passports issued above this turnaround time. This equates to an achievement rate of 86, 7% which is below the 95% annual target. The old passport system was discontinued at the end of the first quarter. However, the balance of applications being processed continued to run well into the second quarter. Hence, production under the old live capture system was slower than that of manual passports as the process of cleaning out all applications took place during the second quarter. The total number of passports issued through manual and old live capture passport systems was 362 841.

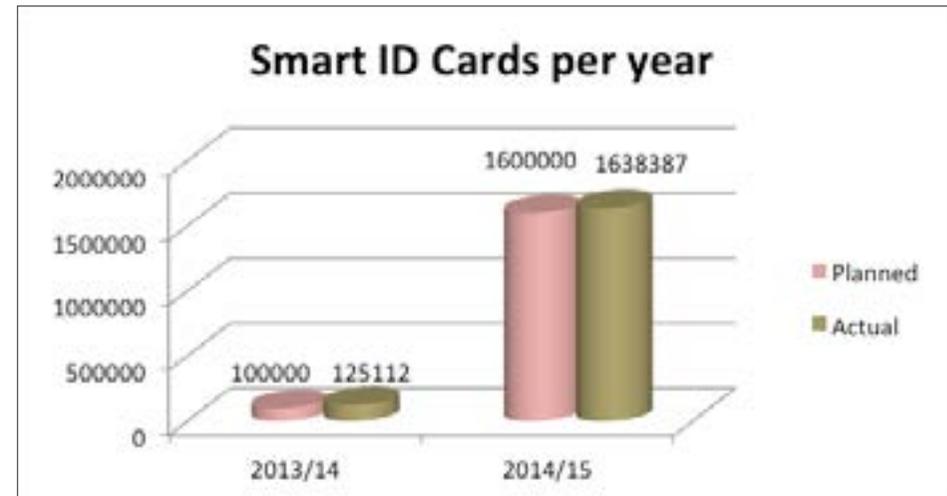
4.2.3 Identification Services

This sub-programme oversees issues relating to identity management, such as fingerprints, photographs and identity documents (IDs). Once personal details are recorded in the National Population Register (NPR), IDs are issued to persons who have attained the age of 16 years. This sub-programme is also responsible for storing and verification of fingerprints in the central database of the Automated Fingerprint Identification System (AFIS), a subsystem of the Home Affairs National Identification System (HANIS) and its overall administration.

¹ Note that the manual system is being replaced by the live capture system and the live capture system is paperless.

Issuance of Smart ID Cards to citizens

Civic Services and Information Services branches successfully rolled out the live capture system to 70 local offices during 2013/14 and a further 70 during the 2014/15 financial year. This brings the cumulative total number of offices with the live capture system to 140 offices by the end of the period under review. Correspondingly, the total number of ID cards issued during 2013/14 was 125 112 and 1 638 387 during the 2014/15 financial year. A total of 1 763 499 smart ID cards have been issued since the inception of the programme. The table below depicts the performance of smart ID card production against the planned target:



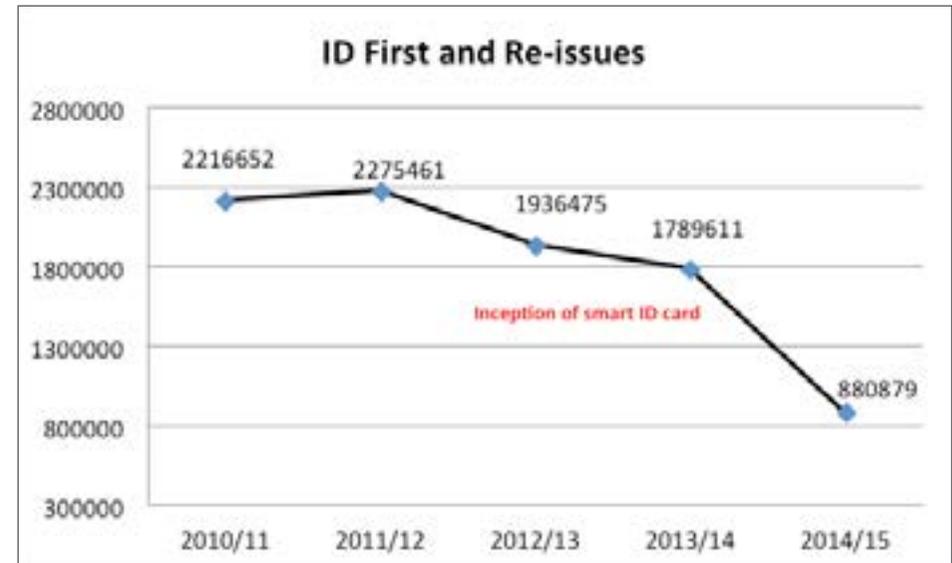
ID First and Re-issues

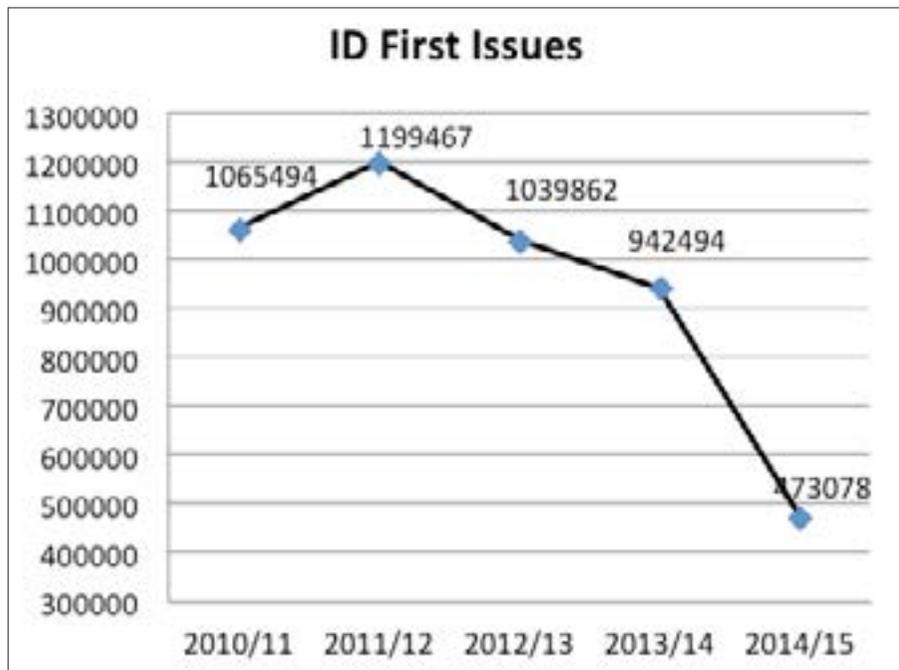
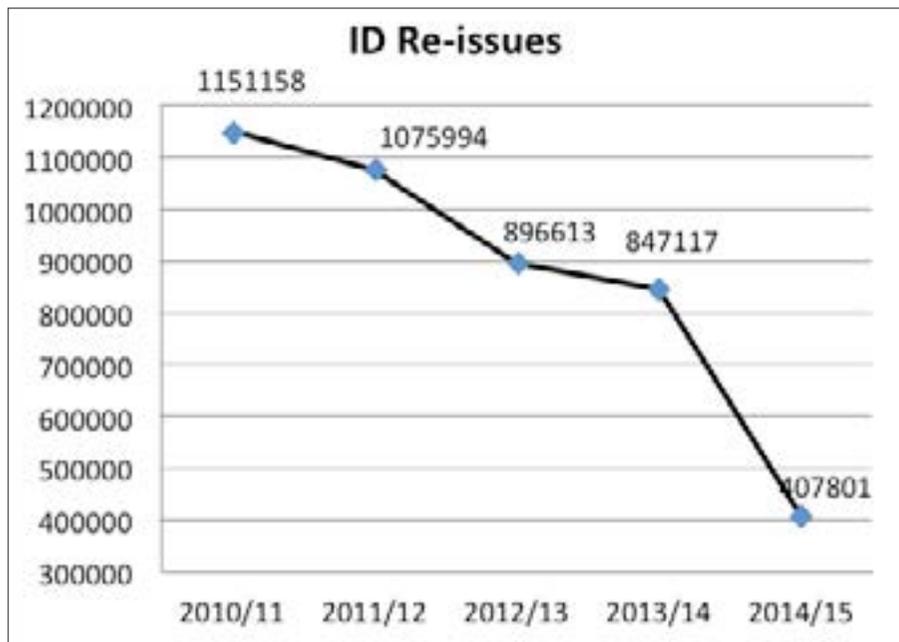
Since the inception of the smart ID card, demand for the green barcoded identity document has declined, as anticipated. The department will be closely monitoring the trends over the MTEF period to ascertain the feasibility of continuing to issue green barcoded identity documents. At this stage, however, the department is not anticipating a decision to discontinue with issuance of these enabling documents due to the relatively small footprint of live capture offices (140 offices out of a total of 407 offices countrywide).

A total of 410 042 ID first issues were issued within the prescribed turnaround time of 54 working days (this relates to 86,7% of the total volume of first issues). A total of 63 036 ID first issues were issued above 54 working days. In total, 473 078 ID first issues were issued during the review period.

A total of 376 340 ID re-issues were issued within the prescribed turnaround time of 47 working days (this relates to 92, 3% of the total volume of re-issues). A total of 31 461 ID re-issues were issued above 47 working days. In total, 407 801 ID re-issues were issued during the review period. This brings the total number of ID first and re-issues for the 2014/15 review period to 880 879.

The production of IDs was affected by the upgrading of the electricity supply at the Central ID Production Facility in Pretoria. Whilst turnaround times were slowed due to this upgrade, the department managed to eliminate backlogs in the ID issuing process and by the end of the review period, the work at hand had reached manageable levels. The graphs below depict the number of IDs issued for the past five years:





4.2.4 Access to Services

Channel Management provides for the development of service delivery channels by optimal placement and utilisation of the department's services. This is done by optimising the departmental footprint strategy in relation to opening of new Home Affairs offices; establishing online birth registration at health facilities; mobile office deployment in rural areas and managing the DHA customer service centre.

Development and implementation of a front office toolkit for managers

To improve and standardise service delivery to Home Affairs clients, Channel Management undertook a review of the front office toolkit for managers. This toolkit was initially introduced during 2009. However, since 2009 the use of this toolkit waned, which had a negative impact on achieving consistent service delivery standards. The revised toolkit was approved by the Executive Committee (EXCO) and training was provided to officials representing 172 departmental offices. The toolkit is currently monitored online to simplify completion by office managers and consolidation. By the end of March 2015, implementation of the front office toolkit was still in progress.

Service Charter

The review period also saw the production of a Home Affairs Service Charter. The department did not have an approved Service Charter wherein client service expectations and service standards are documented. Channel Management undertook a process of developing norms and standards for all office types, services and products. Based on these norms and standards, the Home Affairs Service Charter was drafted. The charter was approved by the Director-General on 10 March 2015 and full rollout of the service charter to all departmental offices was underway by 31 March 2015.

Outreach campaigns

In support of the National Population Registration (NPR) campaign, Channel Management and provinces jointly conducted 43 outreach campaigns. The outreach campaigns were primarily aimed at the rollout of essential civic-related services, such as; birth registrations; issuance of births certificates; intake of identity document applications and distribution of identity documents.



Table 8: Outcome and strategic objectives of Programme 2, Citizen Affairs

Programme		Programme 2: Citizen Affairs					
Outcome		Outcome No 1: Secured South African citizenship and identity					
Strategic Objective		Strategic Objective 1.1: All eligible citizens are issued with enabling documents relating to identity and status					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Number of births registered within 30 calendar days of birth	1.1.1	Achieved 650 682 births were registered within 30 calendar days of the birth.	694 000 births registered within 30 calendar days of birth	Achieved 704 527 births were registered within 30 days of birth during the review period	The department registered 10 527 more births than anticipated in this age group.	Planning for this target is guided by the mid-year population estimates issued by Statistics South Africa on an annual basis. However, as this target is largely dependent on citizen compliance which is unpredictable, deviations from the planned target are a common occurrence.	Status Services Service Delivery to provinces
Number of smart ID cards issued to citizens 16 years of age and above	1.1.2	Achieved 125 112 smart ID cards were issued during the review period.	1.6 million smart ID cards issued to citizens 16 years of age and above	Achieved During the review period, a total of 1 638 387 ID Smart cards were issued to citizens 16 years of age and above.	The department issued 38 387 more smart ID cards than anticipated.	The annual target was based on a ramp-up of the number of offices with live capture functionality. At the beginning of the review period, there were 70 front offices with this technology and this was steadily ramped-up to 140 offices during the review period. The department therefore maximised the use of live capture at offices. An increase in demand for the smart ID card was also observed, compared against previous review periods.	Identification Services

Programme		Programme 2: Citizen Affairs					
Outcome		Outcome No 1: Secured South African citizenship and identity					
Strategic Objective		Strategic Objective 1.1: All eligible citizens are issued with enabling documents relating to identity and status					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Percentage (%) of IDs (First issues) issued within 54 working days for applications collected and processed within the RSA (from date of receipt of application until ID is scanned at office of application).	1.1.3	Not Achieved 91.7% of IDs (first issues) issued within 54 working days for applications collected and processed within the RSA. 864 138 IDs were issued within 54 working days. 78 356 IDs were issued above 54 working days. The total IDs issued was 942 494.	95% of IDs (First issues) issued within 54 working days for applications collected and processed within the RSA (from date of receipt of application until ID is scanned at office of application)	Not Achieved 86,7% of IDs (First Issues) were issued within 54 working days (RSA applications only) 410042 IDs (First Issue) were issued in 54 working days and 63036 above. The total number of IDs (First Issues) issued during the review period was 473078.	Actual performance was 8,3% below target	A major upgrade of the electricity infrastructure took place at the Central ID Production Facility in Pretoria during June 2014. Initially, the upgrade was successful. However, during October 2014 load shedding was experienced and the emergency back-up electricity systems did not initialise, as designed. This power outage had a negative impact on the production of IDs and other services rendered from the facility.	Identification Services Service Delivery to provinces
Percentage (%) of IDs (Re-issues) issued within 47 working days for applications collected and processed within the RSA (from date of receipt of application until ID is scanned at office of application).	1.1.4	Achieved 98.2% of IDs (re-issues) issued within 47 working days for applications collected and processed within the RSA. 831 952 IDs were issued within 47 working days. 15 165 IDs were issued above 47 working days. The total IDs issued was 847 117.	95% of IDs (Re-issues) issued within 47 working days for applications collected and processed within the RSA (from date of receipt of application until ID is scanned at office of application)	Not Achieved 92.3% of IDs (Re-issues) were issued within 47 working days (RSA applications only) 376 340 IDs (Re-issues) were issued in 47 working days and 31 461 above. The total number of IDs (Re-issues) issued during the review period was 407 801.	Actual performance was 2,7% below target	This target was also impacted on by the power upgrade during June 2014 and the subsequent power outage of October 2014.	Identification Services Service Delivery to provinces

Programme		Programme 2: Citizen Affairs					
Outcome		Outcome No 1: Secured South African citizenship and identity					
Strategic Objective		Strategic Objective 1.1: All eligible citizens are issued with enabling documents relating to identity and status					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Percentage (%) of machine readable passports (manual process) issued within 24 working days for applications collected and processed within the RSA (from date of receipt of application until passport is scanned at office of application).	1.1.5	Not achieved 93.7% of machine-readable passports issued within 24 working days (manual process) for applications collected and processed within the RSA. 424 170 were issued within 24 working days and 28 385 issued over 24 working days. The total passports issued were 452 555.	95% of machine readable passports (manual process) issued within 24 working days for applications collected and processed within the RSA (from date of receipt of application until passport is scanned at office of application)	Not achieved 94.1% of machine readable passports (MRP) (manual process) were issued within 24 working days (RSA applications only) 332 808 MRPs (manual process) were issued in 24 working days and 20962 above. The total number of MRPs (manual process) issued during the review period was 353 770	Actual performance was 0,9% below target	Production was slightly below target due to a shortage of equipment for receiving, quality assurance and dispatching of passports at the Passport Distribution Centre.	Status Services Service Delivery to provinces
Percentage (%) of machine readable passports (live capture process) issued within 13 working days for applications collected and processed within the RSA (from date of receipt of application until passport is scanned at office of application)	1.1.6	Not achieved 95.9% of machine-readable passports issued within 13 working days (live capture process) for applications collected and processed within the RSA. 154 818 were issued within 13 working days and 6 635 issued after 13 working days. The total passports issued were 161 453.	97% of machine readable passports (live capture process) issued within 13 working days for applications collected and processed within the RSA (from date of receipt of application until passport is scanned at office of application)	Not achieved 86,7% of machine readable passports (MRP) (live capture process ¹) were issued within 13 working days (RSA applications only) 7 868 MRPs (live capture process) were issued in 13 working days and 1 203 above. The total number of MRPs (live capture process) issued during the review period was 9 071	Actual performance was 10,3% below target	Production was slightly below target due to a shortage of equipment for receiving, quality assurance and dispatching of passports at the Passport Distribution Centre.	Status Services Service Delivery to provinces

Programme		Programme 2: Citizen Affairs					
Outcome		Outcome No 3: Services to citizens and other clients that are accessible and efficient					
Strategic Objective		Strategic Objective 3.2: Good governance and administration					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Approval by EXCO of re-viewed front office toolkit to improve the daily management of operations in front offices	3.2.8	New PI	Reviewed front office toolkit (FOTK) to improve the daily management of operations approved, implemented and monitored	Achieved FOTK was reviewed and approved during the review period. Training was provided to officials of 172 offices (out of 407). A circular authorising implementation was distributed.		Not applicable	Civic Affairs Management Service Delivery to provinces
Pilot of front office toolkit in a small, medium and large office							
Implementation of front office toolkit at small, medium and large offices							
Monitoring of implementation of front office toolkit through quarterly reports to EXCO							

Strategy to overcome areas of under performance

Strategies to address underperformance are captured in the reports by the business units and in the performance tables where a target is not achieved.

Linking performance with budgets

Table 9: Sub-programme expenditure

Programme 2: Citizen Affairs	2014/15			2013/14		
	Final Appropriation	Actual Expenditure	Variance	Final Appropriatio	Actual Expenditure	Variance
	R'000	R'000	R'000	R'000	R'000	R'000
Sub programme						
1. Citizen Affairs Management	28 967	28 956	11	24 063	24 000	63
2. Status Services	561 953	561 953	-	440 205	440 166	39
3. Identification Services	204 930	204 925	5	210 961	210 884	77
4. Access to Services	64 499	64 495	4	68 279	68 218	61
5. Service Delivery to Provinces	1 938 224	1 938 203	21	1 808 617	1 808 509	108
6. Film and Publication Board	78 901	78 901	-	82 675	82 675	-
7. Electoral Commission	1 675 713	1 675 713	-	1 579 179	1 579 179	-
8. Government Printing Works				-	-	-
	4 553 187	4 553 146	41	4 213 979	4 213 631	348

4.3 PROGRAMME 3: IMMIGRATION AFFAIRS

Purpose: To facilitate and regulate the secure movement of people through the ports of entry into and out of the Republic of South Africa, determine the status of asylum seekers and regulate refugee affairs, confirm and provide enabling documents to foreign visitors legally residing within the Republic, enforce immigration legislation and effect deportations.

LIST OF SUB PROGRAMMES

Immigration Affairs Management
Admission Services
Immigration Services
Asylum Seekers

The following are the list of strategic objectives that Immigration Affairs contributed to during the year under review:

- To ensure a secure, responsive and flexible immigration regime in support of national security, priorities and interests
- To implement effective and efficient asylum seeker and refugee management strategies and systems
- To facilitate the efficient movement of bona fide travellers to support national interests and priorities, and to prevent and prohibit the movement of undesirable persons in the interest of national security
- To ensure secure, effective, efficient and accessible service delivery to clients.

4.3.1 General overview

The core immigration mandate is to:

- Facilitate and regulate the secure movement of people through the ports of entry into and out of the Republic of South Africa;
- Confirm and provide enabling documents to foreign visitors legally residing within RSA;
- Enforce immigration legislation and effect deportations;
- Determine the status of asylum seekers and regulate refugee affairs; and
- Contribute towards realising a positive skills migration trend into the RSA.

During the 2014/15 financial year, the Immigration Amendment Acts, 2007 and 2011 and the Immigration Regulations, 2014, came into operation on 26 May 2014. The Immigration Regulations, 2014 repealed the Regulations made in 2005. The aim of these amendments is to better manage immigration in a way that balances South Africa's openness to travellers as well as developmental and security imperatives. By implementing a risk-based approach to immigration, all new applications for visas are to be made at our missions, and in person. This will allow for verification of applicants prior to arrival in the Republic. Further, a change of immigration status from within the Republic is no longer permitted for persons on Visitor's or Medical Treatment Visas. Persons who want to effect such changes need to apply from outside the Republic; however, extensions are provided for in the legislation. Regulations affecting travelling with children will come into effect from 1 June 2015. The newly introduced legislative amendments and regulations are critical to enhance national security, ensure economic interests are met, international obligations fulfilled and alignment with other legislations like Children Act and Human Trafficking Act while we review our entire approach to migration.

In the area of Port Control, important infrastructure improvements were completed at identified ports of entry. The department's improved infrastructure, coupled with the Enhanced Movement Control System (EMCS) and reviewed workflow processes, allowed for the processing of significant volumes of travellers during the December/January 2015 festive period and Easter period. A total of 3 555 998 movements (arrivals and departures), namely 981,258 movements by citizens and 2,574,740 by foreign nationals, were recorded during the period 10 December 2014 and 10 January 2015. The most frequented ports were ORTIA (22% of all movements), Beit Bridge (20%) and Lebombo (16%). The improvements made in relation to ports, both in terms of infrastructure and systems as described above, are aimed at facilitating the efficient movement of bona fide travellers to support national interests and priorities, and to prevent and prohibit the movement of undesirable persons in the interest of national security. In terms of the latter, it is important to highlight that the Immigration Inspectorate received an additional funding allocation from National Treasury to capacitate the Inspectorate. This allocation amounts to R118 million over a period of three years, starting from 1 April 2015. Steps are underway to recruit an additional 171 immigration officers to assist with the enforcement of Immigration legislation as well as legislation within the Civic Services area like the Marriages Act, Citizenship Act, etc.

In the area of Permitting, significant improvements in the processing of applications were enabled by the partnership between the department and an independent service provider,

Visa Facilitation Services (VFS). The VFS system came into effect on 02 June 2014. This has enabled clients to apply for visas and permits online, without having to queue to submit their applications. Once clients fill in the necessary forms online, they are issued with an appointment letter to approach one of the eleven (11) Visa Application Centres (VAC's) in the country to undergo the taking of biometrics and submit any supporting documentation for their applications. It is important to note that the adjudication of applications remains vested within the department, and no delegation of its primary mandate has been extended to a third party. The introduction of the VFS/DHA partnership has led to significant reductions in the number of clients who have to approach front offices of the department, thus leading to less congestion at such offices. Since inception, VFS has processed 101 054 applications for mainstream permitting requirements. It has also made the visa and permit application process more efficient for all categories of applications, including critical skills visas which are in support of NDP objectives that focus on the economy, employment and enhancing South Africa's economic growth. In this regard, a total of 2 551 applications for critical skills visas were processed during the period of assessment.

In addition to the introduction of VAC's, significant progress was made in the clearing of backlogs in relation to temporary residence visa applications pre-dating the introduction of the online application system. These initiatives within the permitting environment contribute towards rendering a secure, effective, efficient and accessible service to clients as turn-around times for finalisation of applications improve. Besides implementing VAC services in the Republic, the department has also negotiated with both the Indian and Chinese authorities for the opening of Visa Application Centres (VACs) in their respective countries. Nine (9) centres in India were operational at the beginning of March 2015. An agreement has been reached with the Chinese government to open two (2) centres in the provinces of Guangzhou and Chengdu. It is expected that these centres will be opened in quarter two of 2015/16 once all administrative and logistical matters are finalised. The opening of additional centres in these two countries, which are critical for tourism and business purposes, is aimed at enhancing access to, and facilitating, the application for visas.

In addition to dealing with mainstream permitting applications, the department also partnered with VFS to receive and deliver applications in the Zimbabwe Special Dispensation (ZSP) project.

During this reporting cycle, and under the guidance of the Honourable Minister of Home Affairs, the department embarked on a holistic immigration policy review. This required a shift of emphasis on the scope and process of the policy review; from policy priority areas to a complete overhaul of immigration policy. Further, it required that consultation be undertaken with key stakeholders to develop the policy framework document that will form the basis of a Green Paper. In order to develop the policy framework, the department hosted four roundtable discussions on critical aspects of migration policy with academics, experts in the field of migration and a number of government representatives during the 2014/15 financial year. These robust exchanges enabled the refinement of an immigration policy discussion paper which was submitted to the Minister for approval at the end of the financial year.

4.3.2 Port Control

During this reporting cycle, Chief Directorate: Port Control achieved its Annual Performance Plan targets and other critical programmes. This relates to the improvements of infrastructure at eight (8) identified ports of entry, to support service delivery initiatives and general accommodation needs such as office and residential accommodation. As the lead agent in the border environment the department is responsible for operations at all the country's Ports of Entry and during the reporting year registered an estimated 39,5 million movements across the country's borders. The Chief Directorate Port Control also provides 24-hour operational support via its Operational Support Directorate to ports. This unit administers the Advance Passenger Processing (APP) system which deals with the detection and offloading of passengers from cross border flights enroute to or departing from South Africa. Over the reporting year, an estimated 10 000 people were refused permission to board flights for reasons ranging from stolen, lost, expired and cancelled passports, immigration contraventions, undesirable listings and SAPS-related offences.

Port Control has made valuable contributions towards the establishment of the Border Management Agency (BMA) in the undertaking of a feasibility study on the establishment of the agency and participation in various technical committees. It further increased its participation at national structures such as the Inter-Agency Clearing Forum (IACF), the Border Control Coordinating Committee (BCOCC), as well as internal DHA structures.



4.3.3 Permitting

On 26 May 2014 the new Regulations were implemented and they included the publishing of the critical skills list as well as a list of undesirable businesses. The new Regulations have assisted in the strengthening of immigration processes.

During the 2014/15 financial year, the clearing of backlogs continued in relation to both permanent residence permits (PRPs) and temporary residence visas (TRVs), through the institution of targeted backlog projects and in separating permanent residence from temporary residence functions. Permitting was able to achieve the Annual Performance Plan target with regards to TRVs, and also implemented a mop-up project of all TRVs that were accepted before the implementation of the partnership with VFS in June 2014.

The department also implemented the Zimbabwean Special Permit (ZSP) project to document all Zimbabweans who were previously issued with DZP permits. The total applications received were 197 839. This project will close on 30 September 2015, whilst permits issued under this project will be valid until 31 December 2017.

The introduction of the VFS partnership will result in an automated visa application process which is efficient and will ensure that turnaround times for the finalisation of applications are enhanced.

The partnership with VFS has also resulted in the reduction of the loss of applications due to the automation of the application process and the introduction of an online application process. Further, since the applications are scanned and are available on-line, they can be retrieved as required, including for audit purposes. The VFS service also includes a tracking method on the website for the public to track the progress of an application.

Management of Critical Skills

On 02 June 2014, the Critical Skills List, which was developed in consultation with key stakeholders, was published. This List, which supports the implementation of the new Critical Skills Work Visa, has been received positively. The skills or occupations in the List aim to address the skills need for the 18 Strategic Infrastructure Projects (SIPs), as well as skills needs in relation to the Square Kilometre Array (SKA) and Meerkat initiatives, mining, logistics and industrial corridors, green energy, electricity, agri-logistics and rural infrastructure.

The Permitting Business Unit collaborated with SAQA to organise and host the professional bodies' workshop in September 2014. The purpose of the workshop was to advocate for, and clarify, the role of different stakeholders in relation to the new Immigration Regulations, especially as it pertains to the verification of qualifications. Follow-up engagements have been conducted to ensure the internalisation of the Regulations. Furthermore, the unit collaborated with Legal Services and SAQA to conduct a workshop on how to identify fraudulent documents. The workshop was held in October 2014.

During the year under review, a Memorandum of Understanding (MOU) between SAQA and the department was drafted and submitted for approval. Its purpose among others is to grant SAQA access to DHA systems for online verification purposes.

Permanent Residence Permits (PRP)

In the first two quarters of the financial year 2014/15, the Permanent Residence section was able to maintain its turn-around times and the quarterly targets were met. However, in transitioning to an on-line application system, the department encountered some challenges with embedding the new system, thus contributing to its inability to meet its targets during the last two quarters of 2014/15.

Temporary Residence Visas (TRV)

Due to the implementation of VAC's, a mop-up project was undertaken to clear all applications pre-dating the introduction of VAC's that were located at front offices. The project ended in April 2015. A total of 27 471 applications were finalised as part of the project.

The implementation of VAC resulted in all TRV applications being submitted online and also being received timeously. As promised in the 2013/14 Annual Report, the Temporary Residence section focused on finalising TR visas within eight weeks of application and the Annual Performance Plan's target was met for 2014/15. The annual performance achievement was 66.4% against the 62% projected.

Waivers

Following consultation with global companies, the department took the decision to increase the period of an Intra-Company Work Visa from two years to a maximum period of four years, without the need for a waiver, in order to serve its intended purpose. This change was received positively by corporate entities in the motor industry, as well as in the mining and energy sectors.

Appeals

The Appeals Section is currently facing a significant backlog of applications due to the mop-up project that was carried out at front offices when VAC's was introduced. The increase in volumes at the Appeals Section is also linked to the high rejection rate of current TRV and PRP applications. In turn, this high rejection rate also emanates from the failure of applicants to submit complete applications. Added to the above challenges, the Appeals Section is understaffed. For these reasons, the department will initiate an Appeals Backlog Project during the 2015/16 financial year for which a Project Manager has been appointed.

ASYLUM SEEKER MANAGEMENT

4.3.4 Asylum Seeker Management

Asylum Seeker Management has a duty to provide policy direction as well as oversee processes and systems relating to applications for asylum, the determination of refugee status and the issuance of refugee enabling documents in terms of the Refugees Act No 130 of 1998. Other than providing integrated strategic and operational support services to Refugee Reception Offices, the Chief Directorate is responsible for managing asylum data/information for strategic policy and decision-making as well as constant monitoring and evaluation of the management of asylum/refugee practices and services to ensure adherence and compliance to standards and legislation.

Whilst using enabling documents as a tool for local integration, the unit also works with key relevant stakeholders to explore resettlement and voluntary repatriation options for durable solutions. These role-players, which include the United Nations High Commissioner for Refugees (UNHCR), have similar obligations in ensuring protection to asylum seekers and refugees.

In support of this mandate, the unit analyses local integration advantages, setbacks and risks as part of raising awareness in combatting xenophobia.

The department's reporting on asylum seekers and refugees is aligned with the UNHCR reporting cycle and represents the government's contribution to the UNHCR Annual Global Trends Report. In this regard 71 914 new asylum seekers were received from January to December 2014. The majority of these cases have been adjudicated and either finalised or still pending at the appeal stage. According to the 2014 DHA Statistical Report on asylum seekers and refugees, out of 71 914 applications lodged, only 8629 were recognised as

refugees, averaging 12% of total applications received during 2014. A total of 63 285 applications for asylum, or 88% of the total applications received during 2014 were rejected at the level of first instance adjudication. Of these rejected applications, 49% of them were rejected on the basis that the claims were manifestly unfounded, whilst 39% were rejected on the basis of the claims being unfounded. Manifestly unfounded claims are claims that are not related to the criteria for the granting of refugee status laid down in the 1951 United Nations Convention relating to the Status of Refugees nor to any other criteria justifying the granting of asylum. Unfounded claims are those that have no basis on foundation or fact.

Improved Refugee Travel Document

The department is issuing machine readable travel documents to refugees according to Section 31 of the Refugees, Act No 130 of 1998. During 2013, UNHCR approached the department with the guide for the Issuance of Machine Readable Convention Travel Documents (MRCTD) for Refugees. This guide, which is based on the International Civil Aviation Organisation (ICAO) Document 9303 on Machine-Readable Travel Documents, also contains the technical specifications for the MRCTDs, which are necessary to ensure interoperability among documents issued by Contracting States to the 1951/1954 Conventions and Contracting States to the Chicago Convention. The department has thus taken steps to facilitate travel by recognised refugees.

Improved Asylum Seeker Application Form

In order to improve service delivery to clients (particularly in relation to challenges experienced with queue management) and to strengthen security in the asylum seeker environment (in relation to challenges with corruption), during the year under review, an improved application form was published for comment in the Government Gazette and it is in the final stages of development. Unlike the existing form, the amended application form enables the gathering of as much information as possible from an asylum applicant, considering that many asylum applicants enter the Republic without any type of identity document or other supporting documentation.

On-line Permit Verification for Asylum Seekers and Refugees (including Refugee Identity Documents)

The department has successfully implemented an on-line system for the verification of asylum seeker and refugee permits (including Refugee Identity Documents) with key financial institutions. This system serves as a valuable mechanism to immediately determine the authenticity of an asylum/refugee permit/refugee identity document. The system is a secure web-based application that is managed within the users' own office.

Apart from financial institutions the department has approved the roll out of this service to various internal business units and other state entities to allow them to verify status and permits of asylum seekers and refugees who utilise their services. The South African Social Security Agency (SASSA) and Private Security Industry Regulatory Authority (PSIRA) are already registered as users with the department to enable them to authenticate these documents as they engage asylum seekers and refugees in their respective areas of work.

Country of Origin Reports and Requests

Over this period, the business unit updated and standardised country of origin information as required on a regular basis to improve the quality of the adjudication of asylum seeker claims. Guidelines for research on country of origin were developed in consultation with Refugee Status Determination officials to ensure improved quality of reports generated for the adjudication of asylum claims.

Multilateral engagements

The department participated in the 65th Session of the Executive Committee of the UNHCR held in Palais Des Nations, Geneva on 29 September to 03 October 2014. Issues discussed pertained to regular meetings between UNHCR and Southern African Ministers responsible for refugees and asylum seekers to review projects, budgets and current resource allocations in relation to caseloads, alignment of planning between governments and UNCHR, provision of international protection versus national security challenges and local integration of refugees.

The department also participated in the SADC Refugees Steering Committee (RSG) and Legal Experts meeting that was held from 02 to 03 March 2015. The purpose of the meeting was to consider further recommendations made by the Commissioners during the Public Security Sub Committee (PSSC) which took place in Tanzania in 2013 and decide on the way forward as far as a Regional Framework for the management of asylum seekers and refugees is concerned. The meeting also served as preparatory to the PSSC meeting envisaged to be held in April 2015 in South Africa. The meeting revised the recommendations and developed the draft structure for the development of a Common Regional Asylum Seeker and Refugee Management Framework.

Cooperation with different stakeholders

The department collaborated with UNHCR and the City of Tshwane in the hosting the World Refugee Day, June 2014. It also participated in Age, Gender and Diversity Assessments

workshops organised by the UNHCR from 7-9 October 2014 in Nelspruit and Port Elizabeth; and from 21-23 October 2014 in Pretoria and Johannesburg. The workshops canvassed issues of concern relating to livelihoods, health, education, empowerment, local integration, xenophobia and social cohesion.

The department also organised, in partnership with the UNHCR, the hosting of a Child Protection Conference which was held from 02 to 04 December 2014. The department presented the procedures followed by Immigration and Civic Services for the protection of children. The conference resolved that UNHCR will facilitate on-going meetings for stakeholders dealing with children (especially DHA, SAPS, DSD) to harmonise procedures and thus ensure a seamless protection of children.

The department continued to participate in the activities of the UNHCR Protection Working group, and provided inputs to the plans and responses to the violence against foreign nationals experienced during the reporting period.

Challenges that impacted service delivery and annual performance plan targets

There were key factors that either delayed certain achievements or contributed to their non-achievement and include:

- The limited capacity at appeal and review stages of the asylum application process that leads to backlogs in finalising asylum claims promptly and enabling clients to settle in South Africa pending such finalisation; and
- The management of mixed migration flows into South Africa in order to ensure that the asylum determination process is geared towards providing protection to truly deserving cases.
- At present, the asylum determination process serves as a documenting system for a large number of persons who leave their countries for economic reasons and who are unable to qualify for any existing immigration visas. The international migration policy review currently underway is expected to address this shortcoming.

4.3.5 Inspectorate

The Inspectorate unit ensures that all persons in South Africa are correctly documented, reside in the country on a lawful basis and acquire documents and status lawfully. The Inspectorate unit is therefore required to ensure that there is full co-operation with other law enforcement agencies since the unlawful or fraudulent acquisition of documentation often overlaps with other crimes such as human and child trafficking and smuggling. Despite the

exigencies of this context and the funding to build additional capacity, the resource levels within the Inspectorate are below what is required to execute its broad national mandate.

The Chief Directorate provides strategic, policy and operational direction and has developed standardised systems relating to the detection, detention and deportation of illegal foreign nationals in South Africa. It is currently headed by a Chief Director supported by three Directors in Deportations (which includes the Lindela Holding Facility), Special Investigations and Joint Operations as well as Central Law Enforcement. The Provincial arm of the Inspectorate reports directly to the District Manager Operations and Provincial Managers.

Borderline Surveys

During the 2014/15 financial year, the Inspectorate Chief Directorate achieved its target on the Annual Performance Plan regarding the conducting of borderline surveys in the Pongola (RSA) /Swaziland borderline area, the Emanguzi (RSA)/Mozambique and the Tshidilamolomo (NorthWest)/Botswana borderline areas. A report was submitted to Minister requesting approval for a pilot project on crossing points for communities residing in borderline areas. This will ensure that the movement of these communities into and out of South Africa is regulated according to the Immigration Act. Even though this movement currently takes place in identified designated areas, its informal nature creates risks.

Joint Inspections with SADC States

The Inspectorate conducted a number of joint inspections with Botswana, Mozambique and Tanzania. This process enhanced co-operation between South Africa and these respective countries and served to ensure greater co-operation in managing irregular migration into the region.

Implementation of the Deportee Traveller Card

During the period under review, the Inspectorate also tested and piloted a deportee traveller card to ensure that the particulars of all deportees who leave the Republic are captured on the EMCS. When fully implemented, this process will ensure that all deportation statistics can be verified.

Lindela Holding Facility

In line with legislative requirements, no deportees are held at the Lindela Holding Facility for longer than 120 days. In order to ensure compliance with this requirement and assist deportees who might have a need for legal assistance, the department set up an office for

the South African Human Rights Commission (SAHRC) in order to enable it to have full access to all deportees at Lindela.

Deportation Processes

A total of 54 169 persons were deported during the 2014/15 financial year. New Standard Operating Procedures were developed to govern all deportations from South Africa. Such procedures require not only senior management approval before a deportation is conducted but also that requests be submitted to the SAHRC for oversight of all foreign nationals issued with a deportation warrant.

Investigations

The Inspectorate continues to investigate Permanent Residence applications arising out of marriages and has identified numerous fraudulent marriages that are used as a basis to obtain permanent residency in the country. During the year under review, a total of 1 955 applications for Permanent Residence based on marriage grounds were referred to Central Law Enforcement. A total of 1 838 investigations into such applications were finalised, whilst 117 are pending. Based on the outcome of the finalised investigations, 74% of applications (1 362) were recommended to be rejected on the basis that the marriages were found to be fraudulent, whereas 26% (476 applications) were recommended for approval.

Challenges that impacted on service delivery and annual performance plan targets

The budget for the deportation of foreign nationals was exhausted resulting in challenges relating to transfers of deportees to Lindela and deportations from Lindela. Further engagements with other Departments on assistance for deportations will be explored in order to ensure that persons who are unlawfully in the country are able to be removed without delay.

4.3.6 Foreign Offices Coordination

The facilitation of legal movement by visitors to South Africa from countries abroad entails the issuance of enabling documents such as visas and permits against adjudicated applications for port of entry visas. The responsibility resides with the dedicated consular officials dealing with immigration and civic services in South African missions abroad.

Foreign Office Coordination is constituted of Head Office staff whose responsibility is to coordinate the activities of the missions abroad and assist with all enquiries and management of the missions. The missions abroad are, in turn, responsible for rendering

services to both South African expatriates and foreign nationals, contributing to the drive of attracting scarce skills and foreign direct investment (FDI) through issuance of enabling documents; engaging foreign law enforcement agencies to counter and combat fraudulent documents, criminal syndicates through mutual cooperation and information dispensation; and supporting bilateral agreements and exchange programs.

Shortages in human capacity have a negative effect on reaching the necessary service delivery standards especially in high volume missions such as found in India, China, Nigeria, Ghana, Kenya and Angola which receive between 150 – 300 applications per day but with limited capacity to match those numbers at an adjudication level.

Achievements

Over the 2014/15 period the DHA policy on foreign deployment of officials to missions was approved by Minister. Training on the new Immigration Regulations ensured that all officials who deal with immigration matters in missions are fully acquainted with the requirements of the changed regulations so as to optimally carry out their mandate.

The rollout of additional Visa Application Centres to locations in India (9), China (2) and Nigeria (1) has assisted more clients to have access to departmental services in application of visas to South Africa as these countries represent a large proportion of overseas visitors into the country.

Following the tragedy that took place in Lagos in September 2014, officials in the missions in Nigeria worked diligently to assist with the identification and repatriation of the South African nationals affected.

4.3.7 Border Management Agency

The Department of Home Affairs was mandated by Cabinet in June 2013 to lead in the establishment of a Border Management Agency (BMA) in South Africa. Cabinet's decision was informed by the need for South Africa to move towards an integrated model of border management for purposes of securing the country's borders and to address the continued threats and risks that characterise the border environment.

It is envisaged that the BMA will be established and operational by the end of 2016. The Department of Home Affairs set the following outputs for the 2014/15 financial year:

- a) Approval of the BMA Feasibility Study by Minister; and
- b) Approval of the Draft BMA Bill by Minister.

To achieve these outputs, a BMA Project Management Office was established consisting of a Project Manager and support staff. In April 2014, the Government Technical Advisory Centre (GTAC) was appointed to undertake a Feasibility Study on the establishment of the BMA. This process was supported by four inter-departmental Technical Working Committees which drove specific streams for purposes of enhancing the BMA Feasibility Study. Moreover, Ministerial and Directors-General Oversight Committees were constituted to guide the establishment process.

By November 2014, an Institutional Options Analysis Report was prepared by GTAC. The Report outlined the various institutional forms a South African BMA could assume and was informed by various situational reports and assessments, research and international benchmarking study tours.

The vision and institutional form which were espoused in Report were adopted by the Minister of Home Affairs and subsequently endorsed by Cabinet on the 10th of December 2014. Both the Minister of Home Affairs and Cabinet endorsed the implementation plan to realise the vision of the BMA. The BMA will assume control over Port of Entry (PoE) and borderline functions in the country.

The collaboration and coordination model of border management, to which South Africa subscribes, does not sufficiently deal with the systemic and structural challenges that affect the border environment. In this regard, as an interim measure, Cabinet endorsed the relocation of the Border Control Operational Coordinating Committee (BCOCC) from the South African Revenue Service (SARS) to the Department of Home Affairs and specifically the BMA Project Management Office. Cabinet's decision was informed by the need to re-align and strengthen the mandate of the BCOCC in the interim period of the establishment of the BMA and to also build on existing border management functions and achievements.

Following Cabinet's decisions, the BMA Project Management Office started executing key priorities, which include:

- a) The finalisation of a Multi-Party Agreement which will serve as a transitional mechanism aimed at strengthening the management of the entire border environment during the interim period of establishing the BMA;
- b) A BMA Pilot Project which involves the roll out of the BMA concept to targeted Ports of Entry with the view of drawing lessons for the implementation of the BMA; and
- c) The establishment of a National Border Risk Management and Targeting Centre.



Under the leadership of the Project Management Office, four inter-departmental Task Teams have been established to execute these priorities and lead BMA related activities under the following streams:

- a) Policy and Legal matters;
- b) Operations;
- c) Risk Management; and
- d) Borderline related matters.

Although the progress made in establishing a BMA in the country is commendable, there are two main priorities which will be carried over into the 2015/16 financial year.

During the third quarter of the financial year, a draft Business Case for the BMA was prepared. As the Business Case outlines the technical formation of the Agency, the draft could not be concluded as it was dependent on the endorsement of a vision for the BMA.

Following the endorsement of a vision in December 2014, the Business Case will be submitted to National Treasury and the Department of Public Service and Administration (DPSA) in the 2015/16 financial year.

Another process which could not unfold pending the endorsement of the vision was the drafting of the BMA Bill. However, preparatory work on the draft Bill was conducted by the Project Management Office prior to the endorsement of the vision; following the endorsement, a Bill framework has been developed and an opinion on the constitutionality of the BMA has been sought. Furthermore, the Office of Chief State Law Adviser has been approached to assist and support the BMA Bill drafting process; engagements have commenced in this regard.

This Bill will be submitted to Parliament in the 2016/17 financial year.

Table 10: Outcomes and strategic objectives of Programme 3, Immigration Affairs

Programme		Programme 3: Immigration Affairs					
Outcome		Outcome No 2: Secured and responsive Immigration system					
Strategic Objective		Strategic Objective 2.1: Refugees and asylum seekers are managed and documented efficiently					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Percentage (%) of refugee IDs issued within 90 calendar days (from the date of application at refugee reception offices until document is ready at office of application)	2.1.1	New PI	50%	Achieved 6 811 applications were received and 4 156 applications were dispatched within 90 calendar days reflecting a 61% achievement for the year.			Asylum Seekers
Percentage (%) of refugee travel documents issued within 90 calendar days (from the date of application at refugee reception offices until travel document is ready at office of application) to citizens 16 years of age and above	2.1.2	New PI	80%	Not Achieved 3 644 applications were received and 630 applications were dispatched reflecting a 17.2% achievement.	-62.8%	A number of interventions to enhance production were undertaken in Q2. However, delays were experienced in sorting out of produced travel documents according to RROs to enable dispatch. The process took longer than necessary since the applications were not marked. To address this matter, the receipt of where the client paid is now being used to identify and facilitate the dispatch destination.	Asylum Seekers

Programme		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 regulated according to a risk based approach					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Approval of BMA feasibility study by Minister	2.2.1.	New PI	BMA feasibility study approved by Minister	<p>Achieved</p> <p>In April 2014, the Government Technical Advisory Centre (GTAC) was appointed to undertake a feasibility study on the establishment of a Border Management Agency in South Africa.</p> <p>To this end, GTAC produced and Institutional Options Analysis Report which proposed various institutional forms the BMA could assume. The outcomes of the Report were noted by the Minister of Home Affairs and submitted to Cabinet.</p> <p>On the 10th of December 2014, Cabinet approved the vision and institutional form for a BMA in South Africa.</p>			Admission Services
Approval of BMA draft bill by the Minister		New PI	BMA Draft Bill approved by Minister	<p>Not Achieved</p> <p>The drafting of the BMA Bill was dependent on the institutional form of the envisaged BMA and as such, the department could not commence with the drafting process until the proposed vision for the BMA was endorsed by Cabinet.</p> <p>However, preparatory work on the draft Bill was conducted by the department.</p> <p>Following Cabinet's approval of a proposed vision for the BMA in December 2014, a Bill framework has been developed and an opinion on the constitutionality of the BMA has been provided.</p> <p>Furthermore, the Office of Chief State Law Adviser has been approached to assist and support the BMA Bill drafting process. Engagements have commenced in this regard.</p>	The draft BMA Bill was not approved.	<p>The department could not commence with drafting a Bill for the BMA as the Bill is dependent on the vision for the BMA being endorsed.</p> <p>Preparatory work for the draft Bill was however conducted by the department prior to Cabinet's endorsement of a proposed vision for the BMA in December 2014.</p>	Admission Services

Programme		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 regulated according to a risk based approach					
Performance Indicator	Annual Target No.	Actual Achievement 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Number of priority ports of entry with either improved residential or improved office accommodation or both as per set standards	2.2.2	New PI	8	Achieved Improvements were carried out at 10 PoEs during the 2014/15 financial year.	+2	Additional infrastructure improvements were carried out to ensure operations were executed successfully during the 2014/15 festive period.	Admission Services
Number of surveys of borderline communities Conducted	2.2.3	New PI	1	Achieved 1 Survey of borderline communities conducted			Immigration Services
Approval of refined immigration policy discussion paper by Minister	2.2.4	Not achieved	Refined immigration policy discussion paper, based on research and government engagement, approved by Minister	Achieved A refined immigration policy discussion paper was submitted to the Minister for approval and approved by Minister.			Immigration Affairs Management

Programme		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 2013/14	Planned Target 2014/15	Annual Performance 2014/15	Deviation from planned target	Comment on deviations	Sub Programme
Percentage (%) of permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is known)	2.3.1	Not achieved 28.2% of permanent residence issued within eight months for applications collected within RSA.	50%	Not Achieved 36.8% of permanent residence applications were finalised within 8 months.	13.2%	<ul style="list-style-type: none"> Approval of PR taking long within the Visa Adjudication System Applications get stuck at Approval Stage Capacity is required at Supervisory Stage to allocate applications to adjudicators and do quality control 	Admission Services
Percentage (%) of business, critical skills, and general work permits adjudicated within 8 weeks for applications processed within the RSA (from date of receipt of application until outcome is known)	2.3.2	Not achieved 48.7% of the applications were finalised within eight weeks. Out of 39 065 specified permits, a total of 19 035 temporary residence permits were finalised within eight weeks as stipulated in the regulation.	62% of business, critical skills and general work permits adjudicated within 8 weeks for applications processed within the RSA	Achieved	4.4%		Admission Services

Linking performance with budgets

Table 11: Sub-programme expenditure

Programme 3: Immigration Affairs	2014/15			2013/14		
	Final Appropriation	Actual Expenditure	Variance	Final Appropriatio	Actual Expenditure	Variance
	R'000	R'000	R'000	R'000	R'000	R'000
Sub programme						
1. Immigration Affairs Management	63 913	63 909	4	60 274	60 265	9
2. Admission Services	325 626	325 618	8	394 111	394 111	-
3. Immigration Services	275 628	275 625	3	309 738	309 738	-
4. Asylum Seeker	56 009	55 974	35	57 526	57 524	2
	721 176	721 126	50	821 649	821 638	11

5. TRANSFER PAYMENTS

5.1 TRANSFER PAYMENTS TO PUBLIC ENTITIES

Name of Public Entity	Services rendered by the public entity	Amount transferred to the public entity	Amount spent by the public entity	Achievements of the public entity
Film and Publication Board	Regulates and controls creation, production, exhibition and distribution of certain films, interactive computer games and publications in terms of the Film and Publication Act (1996)	78 901	78 901	Not applicable
Electoral Commission	To manage national, provincial and municipal elections and to ensure that those elections are free and fair	1 675 713	1 675 713	Not applicable

Note: No payments made to Government Printing Works during the year under review.

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 grants.

7. CAPITAL INVESTMENT

7.1 CAPITAL INVESTMENT, MAINTENANCE AND ASSET MANAGEMENT PLAN

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

- R77 million was spent on the rollout of the modernisation project for the smart ID card. The project entails the reconfiguration of layouts of the offices, which includes changes in the public area, modification of counters/installation of new ones, power

skirting, painting and signage. In addition the other major items are the construction of server rooms, installation of back-up power generators, uninterrupted power supply (UPS) units and air-conditioning in the server rooms.

- R20.5 million at various ports of entry to deal with the backlog on maintenance, festive season preparatory work and to accommodate the enhanced movement control system (eMCS).
- R13.6 million on the “Look and Feel” project at various offices. The project is about improvement of the corporate image at the department’s front line offices.
- R2.6 million on general maintenance of offices throughout the country.

The department has submitted its User Asset Management Plan (UAMP) to the Department of Public Works outlining leasing and capital requirements up to 2019/20.



Part C: GOVERNANCE

1. INTRODUCTION

The commitment by the department to maintain the highest standards of governance is fundamental to the management of public finances and resources. Users want assurance that the department has good governance structures in place to effectively, efficiently and economically utilise the state resources funded by the tax payer.

2. RISK MANAGEMENT

Table 1: Progress in addressing risks

	Brief description of the following:	Response
1.	Whether the department has a risk management policy and strategy.	Yes, the department has an approved Risk Management Policy and the Risk Management Strategy.
2.	Whether the department conducts regular risk assessments to determine the effectiveness of its risk management strategy and to identify new and emerging risks.	Yes, the department conduct risk assessment regularly.
3.	Whether there is a Risk Management Committee that advises management on the overall system of risk management, especially the mitigation of unacceptable levels of risk.	Yes, the Risk Management Committee is in place operating under the Terms of Reference approved by the Director-General of the department.
4.	Whether the Audit Committee advises the department on risk management and independently monitors the effectiveness of the system of risk management.	The Risk Management report is presented to the Audit Committee meeting once every quarter. Yes, the Audit Committee reviews the Risk Management report every quarter and provide advises on Risk Management of DHA.
5.	Whether the department sees progress in the management of risks, whether this has transmitted into improvements in the department's performance, and if not, what it plans on doing to address this problem.	Yes, the department do see progress on the management of risks but it has not transmitted into improvements in the department's performance yet. The department has planned to, (1) increase human resources within the Directorate: Risk Management, (2) procure the Risk Management software that will improve operations of risk management process across the department, (3) and to do full training on risk management across the department.

3. FRAUD AND CORRUPTION

The DHA's approach to fraud and corruption is intergrated around the elements to prevent, detect and respond to the incidents of fraud and corruption.

Central to attaining a zero tolerance to corruption in the department is the introduction and maintenance of an Ethics Management Programme. To this end, an Ethics Risks and Opportunity Assessment was commissioned and an Ethics Risk Profile was compiled and approved by EXCO in the first quarter of the 2014/15 financial year. A draft DHA Code of Ethics was also developed and submitted to the CD: Employee Engagement for consultation with labour unions. An Ethics Programme was approved by EXCO, and training was conducted for the:

- Ethics Committee (10)
- Train-the-trainer (33)
- Cadre Training (96)
- Cadet Training (112)
- Service Delivery Training (38)
- National Certificate training (20).

This Programme forms a solid foundation for the professionalisation of the DHA ethos, as espoused by the Honourable Minister of Home affairs, Mr Malusi Gigaba to ensure excellence in service delivery and a good customer experience.

The Directorate: Prevention undertook security evaluation of four processes within the department (Permanent Residence Permit, Fraudulent Birth Registration, Fraudulent Death Registration, and Management of Conflict of Interest), with the intention of identifying corruption and security loopholes and developing mitigating strategies to address these shortfalls. The findings and recommendations on vulnerabilities within the identified processes were shared with the relevant stakeholders or business owners. In addition, the Directorate also produced awareness initiatives/products (workshops, training, posters, articles in iKhaya, banners and circulars).

The Chief Directorate Security Services had two targets in the annual performance plan, which are:

- 80 Threats and Risk Assessments [TRA] conducted in accordance with the requirements of both Minimum Information Security Standards [MISS] and Minimum Physical Security Standards [MPSS]. This was a combined figure of 20 MISS and 60 MPSS.

The main objective of conducting these assessments is to ensure that there are adequate security measures in place to mitigate for unforeseen risks, and also to ensure that there is compliance to the implementation of the recommendations as contained in the reports. To the end of the reporting period, a combined total number of 86 assessments for both MISS and MPSS were conducted and reports generated. These reports have been shared with the relevant respective office managers.

The Directorate: Vetting is tasked with the security vetting investigations of DHA employees (both current and prospective) as well as pre-employment screening and to coordinate supplier screening. During the financial year 2014/15, the target for vetting was planned at 468, being the number of vetting fieldwork investigations finalised and referred to the State Security Agency (SSA). The 2014/15 financial year was a period of many challenges for the Directorate: Vetting.

In total, the business unit was able to forward 532 completed files to SSA and this target cuts across all rank levels in the department and represents applications for various grades

of clearances namely; Top Secret, Secret and Confidential clearance. The Directorate undertook the process of revising the security grading of DHA posts in consultation with SSA wherein a number of the posts were downgraded to Confidential. The annual breakdown is illustrated as per the table below:

Table 5: Security Clearances for 2014/15

Grade of Security Clearance	Completed Files
Top Secret	55
Secret	126
Confidential	351
Total	532

With regard to the Chief Directorate: Investigations, of the 362 cases that were received during the reporting period, 231 cases were finalised, which amounts to a performance percentage of 63%. Of the 657 backlog cases, 368 cases were finalised, constituting 55%.

During the period, 25 persons were apprehended through joint operations with other Law Enforcement Agencies, constituting twelve (12) officials and thirteen non-officials for various violations of government prescripts at various intervals. The transgressions relate to, amongst other things, fraudulent marriages; permitting system violations; impersonation of DHA official; Fraudulent ID acquired by the Ekurhuleni Metro Officer through Late Registration of Birth; unlawful possession of RSA ID; Fraudulent stamping of passports and soliciting of payments from and collusion with illegal foreign nationals by officials.

All these cases are currently before court and the implicated persons are out on bail. The department, through its transformation initiatives like IT Modernisation, Ethics Management Programme; etc., continues to put mechanisms in place to make it difficult for the commission of fraud and corruption.

Challenges

The major challenge is prolonged criminal justice processes before prosecutions are concluded and those found guilty are sentenced.

Ethics Committee was established in 2014 and championed by former DDG: HR and currently the DDG: LA has been appointed as champion since the DDG: HR resigned last year December 2014. The Ethics profile and Management Programme has been approved. However, the DHA Code of Ethics is still a draft and will be presented to the Union for perusal and then sent to DHA officials for inputs before it can be presented to EXCO for final approval.

Other reporting mechanisms are:

- Telephone Line - 012 406 2900
- E-mail: report.corruption@dha.gov.za
- Walk-ins at Counter Corruption offices.

The Analysis and Research unit is responsible for receiving and recording all reported cases. Prescreening is conducted to determine whether the cases fall within the mandate of fraud and corruption or elsewhere in the department. A register for all reported cases is maintained.

4. MINIMISING CONFLICT OF INTEREST

Seven SMS members were subjected to disciplinary action for failing to fully disclose their business interests. By the end of the 2014/15 financial year five cases had been concluded and two were still in progress. All five were found guilty. Three received final written warnings as a sanction and two received final written warning coupled with counselling as sanctions.

In the case of employees who own businesses which perform work for the state, the department requests procurement information from the relevant department so that disciplinary action can be instituted against the officials.

In its effort to minimise conflicts of interest, Senior Management Service (SMS) members are compelled by law to disclose all their financial interests; and Non-SMS officials are required by law to obtain approval from the Head of the department prior to conducting business outside the Public Service on an annual basis. During the year under review,

168 out of 170 SMS members submitted declarations of financial interest in terms of the Public Service Regulations 2001, as amended. This was conducted through an on-line process. Only two SMS members did not declare their financial interest: one resigned and the other left. The department instituted disciplinary measures against 13 SMS members for under-disclosure. The charges included non-compliance to the provision of section 30 of the Public Service Act, Act 103 of 1994 as amended. This section of the Act requires employees to seek permission from the Executing Authority to perform remunerative work outside the public service. The department did not grant permission to 13 employees in terms of the provisions of the Act. It must be indicated that the number of applicants seeking permission has dwindled compared to previous financial years.

4.1 BID ADJUDICATION COMMITTEE (BAC)

In terms of the Treasury Regulation 16A6.2, an institution's SCM system must inter alia provide for the adjudication of bids through a bid adjudication committee, the establishment, composition and functioning of bid specification, evaluation and adjudication committees and the selection of bid adjudication committee members.

The department has a standing BAC. BAC members represent a cross-functional team and are appointed in writing by the Accounting Officer. BAC members are required to sign the Code of Conduct for SCM Practitioners and to disclose interests in all matters serving before the Committee. The BAC does not make awards, but makes recommendations to the Accounting Officer on the award of all bids. In addition, the BAC must ensure a fair and transparent bid process was followed; that disqualifications are justified and that valid reasons are provided for passing over bids; and that scores were calculated correctly.

4.2 BID EVALUATION COMMITTEE (BEC)

The department does not have a standing BEC. Members are appointed in writing per project / functional area. BEC members are also required to disclose any interest in matters it considers. It is the purpose of the BEC to consider and evaluate all bids received and to submit a report with recommendations regarding the award of bids to the BAC. The BEC is mandated to evaluate the capability of bidders to execute the contract and to check the validity of the tax clearance certificates.

4.3 POLICIES AND FRAMEWORK IN PLACE

The following polices and frameworks are applied in the SCM environment:

- PFMA and regulations
- PPPFA and regulations
- SCM Guide for Accounting Officers / Authorities issued by National Treasury
- Code of Conduct for SCM Practitioners
- BAC Code of Conduct issued by National Treasury.

4.4 POLICY AS A PREVENTATIVE STRATEGY TO ADDRESS POSSIBLE IRREGULARITIES

A compliance checklist was developed and implemented to prevent and detect non-compliance and irregularities. Any irregularities are recorded in the irregularity register and reported monthly to National Treasury.

4.5 DISCIPLINARY MEASURES TO DEAL WITH IRREGULARITIES

All cases of irregular expenditure, internal non-compliance and fruitless and wasteful expenditure must be reported to the Loss Control Committee for consideration. After investigation, the Loss Control Committee recommends appropriate action to be implemented to the Accounting Officer.

5. CODE OF CONDUCT

The department applies the Code of Conduct for the Public Service and the disciplinary procedures for both SMS and non-SMS officials strictly. A high standard of conduct is demanded of all officials irrespective of the rank and position held in the department.

During the 2014/15 financial year, 180 employees were subjected to disciplinary action against 164 in the previous financial year. This represents an increase of 10% compared to previous financial year. The Sanctions issued were as follows: (i)

dismissal of 81 (45%) deviant employees, (ii) suspension without remuneration of 29 (16%) employees, (iii) 30 (16%) of employees awarded Final Written Warnings and lesser warnings, (iv) 23 employees were pronounced not guilty, (v) five cases were withdrawn due to insufficient evidence, (vi) six employees were discharged due to abscondment and (vii) six employees resigned prior to disciplinary proceedings being concluded.

Whilst the department is still confronted with relatively high volumes of fraud and corruption cases there is a notable decrease in the number of such cases. Eighty two (82) fraud and corruption cases were registered in 2014/15. This amounts to 46% of all cases. This is a decrease of 20% from the previous year. Gross negligence: 25 (14%) this represents an increase of 108%. This is attributed to greater detail in the classification of cases. Gross dishonesty: 17 (9%). This is a new category of misconduct being recorded. Absenteeism 11 (6%) represents a 10% increase on the previous year. Improper conduct: 10 (5%) represents a 47% decrease.

Furthermore, a total of 35 officials were placed on precautionary suspension during the 2014/15 financial year.

The department further applied varied disciplinary measures against seven SMS members of which one resulted in a dismissal, one was discharged for abscondment, three were issued with Final Written Warnings and two were issued with Final Written Warnings and Counselling. The disciplinary measures applied in the department are yielding positive outcomes as fewer officials are committing fraud and corruption. The department continues to conduct awareness campaigns and interventions targeting employees at salary levels 1-9; officers at Ports of Entry; and Middle Management Service Band. The focus on these interventions was designed to increase capacity amongst employees on the Code of Conduct; Disciplinary Code and Procedures; and Grievance rules.

5.1 Processes in place to deal with breach of conduct

The Loss Control Committee was established and its members appointed by the Accounting Officer, to consider and make recommendations on cases of breach of conduct.

6. HEALTH, SAFETY AND ENVIRONMENTAL ISSUES

Section 8 of the Occupational Health and Safety Act, Act No. 85 of 1993 states that, “Every employer shall provide and maintain, as far as reasonably practicable, a working environment that is safe and without risk to the health of his employees”. Section 10 of chapter two of the Constitution, the Bill of Rights, states that “Everyone has inherent dignity and the right to have their dignity respected and protected”. In view of the latter, the department implemented health and safety measures as well as health and wellness programmes during the year under review.

The department has, through the Directorate: Employee Wellness, developed and implemented Occupational Health and Safety Systems. It also monitored and managed health and safety standards in the organisation including amongst its activities, the implementation of risk assessments and provision of advice on precautionary and mitigation measures.

The department identified the need to empower and capacitate the employees in order to minimise occupational injuries and reduce health and safety risks in the workplace. As a result, 62 employees were trained throughout the provinces as Safety, Health and Environment Representatives (SHE Reps). A further 59 employees attended a workshop and trained on Incident Investigation. Inoculation programmes were administered, leading to a total of 1138 vaccinations (for Hepatitis A, Meningitis, Tetanus, and Yellow Fever) for Immigration Management Services (IMS) officials, officials posted in Foreign Missions (including their families) and officials undertaking official travel to health risk foreign countries. This resulted in zero infection of Home Affairs officials. Medical health screening was conducted for officials in the Rustenburg office.

The Occupational Health and Safety Audits and inspections were conducted in nine provinces with specific focus on DHA Offices. Inspections were conducted on a sample basis with a view to determine the state of health and safety standards in the work environment. The inspections revealed that of the 143 offices audited, 18% are compliant to occupational health and safety standards and 20% are at a satisfactory state. The 62% non-compliant are being monitored to enforce compliance to the identified health and safety standards. There were 42 Occupational Health and Safety Committee meetings held

during the year under review in terms of section 4 of the Occupational Health and Safety Act, Act No. 85 of 1993. A significant drop in Injury on Duty (IOD's) cases was reported, from 48 cases in 2012/13 to 14 cases in 2014/15. The decrease is due to Occupational Health and Safety management system tools that were implemented during the financial year in the workplace. There is progressive monitoring, the appointment of Safety, Health and Environment (SHE) Representatives, SHE committee meetings on a quarterly basis as per legislation and First Aiders were appointed and trained accordingly.

6.1 EMPLOYEE WELLNESS PROGRAMMES

The department implemented HIV/AIDS/TB /STI and Chronic Diseases Management and health and wellness programmes under the year in review. These resulted in 7 319 employees being reached through the implementation of HIV/AIDS/TB/ STI and Chronic Disease Management and the Gender Mainstreaming Plan 2014/ 15 in all Provinces, including Head Office. All the health calendar events were conducted in Provinces in terms of the National Health Calendar. 500 employees agreed to voluntary HIV and AIDS counselling and testing. Infected employees were referred to their local ARV sites for treatment and support in terms of applicable procedures. On-going education and information sharing sessions about healthy lifestyles were conducted to reduce the stigma attached to chronic diseases including HIV and AIDS. These interventions may be attributable to the decline of new HIV and AIDS infections in the year under review.

The department also conducted health screening programmes (blood sugar, blood pressure, cholesterol, BMI) in partnership with the Government Employees Medical Scheme (GEMS) on a quarterly basis in all provinces including Head Office. Voluntary health screening was conducted and this assisted the department to implement intervention measures to assist affected employees to cope with their health challenges.

The department, in partnership with South African National Blood Services (SANBS), conducted blood donation clinics every eight weeks in various offices. This resulted in the department registering a number of regular blood donors in the year under review. Employee health and wellness activities also included the implementation of HIV Peer Educator programmes (46 employees were trained as HIV Peer Educators). Employees of the department participated in various sporting codes and recreational activities such as annual interprovincial music competitions; aerobics, fun run/walk, soccer, etc.

The department also adopted a hybrid model for care and support programmes for all employees. As a result, Independent Counselling and Advisory Services (ICAS), a wellness service provider was appointed. It established a toll free number 0800 111 338 for telephone counselling and face-to-face counselling services that can be accessed over the entire 24 hour basis.

6.1.1. Face to Face Counselling

There were 128 Individual face-to-face counselling sessions from ICAS. This service was provided to 81 female employees, 35 male employees; 10 female dependents and two male dependents of the employees.

Analysis per province was conducted as follows: 65 in Gauteng; 13 in Western Cape; 13 in Free State; nine in KZN; eight in the Northern Cape; six in the Eastern Cape; six in the North West; four in Limpopo; and four in Mpumalanga.

6.1.2. Outcomes of face to face counselling

Most employees who had to face-to-face counselling presented various challenges with relationships being the highest, followed by stress, organisational issues and mental illnesses. A total of 203 employees received telephone counselling from ICAS. The following is a statistical outcome of the interventions provided.



7. PORTFOLIO COMMITTEE

All parliamentary committee engagements were facilitated for the period under review. There were 22 parliamentary committee engagements scheduled with the department and its entities during the 2014/15 financial year. 18 meetings with parliamentary committees took place and 4 scheduled meetings were either cancelled or postponed by the respective committees. With regards to parliamentary questions posed to the Minister of Home Affairs, a total of 105 parliamentary questions were received since the commencement of the 5th Parliament in 2014. 100 questions were posed in the National Assembly and 5 questions in the National Council of Provinces. The department can confirm that all parliamentary questions were responded to and no questions lapsed by the end of 2014.

1. During the 2014/15 financial year the department attended 8 meetings with the Portfolio Committee on Home Affairs of the 5th Parliament to receive briefings on matters relating to the department's work. A table detailing the briefing topics is appended hereunder. Members of the committee had an opportunity to raise matters during the briefings and pose questions which the department duly responded to.
2. There were two oversight visits conducted by the Portfolio Committee during the financial year under review.
 - a. On 26 August 2014 the Portfolio Committee on Home Affairs visited the DHA Barrack Street in Cape Town to assess the effectiveness of the queue management system, the reliability of the Live Capture for passports and Smart ID Cards, management of Asylum seekers and to interact with clients of the department on whether they were satisfied with the services being rendered.
 - b. Members of the Portfolio Committee conducted an oversight visit from 24 to 26 November 2014 at the department's Head Office and selected offices in the Gauteng Province. Offices visited were the Permitting Section and Command Centre at Head Office, Marabastad and TIRRO Refugee Reception Centres, Lindela Repatriation Centre, Government Printing Works and the Electoral Commission's Head Office.
3. When developing its Annual Performance Plan, the department also takes cognisance of the recommendations of the Portfolio Committee that emanate from

their observations and deliberations during briefings and oversight visits. In its Annual Budget Review Report 2014 the Portfolio Committee recommended that the Minister of Home Affairs attend to the following matters:

- Consider prioritising budget allocations and related performance improvements in the Immigration Programme.
- In terms of regional integration, prioritise the infrastructure and staffing issues as well as the rolling out of one-stop-border posts to other busy ports of entry.
- Ensure that the department addresses the issues raised by the Auditor General for 2013/14, in particular the relations with DIRCO and strive towards a clean administration.
- Prioritise the implementation of the IT modernisation programme.
- The Minister of Home Affairs should ensure that the roll-out of the Live Capture functionality at other offices of the department was done as soon as possible. The Minister should ensure that the main office in Barrack Street was sufficiently capacitated, specifically for the roll-out of the Smart ID Card.
- The Minister should meet with the State Information Technology Agency (SITA) to reduce internet downtimes, given that many clients have to travel long distances to come to the office to apply for the Smart ID Cards.
- The Minister should ensure that during renovations at the Barrack Street Office, there should be little or no disruptions to the services rendered to our people.
- Encourage programmes and initiatives addressing ongoing xenophobic violence.

At the Portfolio Committee's annual Strategic Planning Session held from 3 to 6 February 2015, the department also presented its 5 year Strategic and Annual Performance planning priorities to the committee.

On 10 February 2015 the Chairperson of the Portfolio Committee wrote to Minister of Home Affairs requesting that the department respond to the President's State of the Nation Address 2015 (SONA) on aspects that affect the DHA. Minister submitted a response on 3 March 2015 that tabled aspects covered in the President's SONA that impact the department and entities work.

Table 2: Portfolio Committee on Home Affairs briefings

No	Date of meeting	Committee	Agenda/Topic	Venue and Time	Responsibility	Status /Comments
1.	1 July 2014	PC on Home Affairs	Briefing on DHA Annual Performance Plan 2014/15	Parliament 09:30 – 13:00	DG	Engagement Honoured
2.	26 August 2014	PC on Home Affairs	Briefing by the Department of Home Affairs (DHA) on the Immigration Regulations and Implementation	09:30-13:00 M314, 3rd Floor, Marks Building	DG led delegation DDG: IMS, CD:LS	Engagement Honoured
3.	16 September 2014	PC on Home Affairs	Briefing by the Department of Home Affairs on First Quarter Expenditure and Performance Reports	09:30-13:00 M515, Fifth Floor, Marks Building	DG & CFO	Engagement Honoured
4.	14 October 2014	PC on Home Affairs	Briefing by the DHA, IEC and the GPW on their Annual Reports for 2012/13	09:30 – 16:30 OAC	COO, CD: P&SM Deputy Minister led DHA delegation	Engagement Honoured
5.	4 November 2014	PC on Home Affairs	Briefing by the Department of Home Affairs on the progress made in the implementation of the Zimbabwean Special Dispensation Project	09:30 – 13:00, Parliament	DDG: IMS and CD: Permits	Engagement honoured
6.	3 March 2015	PC on Home Affairs	Briefing by the Department of Home Affairs on the plans and progress made in the relocation of the Refugee Reception Offices closer to the borders and on the implementation of the Refugee Regulations	09:30 – 13:00, M46, Marks Building	DDG: IMS 24 February 2015	Engagement honoured – DG led delegation
7.	10 March 2015	PC on Home Affairs	Briefing by the Department of Home Affairs on the expenditure and performance reports of the third Quarter period as well as the briefing by the DHA on IT Modernisation Programme	09:30 – 13:00, M46, Marks Building	COO (CD: P&SM) & CFO/ A/DDG: IS 3 March 2015	Engagement honoured –DG led delegation
8.	17 March 2015	PC on Home Affairs	Briefing by the Department of Home Affairs on the Annual Performance Plan for 2015/16 financial year and on issues raised by SCOPA	09:30 – 13:00, M514, Marks Building	COO (CD: P&SM) & CFO 10 March 2015	Honoured engagement - Deputy Minister attended with DG leading delegation

8. SCOPA RESOLUTIONS

The department met with the Standing Committee on Public Accounts on the following dates:

- 28 August 2014
- 11 November 2014
- 4 March 2015

The meetings held in August and November 2014 dealt with the unauthorised expenditure in the amount of R1 088 billion that relates to prior financial years. Explanations were provided and National Treasury was directed to assist the department and DIRCO to find a sustainable solution to the problem of foreign revenue in particular. National Treasury has recommended to SCOPA that the unauthorised expenditure be condoned without additional funding. The SCOPA resolutions in this regard were not published at the time this annual report was prepared.

The department also met with SCOPA on 4 March 2015 to account for the 2013/14 audit outcome. SCOPA instructed the department to improve its internal controls, to implement stricter consequence management and to take appropriate and effective steps to ensure that audit issues are addressed. The SCOPA resolutions in this regard were not published at the time this annual report was prepared.

9. PRIOR MODIFICATIONS TO AUDIT REPORTS

The department embarked on a robust integrated approach to deal with prior year qualifications. The following interventions were undertaken in an effort to deal with the qualification and unqualified but material misstatement matters:

1. Top 1000 (comprising senior managers and heads of offices) meeting was convened in October 2014 to provide feedback on the audit outcome for 2013/14 financial year. This was intended to inform all relevant managers and clearly communicate the expectations on dealing with audit findings. Furthermore, the managers were expected to identify root causes for the qualification matters within their areas of operations and devise appropriate strategies to prevent re-occurrence;

2. The DG issued a circular in October 2014 to assist all managers from Assistant Directors upwards with the minimum intervention strategies that must be implemented;
3. Established asset management forum to track the progress of implementation of strategies;
4. Convened a meeting with the Auditor General to discuss their expectations on addressing qualification matters;
5. Organised a follow up meeting in February 2015 with the Top 1000 management forum to obtain status on the implementation of audit findings;

In addition to the various measures implemented, the Back to Basics project continued to progress as scheduled to monitor the implementation of the action plan and make modifications where necessary to the strategies aimed at addressing audit findings.

In preparation of the year end Annual Financial Statements, the year-end plan was drafted and communicated to the relevant managers to inform them of reporting requirements and submission dates. The plan has been tracked on a daily basis to assess the status and review of the relevant information that must be included in the Financial Statements.

10. INTERNAL CONTROL UNIT

Internal control in the department has been receiving the payment vouchers from the supply chain management. Their duties were to perform verification check on payment vouchers being to:

- Check if the invoice amounts agree to the Order form
- Confirm that expenditure approval was done by a relevant official at the relevant position
- Recalculate the correspondence of invoice to the order quantity
- Verify that all the supporting documents to the transaction are attached

With all the above having been done, if the payment voucher does not meet the payment requirements, the voucher is then sent back to Supply Chain management as a dispute for rectification by the supplier. If the Payment voucher meets the requirement, is then stamped, signed and sent to Payment unit for capturing and final authorisation on BAS and LOGIS.

11. INTERNAL AUDIT AND AUDIT COMMITTEES

11.1 KEY ACTIVITIES AND OBJECTIVES OF INTERNAL AUDIT

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

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

The Internal Audit Function reports to the Audit Committee and administratively to the COO. In order to ensure its independence it operates under the terms of the Internal Audit Charter approved by the Audit Committee.

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

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

11.2 SUMMARY OF AUDIT WORK DONE

The 2014/15 Annual Internal Audit Plan was approved by the Audit Committee on 7 July 2014. Internal Audit planned to conduct 45 audit projects in terms of the approved plan and it has completed 53 audit projects during the period under review including 8 ad hoc management requests. We performed the followings Audits:

- Financial Audits: Finance and Supply chain management branch
- Audits of Performance Information: All branches
- Operational Audits: All branches
- Information Communication Technology Audits: Information Services branch.

Internal audit visited various offices throughout the country and foreign missions. It has made a robust effort to bring control weakness identified immediately to process owners to correct.

The Chief Audit Executive was appointed with effect from 1 December 2014.

11.3 KEY ACTIVITIES AND OBJECTIVES OF THE AUDIT COMMITTEE

The Audit Committee must, in terms of paragraph 3.1.10 of the Treasury Regulations, review the following aspects.

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

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

Table 3: Audit committee members

Name	Qualifications	Internal or external	If internal, position in the department	Date appointed	Date resigned	No. of meetings attended
Mr Sathie Gouden	B Compt.- UNISA Higher Diploma in Accounting Chartered Accountant Professional Accountant Certificate in Forensic Accounting & Fraud Examination Executive Leadership Development	External	N/A	1 May 2012	N/A	6 meetings
Ms Rene Renosi	Degree : B. Compt B. Compt Honours Certified Theory In Accounting Chartered Accountant Certification: Internal Audit Quality Assurance	External	N/A	1 May 2012	N/A	6 Meetings
Mr Dhires-Ramklass	BSC Engineering(Electronic Engineering) Certificate Director –Accelerated Directorship Programme -Project Appraisal and Risk Management programme - Masters of Business Leadership -Certificate in programme Management	External	N/A	1 May 2012	N/A	5 Meetings
Ms Zukiswa Ntlangula	Masters Diploma in Human Resources management. LLB Degree B Juris Law society of South Africa	External	N/A	1 July 2014	N/A	3 Meetings
Ms Juliana Makapan	MBA Human Resources Management	External	N/A	1 July 2014	N/A	3 Meetings

12. AUDIT COMMITTEE REPORT for the year ended 31 March 2015

The Audit Committee (Committee) hereby presents its report in respect of the financial year ended 31 March 2015 in terms of its obligations according to Paragraph 3.1.13 of the Treasury Regulations issued in terms of section 38(1) (a) 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 comprised 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
Mr. S Gounden (Chairperson)	6	6
Ms. R Kenosi	6	6
Mr. D Ramklass	6	5
Ms. J Makapan (Appointed 1 July 2014)	3	3
Ms. Z Ntlangula (Appointed 1 July 2014)	3	3

The members of the Committee held meetings with the Director-General, senior management of the Department and Internal Audit, collectively and individually, on matters related to governance, internal control and risk in the Department, throughout the reporting period. The Committee also held a meeting with the Honorable Minister Malusi Gigaba to report on governance, internal control, risk, performance and financial information and other relevant matters concerning the Department.

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 also 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 Committee acknowledges management's efforts to strengthen internal controls in the Department. There is a need for increased technical support, monitoring and evaluation from Head Office to unlock the full potential of these efforts.

The Committee is concerned that in certain instances the matters reported in prior years have not been fully and satisfactorily addressed. Management has given assurance that effective corrective action will be implemented in respect of all internal control weaknesses and the Committee will monitor these going forward.

The Department has adopted an aggressive anti-corruption measures to curb the frequency and magnitude of fraud and corruption. The Committee is not completely satisfied with the prevention of fraud and these concerns have been raised with management. The Committee has requested that a 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 and 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 not all ICT risks are being addressed or mitigated, in implementing the new systems.

The Committee is largely satisfied with the improvement in the state of the internal control environment.

5. THE QUALITY OF MANAGEMENT AND MONTHLY REPORTS / QUARTERLY REPORTS SUBMITTED IN TERMS OF THE PFMA AND THE DIVISION OF REVENUE ACT (“DORA”)

The Committee was 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 reports especially relating to performance information. The Committee has recommended that the Department prepare interim financial statements, which would assist the Department in attending to reconciliations timeously as well as eliminate year-end adjustments.

6. INTERNAL AUDIT FUNCTION

The Committee is satisfied that Internal Audit had properly discharged its functions and responsibilities in the period under review. The capacity of Internal Audit has been enhanced through the restructuring of the internal audit department, employment of additional personnel and investments in an intensive training programme.

7. 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 manage-

ment of risk on a quarterly basis. In order to ensure that the Risk Management Committee understands the requirements of the Committee, a member of the Audit Committee currently serves as a member of the Risk Management Committee. The Committee is concerned with the Risk Department being understaffed, which, if the situation is not addressed, will result in non-delivery by that department. The Committee has reviewed the risk register and the reports from the Risk Committee and is generally satisfied with the Risk Management process.

8. 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.

9. EVALUATION OF THE FINANCE FUNCTION

As the CFO was only employed on 1 September 2014, the finance department could not perform at its optimal capacity with the vacuum that existed in the leadership. Prior to the appointment of the CFO, there was a huge strain on the finance department to deliver quality information on a timely basis.

On the whole, we are satisfied with the Department's finance function during the year under review.

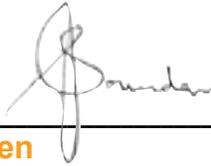
10. AUDITOR-GENERAL'S REPORT

The Committee concurs with and accepts the conclusions and the audit opinion of the Auditor-General on the annual financial statements and is of 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 challenge associated with managing a large, geographically dispersed and complex Department. Discussions have been held with management on steps to be taken to improve the internal control environment as well making staff more accountable on areas under their control.

On behalf of the Audit Committee



S. Gounden
Chairperson of the Audit Committee
Pretoria
31 August 2015





Part D: HUMAN RESOURCES MANAGEMENT

1. INTRODUCTION

The purpose of the Branch: HR is to provide strategic and transformed human resource services that support the department to achieve its strategic objectives. The department has an approved HR Strategy that has a dual approach, which is to internally serve as a strategic business partner and externally as an employer of choice. Its objective is to implement the employee value proposition so as to create a conducive environment, for the employees as they begin their journey until they exit the department. The Branch: HR serves to provide strategic and transformed human resources services in support of the broader departmental transformation agenda.

1.1 LEGISLATION THAT GOVERNS HR MANAGEMENT

The functioning of Human Resources in the Public Service is governed by legislation, as well as other policy documents. HR executes its functions based on the following legislative frameworks:

The Constitution of the Republic of South Africa (1996);
White Paper on the Transformation of the Public Service, 1995;
White Paper on Human Resource Management in the Public Service, 1997;
The White Paper on Transforming Public Service Delivery (Batho Pele White Paper), 1997;
Public Service Act, 1994, as amended;
Public Service Regulations, 2001, as amended;
Public Service Bargaining Council Resolutions;
Code of Remuneration, 1999, (CORE) as amended;
The SMS Handbook, 2003, as amended;
Labour Relations Act (LRA), 66 of 1995;
Basic Conditions of Employment Act, 75 of 1997;
Employment Equity Act (EEA), 55 of 1998;
Skills Development Act, 97 of 1998;
Skills Development Levies Act, 1999;
Occupational Health and Safety Act, 1993;
Compensation for Occupational Injuries and Diseases Act, 130 of 1993.

Human Resources has identified key business processes and developed Standard Operating Procedures and Toolkits in order to guide people management and empowerment of line management in executing the HR function in their respective units. These include amongst others, leave management, performance management, discipline management, DHA cadre ambassador programme and recruitment retention and exit management.

2. OVERVIEW OF HUMAN RESOURCES

2.1 HUMAN RESOURCES STRATEGY

The Strategic objectives of Human Resources remain similar over the medium term because they are linked to the MTSF. However, they are reviewed year on year to ensure continuous alignment with the department's strategic focus areas. The five key human resources priorities identified to drive organisational effectiveness and people management practices have been refined to further enhance the transformation and change agenda in support of organisational strategies and priorities. These key human resources priorities are as follows: People Acquisition; Human Resources Development; Performance Management; Employee Relations; and Transformation and Change. The performance of the Branch: Human Resources during 2014/15 financial year was informed by these priorities.

2.2 ORGANISATIONAL DEVELOPMENT

It is important for the department to be designed in a manner that supports its core mandate and objectives. The DHA has begun a journey of repositioning itself as a modern department of excellence through modernising its business processes and systems; hence it has initiated a process of assessing its organisational structure to ensure it serves as a vehicle to driving performance towards achieving its service delivery goals and objectives. The department has in the 2014/15 financial year began the process of reviewing its organisational structure to ensure alignment of strategy and functions so that it is geared towards supporting service delivery imperatives. The following units were reviewed:

- Director General's Office
- Chief Operations Officer (COO)

- Standing Committee on Refugee Affairs (SCRA)
- Home Affairs Contact Centre (HACC)
- National Campaigns Coordinating Unit (NCCU)

Reporting lines of the provincial Refugee Reception Centres have moved from Provincial management to the Chief Directorate: Asylum Seeker Management; and Ports of Entry moved to the Chief Directorate: Port Control in Head Office.

The department has in the 2014/15 financial year developed and approved Terms of Reference for the review of the Top Three Tier Organisation Structure. The department is in the process of securing a suitable service provider to conduct a scientific and objective exercise on ensuring alignment of functions, strategy, organisational structure and post establishment.

The department conducted a reconciliation of the post establishment, Persal and budgets on a monthly basis to ensure alignment and integrity of data and to alert management to problems related to the Compensation of Employees budget. The departmental funded post establishment was recorded as 10 391 as at end of 2014/5 financial year. The updated post establishment is captured on the Human Resources Management Information System (PERSAL) monthly to ensure that all filled and vacant funded positions are recorded appropriately on the system. The approved organisational structure and post establishment was implemented to drive organisational strategies, plans and operations. The job profiles and job descriptions have been revised in line with the revised business processes, and the job content and titles aligned with those on the organisational structure.

2.3 HUMAN RESOURCES PLANNING

Branch Human Resources engages the department in the integrated human resource planning process on an annual basis, a process that culminates in the development of an (adjusted) Human Resource Plan. Branch: HR supported the department in the preparation for the MTEF bid through facilitating the process of identification of critical posts that serve to support the priorities of the department. The focus of HR strategy was to strengthen provincial level leadership and supervisory capacity in the immigration environment, to better manage offices and ports of entry. The latter supports the objectives of the Moetapele initiative that was introduced in the 2014/15 financial year to ensure that the department embeds sound leadership and management practices,

implementation of all core and support business processes and SOP's, put in place necessary controls, processes and systems, adequate delegation of powers, building a strong M&E function that is supported by a reliable information management systems, and ensuring a conducive environment for clients and staff. It also serves to introduce/ sustain and build a well-rounded cadre that is trained/empowered able to adapt to the modernising and changing environment in with the department operates. The department's recruitment strategy thus focuses not only on the acquisition of technical skills but on the competencies, attributes, motivation, fit, attitude and behaviour. These officials should continue to be committed, ethical, patriotic and professional.

The aim was to support the 2008 cabinet decision to improve the human resource function. Four HR Learning Forums were held in the financial year under review to foster consistency in application of people management practices, shared learning and cross pollination of knowledge and best practices across the department.

The Management Performance Assessment Tool (MPAT) assessment happens annually in September. In the 2014/15 financial year, the performance of the HR function improved in the following areas: human resource development plan; application of recruitment and retention practices; implementation of SMS performance management system (excluding HOD's); and human resources planning. An improvement action plan is in place to ensure ongoing monitoring of the standards where improvements are required, to ensure attainment of improved scores in the next assessment cycle.

The Branch: Human Resources compiles and presents the HR Dashboard reports to management on a monthly and quarterly basis. This provides a sound basis on which to take planning and budgeting decisions.

2.4 TRANSFORMATION AND CHANGE MANAGEMENT

The HR function supports broader organisational change and transformation agenda of the department. In the year under review, change management interventions were rolled out to 2 708 officials and the change management readiness surveys were administered to 2 182 at both national and provincial levels. Change Management strategy that was developed to guide the implementation of change initiatives in a phased manner, was approved in the 2014/15 and presented to management structures for input and buy in.

The strategy supports the modernisation programme and officials from Branches: Human Resources, Information Services, Civic Service, Immigration Services and the Learning Academy have been working in partnership to ensure roll-out of these change initiatives to the department. Labour unions are also part of the monthly change management technical committee meetings where change management projects are discussed.

The broader change agenda of the DHA focuses on the following:

- Immigration used to proactively advance national interests, and the entry, stay and exit of visitors who do not present a risk or a threat facilitated rapidly.
- Secured Ports of Entry, efficient and welcoming of legitimate travellers
- The status of asylum seekers is securely and efficiently determined; and genuine refugees are assisted in a coordinated way by relevant Departments and by national and international organisations
- The corporate image and basic office environment is of the same high standard everywhere (look and feel)
- Home Affairs sets the standard for e-government and the cost effective and creative use of many alternative channels for service delivery.
- All South Africans have a secure identity and are proud of it
- Improving the capacity, capability and image of the DHA as a professional, counter-corruption focused, people centred and responsive public institution.

The DHA has introduced the cadre ambassador programme that serves to strengthen organisational culture through attracting, developing and retaining competent, capable, disciplined, loyal and patriotic cadres to serve as change agents and live organisational values. A total of 203 employees were nominated as DHA Cadre Ambassadors and empowered on DHA cadre framework, change management, protocol and events management, DHA cadre development, DHA modernisation and on counter corruption and security services, in partnership with the Learning Academy. The DHA Cadre Ambassadors participated in a number of key strategic events and programmes of the department in the year under review. The cadres also serve the role of being change agents in the modernisation roll-out programme.

2.5 EMPLOYMENT EQUITY

Employment Equity

The Employment Equity legislative framework compels departments to assess, evaluate and review employment equity plans on an annual basis. This is in line with the budget

allocation, departmental prioritised vacant posts and the implementation of targeted statistics according to race, gender and designated groups as outlined in the strategic plan. During the year under review, the department developed and approved the Employment Equity Policy. The policy is developed to ensure that the department removes obstacles inhibiting the employment of people from designated groups, eliminates unfair discrimination and guarantees the implementation of affirmative action measures. The primary objective of the policy is to reconfigure and ascertain that mechanisms are in place for the department to achieve equity in the recruitment and selection processes. To this end, the department has an Employment Equity (EE) plan which is reviewed annually. Included in the plan are the numerical targets that the department must implement to reach equity targets.

The departmental statistics shows that White, Coloured and Indian categories are under represented in the workforce in terms of national demographics. This will be addressed incrementally through an EE plan. The plan is linked to the Recruitment Plan to ensure an integrated approach in the filling of vacant posts. In the year under review, the department filled 86.90% of posts with the African incumbents; 6% with the Coloured; 0.80% with Indian and 6.53% with White incumbents.

The following table shows the state of representation per race category over the past two financial years:

Table 1: Equity Statistics

Race	2013/14	2014/15
Africans	8367 (86.58%)	8380 (86.90%)
Coloureds	556 (5.75%)	581 (6%)
Indians	79 (0.82%)	84 (0.80%)
Whites	662 (6.85%)	634 (6.53%)

This table demonstrates that there has been an increase in the filling of posts within the African, Coloureds and Indians category and decline in the Whites category. The EE plan has set incremental targets to ensure creation of opportunities for all racial groups to be appointed, with a view to creating a representative workforce.

The department currently stands at 1.4% for people with disability from 1.36% in 2013/14 against the 2% target. With regards to SMS members, the department stands at 54.97% of male SMS employees and 45.03% of SMS female employees compared to 54.12% (males) and 45.88% (females) in the 2013/14 financial year. The target is 50/50 gender parity at SMS level.

Affirmative Action

The department during the year of review acted to improve outputs in the following areas.

Training and Development

The Learning Academy ensured that the training conducted in the department includes male and female trainees including the people with disability.

Reasonable Accommodation

Management has been encouraged to provide assistive devices for employees with disability. The departmental Management Committee instructed the Budget Committee to ensure that all budget allocations to the Compensation of Employees should include the assistive devices.

The newly built offices accommodate access both for internal employees and external clients with disabilities. The buildings meet the required standards as per the National Building Regulations.

Anti-discrimination Policy

The department approved the policy on Anti-discrimination and Diversity Management to ensure that the rights for employees are protected and no employee should be unfairly discriminated on the bases of HIV and Aids, religion, culture and tradition in the workplace.

Interventions to achieve a representative workforce

The following actions have been put in place to support achievement of targets related to achieving a representative workforce:

- Senior Managers are held accountable for Employment Equity in their line functions and responsible units;
- Specified and identified vacant funded posts are ring-fenced to guarantee occupation by people with disabilities;
- Reinforcement of Employment Equity Forum constituting of representatives from various branches and provinces.
- Employment Equity Reports for business units were discussed in management meetings and signed off by Provincial Managers and Deputy Directors General.
- EE Reports are shared with all employees during the staff meetings.
- The department's recruitment and skills development initiatives were linked to the EE plan to support the implementation of its plan.

2.6 BUILDING LEADERSHIP CAPABILITY AND CAPACITY

In an effort to build Senior Management leadership capacity and capability, towards enhancing internal Professionalisation, the department hosted two Leader's Forum successfully.

The 10th and 11th Leaders' Forums were held on 15 July and 18 September 2014 respectively. The 10th Forum served as a platform for the recognition of top performing employees. The department's Springbok Local Office, who won the departmental award for Local Office of Excellence, went on to win a silver award in this same category, at the National Batho Pele Awards hosted by the Department of Public Service and Administration on 14 November 2014.

The 11th Forum focused on Leadership Development, and yielded a 360-degree Leadership Effectiveness Survey and Innovation Award Framework, developed by Senior Management. It furthermore focused on Ethical Conduct, resulting in approximately 80% of the department's Senior Management completing an individual online Integrity Assessment, followed up by a feedback and developmental report issued to each participating Senior Manager. Leadership development through the Leaders' Forum and the cascading of developmental initiatives which introduce and maintain best People Management practices will continue; to ensure improvement of operational matters and the embedding of a performance culture within the department.

In support of a culture of effective people management towards optimising organisational performance and service delivery, revised integrated On-boarding, Retention and Exit Management Strategies were introduced. This, *inter alia*, gave effect to the requirement that, as of 1 April 2014, all employees newly joining the department must attend a compulsory Departmental Induction Programme prior to assuming office (in order to ensure that performance expectations are fully aligned at commencement of an employee's journey within the department); as well as the piloting of a Senior Management Replacement Planning and Knowledge Harvesting initiative.

A number of talent enhancement initiatives have been approved and piloted. These include a Career Management Policy, Programme and Website; an Occupational Assessment Policy, and the assessment of 26 Front-line employees on their Customer Orientation, with feedback and developmental reports; Leadership Mentoring Pool, in which 27 employees have



participated successfully; 30 Managers were socialised on Talent Spotting; and the completion of skills audits on 1166 employees in line with the department's modernisation agenda.

In response to the call of the National Development Plan, the department furthermore participated in a number of career exhibitions / workshops hosted by national universities, hosted 22 Interns, and approximately 300 Workplace-integrated Learners during the 2014/15 financial year.

2.7 RECRUITMENT

During the 2014/15 financial year, emphasis was placed on the filling of Senior Management and Heads of Offices / Ports of Entry posts, in order to strengthen the drive towards professionalisation. The capacitation of the Border Management Agency and Information Services in line with the departmental Modernisation Programme and the department's Audit Committee, also received due attention.

At 31 March 2015, a total of 676 posts had been filled, resulting in a vacancy rate of 6.9%. This, together with compliance with the National Recruitment Turn-around-time of six (6) months, was monitored and managed on a monthly basis, throughout the department.

The department increased its number of employees classified as "People with Disability" with 8 during the year under review, of which three were as a result of new appointments and five employees disclosed their status. In addition, four officials classified as "People with Disability", were promoted internally.

In order to address challenges being experienced with attracting suitably qualified female candidates for SMS positions, and a sufficient pool of candidates classified as "People with Disability", the department has developed a Career Marketing Strategy which, inter alia, will assist in tapping into these talent pools, for implementation during the 2015/16 financial year. The introduction of talent pipeline initiatives focusing on high performing employees within the department, within these classifications, will also receive attention.

To improve the speed of capacitating the department towards expedited service delivery, the Department has analysed its current challenges in this regard, and developed a Strategy to Enhance the Efficiency of Recruitment Administrative Processes, which will be implemented during the 2015/16 financial year. Although not concluded, the department

has made progress on the development of an e-recruitment software, which is planned to be launched during the 2015/16 financial year.

To strengthen the caliber of candidates recruited into the department, and to ensure alignment of recruitment practices to the National Development Plan, adverts have continued to be reviewed for relevance and impact in terms of content, look and feel. In addition, as all senior and middle managers are subject to compulsory competency assessment as a normal part of the selection process, as of January 2015, the department has piloted the approach of Provider Briefings to Interview Panels, to ensure an objective and thorough assessment of competency assessment results, within the selection process.

2.8 EMPLOYEE PERFORMANCE MANAGEMENT FRAMEWORK

The level of compliance with PMDS legislative frameworks has improved, with an overall compliance rate of 99% recorded for submission of Performance Agreements, at 31 March 2015. Compliance monitoring throughout the department, is ongoing.

In order to assist in socialising all employees on the performance management cycle and timelines, posters outlining these elements, were developed and introduced in each departmental office.

During the 2014/15 financial year, the department's focus shifted to include the introduction of dedicated strategies aimed at improving its performance culture, and aligning individual and organisational goals and performance. A Poor Performance Management Guideline for Supervisors and Managers, an Integrated Reward and Recognition Model as well as an Excellence Awards Programme were implemented. In addition, Senior Managers participated in the National 40-hour Kaeducoal-face deployment programme to front-line service delivery points; the results of which have been analysed towards informing service delivery improvement initiatives.

In accordance with National requirements, much emphasis has been placed on monitoring and managing under-performance amongst Senior Managers in particular, through the introduction of Performance Improvement Plans. These initiatives will remain in effect, and will be enhanced as required during the 2015/16 financial year.

2.9 LEAVE AND ABSENTEEISM MANAGEMENT

The improvement of the management of attendance and absenteeism has continued to receive priority attention within the department, in support of enhanced productivity, service delivery and reduced costs related to production days lost.

The full implementation of the national Absenteeism Management Framework within the department has continued to be monitored, together with the use of the improved management tools developed and implemented during the 2013/14 financial year. Monthly leave credit and trend analysis reports continue to be issued to all SMS members to strengthen the monitoring process. Monthly leave audit verifications continue to be

undertaken by Managers. Non-compliance and challenges are reported to various corporate governance structures. The capturing of leave on Persal is being tracked on a weekly basis, and suspense file transactions monitored and managed towards clearance, thereby improving the department's ability to accurately assess its leave liability at any given stage.

Dedicated audits of attendance registers versus leave transactions on staff files and PERSAL were conducted, during which, over 900 employees at Head Office and within Provinces, were trained in this regard. In addition, posters aimed at socialising employees on the leave and attendance management process and cycle, were rolled out to all Departmental Offices during the 2014/15 financial year.

3. HUMAN RESOURCES OVERSIGHT STATISTICS

3.1 Personnel related expenditure

The following tables summarises the final audited personnel related expenditure by programme and by salary bands. In particular, it provides an indication of the following:

- amount spent on personnel
- amount spent on salaries, overtime, homeowner's allowances and medical aid.

Table 3.1.1 Personnel expenditure by programme for the period 1 April 2014 to 31 March 2015

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	460 628	387 848	8 669	64 111	84%	346
Programme 2: Citizen affairs	1 969 110	1 969 045	65	0	100%	258
Programme 3: Immigration affairs	312 568	304 977	17	7 574	98%	329
Total	2 742 306	2 661 870	8 751	71 685	0.97%	275

Table 3.1.2 Personnel costs by salary band for the period 1 April 2014 to 31 March 2015

Salary band	Personnel expenditure (R'000)	% of total personnel cost	No. of employees	Average personnel cost per employee (R'000)
Lower skilled (Levels 1-2)	0	0%	0	0
Skilled (level 3-5)	98,281	3.7%	711	138,229
Highly skilled production (levels 6-8)	1,898,346	71.3%	7799	243,409
Highly skilled supervision (levels 9-12)	459,129	17.2%	778	590,139
Senior and Top management (levels 13-16)	161,232	6.1%	169	954,036
Contract (levels 1-2)	0	0%	0	0.00
Contract (levels 3-5)	31,755	1.2%	210	151,214
Contract (levels 6-8)	572	0%	4	143,000
Contract (levels 9-12)	1,265	0%	3	421,667
Contract (levels 13-16)	11,142	0.4%	2	5,571
Periodical appointments	149	0%	0	0
Total	2,661,870	100%	9676	275,100

Table 3.1.3 Salaries, Overtime, Home Owners Allowance and Medical Aid by programme for the period 1 April 2014 and 31 March 2015

Programme	Salaries		Overtime		Home Owners Allowance		Medical Aid	
	Amount	Salaries as a % of personnel costs	Amount	Overtime as a % of personnel costs	Amount	HOA as a % of personnel costs	Amount	Medical aid as a % of personnel costs
	(R'000)		(R'000)		(R'000)		(R'000)	
Programme 1: Administration	269,552	10%	10,741	0%	8,987	0%	11,875	0%
Programme 2: Citizen affairs	1,412,324	53%	24,875	1%	75,898	3%	114,017	4%
Programme 3: Immigration affairs	198,500	7%	1,120	0%	8,901	0%	13,612	1%
Total	1,880,376	71%	36,736	1%	93,786	4%	139,504	5%

Table 3.1.4 Salaries, Overtime, Home Owners Allowance and Medical Aid by salary band for the period 1 April 2014 and 31 March 2015

Salary band	Salaries		Overtime		Home Owners Allowance		Medical Aid	
	Amount	Salaries as a % of personnel costs	Amount	Overtime as a % of personnel costs	Amount	HOA as a % of personnel costs	Amount	Medical aid as a % of personnel costs
	(R'000)		(R'000)		(R'000)		(R'000)	
Skilled (level 1-2)	0	0%	0	0%	0	0%	0	0%
Skilled (level 3-5)	69,326	2.5%	1,105	0%	7,488	0.3%	9,480	0.3%
Highly skilled production (levels 6-8)	1,314,095	50.2%	30,098	1%	77,010	3.2%	93,512	3.3%
Highly skilled supervision (levels 9-12)	234,887	8.7%	5,274	0%	6,353	0.4%	34,830	1.3%
Senior management (level 13-16)	65,362	2.4%	0	0%	2,935	0.1%	1,682	0.1%
Contract (levels 1-2)	0	0%	0	0%	0	0%	0	0%
Contract (levels 3-5)	22,314	0.8%	51	0%	0	0%	0	0%
Contract (levels 6-8)	97,413	3.6%	208	0%	0	0%	0	0%
Contract (levels 9-12)	40,816	1.5%	0	0%	0	0%	0	0%
Contract (levels 13-16)	36,014	1.3%	0	0%	0	0%	0	0%
Periodical appointments	149	0%	0	0%	0	0%	0	0%
Total	1,880,376	71%	36,736	1%	93,786	4%	139,504	5%

3.2 Employment and Vacancies

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

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

This information is presented in terms of three key variables:

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

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

Table 3.2.1 Employment and vacancies by programme as on 31 March 2015

Programme	Number of posts on approved establishment	Number of posts filled	Vacancy Rate	Number of employees additional to the establishment
Programme 1: Administration	1228	1121	8.7	219
Programme 2: Citizen affairs	8175	7627	6.7	0
Programme 3: Immigration affairs	988	928	6.1	0
Total	10391	9676	6.9	219

Table 3.2.2 Employment and vacancies by salary band as on 31 March 2015

Salary band	Number of posts on approved establishment	Number of posts filled	Vacancy Rate	Number of employees additional to the establishment
Lower skilled (1-2)	0	0	0	0
Skilled(3-5)	711	711	0	0
Highly skilled production (6-8)	8382	7799	7	0
Highly skilled supervision (9-12)	850	778	8.5	0
Senior management (13-16)	193	169	12.4	0
Contract (levels 1-2)	0	0	0	0
Contract (levels 3-5)	245	210	14.3	210
Contract (levels 6-8)	4	4	0	4
Contract (levels 9-12)	3	3	0	3
Contract (levels 13-16)	3	2	33.3	2
Total	10391	9676	6.9	219

Table 3.2.3 Employment and vacancies by critical occupations as on 31 March 2015

Critical occupation	Number of posts on approved establishment	Number of posts filled	Vacancy Rate	Number of employees additional to the establishment
Identification experts	281	272	3.2	0
Information technology related	31	31	0	2
Legal related	16	15	6.3	0
Other information technology personnel	69	67	2.9	2
Regulatory inspectors	2132	1881	11.8	0
Total	2529	2266	10.4	4

Notes

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

3.3 Filling of SMS Posts

The tables in this section provide information on employment and vacancies as it relates to members of the Senior Management Service by salary level. It also provides information on advertising and filling of SMS posts, reasons for not complying with prescribed timeframes and disciplinary steps taken.

Table 3.3.1 SMS post information as on 31 March 2015

SMS Level	Total number of funded SMS posts	Total number of SMS posts filled	% of SMS posts filled	Total number of SMS posts vacant	% of SMS posts vacant
Director-General/ Head of Department	1	1	100	0	0
Salary Level 16	2	2	100	0	0
Salary Level 15	12	8	66.67	4	33.33
Salary Level 14	43	35	81.40	8	18.60
Salary Level 13	138	125	90.58	13	9.42
Total	196	171	87.24	25	12.76

Table 3.3.2 SMS post information as on 30 September 2014

SMS Level	Total number of funded SMS posts	Total number of SMS posts filled	% of SMS posts filled	Total number of SMS posts vacant	% of SMS posts vacant
Director-General/ Head of Department	1	1	100	0	0
Salary Level 16	2	2	100	0	0
Salary Level 15	13	10	76.92	3	23.08
Salary Level 14	43	33	76.74	10	23.26
Salary Level 13	138	125	90.58	13	9.42
Total	197	171	86.80	26	13.20

Table 3.3.3 Advertising and filling of SMS posts for the period 1 April 2014 and 31 March 2015

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 advertised in 6 months but filled in 12 months
Director-General/ Head of Department	0	0	0
Salary Level 16	1	0	0
Salary Level 15	4	2	0
Salary Level 14	10	3	0
Salary Level 13	16	3	0
Total	31	8	0

Table 3.3.4 Reasons for not having complied with the filling of funded vacant SMS - Advertised within 6 months and filled within 12 months after becoming vacant for the period 1 April 2014 and 31 March 2015

Reasons for vacancies not advertised within six months
None
Reasons for vacancies not filled within twelve months
In some cases no suitable candidates could be found within the specified timelines, whilst in other cases the recruitment processes was upheld by pending investigations of grievances as well as lack of suitable candidate in terms of DHA Employment Equity (EE) targets.

Notes

- In terms of the Public Service Regulations Chapter 1, Part VII C.1A.3, departments must indicate good cause or reason for not having complied with the filling of SMS posts within the prescribed timeframes.

Table 3.3.5 Disciplinary steps taken for not complying with the prescribed timeframes for filling SMS posts within 12 months for the period 1 April 2014 and 31 March 2015

Reasons for vacancies not advertised within six months
None
Reasons for vacancies not filled within twelve months
In some cases no suitable candidates could be found within the specified timelines, whilst in other cases the recruitment processes was upheld by pending investigations of grievances as well as lack of suitable candidate in terms of DHA Employment Equity (EE) targets.

Notes

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

3.4 Job Evaluation

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

Table 3.4.1 Job Evaluation by Salary band for the period 1 April 2014 and 31 March 2015

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)	711	1	0.1	0	0	0	0
Highly skilled production (Levels 6-8)	8382	6	0.1	0	0	0	0
Highly skilled supervision (Levels 9-12)	850	51	6	0	0	0	0
Senior Management Service Band A	137	22	16.1	0	0	0	0
Senior Management Service Band B	41	2	4.9	0	0	0	0
Senior Management Service Band C	12	0	0	0	0	0	0
Senior Management Service Band D	3	0	0	0	0	0	0
Contract (Levels 1-2)	0	0	0	0	0	0	0
Contract (Levels 3-5)	245	0	0	0	0	0	0
Contract (Levels 6-8)	4	0	0	0	0	0	0
Contract (Levels 9-12)	3	0	0	0	0	0	0
Senior Management Service Contract Band A	1	0	0	0	0	0	0
Senior Management Service Contract Band B	0	0	0	0	0	0	0
Senior Management Service Contract Band C	2	0	0	0	0	0	0
Senior Management Service Contract Band D	0	0	0	0	0	0	0
Total	10391	82	0.8	0	0	0	0

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

Table 3.4.2 Profile of employees whose positions were upgraded for the period 1 April 2014 and 31 March 2015

Gender	African	Indian	Coloured	White	Total
Female	0	0	0	0	0
Male	0	0	0	0	0
Total	0	0	0	0	0
Employees with a disability					0

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

Table 3.4.3 Employees with salary levels higher than those determined by job evaluation by occupation for the period 1 April 2014 and 31 March 2015

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation
Bus and heavy vehicle drivers	1	6	7	Grade progression
Bus and heavy vehicle drivers	1	7	8	Grade progression
Cashiers tellers and related clerks	35	5	6	Grade progression
Cashiers tellers and related clerks	6	5	7	Structural amendment
Cleaners in offices workshops hospital etc.	1	5	6	Grade progression
Client inform clerks	1	5	6	Grade progression
Financial clerks and credit controllers	2	6	7	Grade progression
Human resource clerks	1	6	7	Grade progression
Human resource clerks	1	7	8	Grade progression
Library mail and related clerks	1	6	7	Grade progression
Messengers porters and deliverers	1	5	6	Grade progression
Other administrative and related clerks and organisers	4	5	6	Grade progression
Other administrative and related clerks and organisers	2	5	7	Structural amendment
Other administrative and related clerks and organisers	290	6	7	Grade progression
Other administrative and related clerks and organisers	29	7	8	Grade progression
Other administrative policy and related officers	8	6	7	Grade progression
Other administrative policy and related officers	34	7	8	Grade progression
Other administrative policy and related officers	1	10	12	Retention
Regulatory inspectors	48	6	7	Grade progression
Regulatory inspectors	1	8	10	Structural amendment
Secretaries and other keyboard operating clerks	4	6	7	Grade progression
Senior Managers	1	13	14	Retention
Total number of employees whose salaries exceeded the level determined by job evaluation				473
Percentage of total employed				4.88%

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

Table 3.4.4 Profile of employees who have salary levels higher than those determined by job evaluation for the period 1 April 2014 and 31 March 2015

Gender	African	Indian	Coloured	White	Total
Female	173	1	12	141	327
Male	119	2	0	25	146
Total	292	3	12	166	473
Employees with a disability	5	0	2	1	8
Total number of Employees whose salaries exceeded the grades determine by job evaluation					None

3.5 Employment Changes

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

Table 3.5.1 Annual turnover rates by salary band for the period 1 April 2014 and 31 March 2015

Salary band	Number of employees at beginning of period-1 April 2014	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 (Levels3-5)	671	34	44	6.6%
Highly skilled production (Levels 6-8)	8054	195	363	4.5%
Highly skilled supervision (Levels 9-12)	762	20	38	5%
Senior Management Service Bands A	121	10	11	9.1%
Senior Management Service Bands B	34	5	4	11.8%
Senior Management Service Bands C	6	2	2	33.3%
Senior Management Service Bands D	3	1	1	33.3%
Contracts (Levels 1-2)	0	0	0	0%
Contracts (Levels 3-5)	2	195	42	2100%
Contracts (Levels 6-8)	0	8	0	0%
Contracts (Levels 9-12)	5	10	6	120%
Contracts (Levels 13-16)	6	8	5	83.3%
Total	9664	488	516	5.3%

Table 3.5.2 Annual turnover rates by critical occupation for the period 1 April 2014 and 31 March 2015

Critical occupation	Number of employees at beginning of period-April 2014	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Identification experts	282	2	8	2.8%
Information technology related	28	4	1	3.6%
Legal related	15	0	0	0%
Other information technology personnel	66	3	3	4.5%
Regulatory inspectors	1894	77	77	4.1%
TOTAL	2285	86	89	3.9%

Notes

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

The table below identifies the major reasons why staff left the department.

Table 3.5.3 Reasons why staff left the department for the period 1 April 2014 and 31 March 2015

Termination Type	Number	% of Total Resignations
Death	45	8.72%
Resignation	192	37.21%
Expiry of contract	26	5.04%
Dismissal – operational changes	0	0%
Dismissal – misconduct	90	17.44%
Dismissal – inefficiency	0	0%
Discharged due to ill-health	11	2.13%
Retirement	99	19.19%
Transfer to other Public Service Departments	53	10.27%
Other	0	0%
Total	516	100%
Total number of employees who left as a % of total employment	5.34%	

Table 3.5.4 Promotions by critical occupation for the period 1 April 2014 and 31 March 2015

Occupation	Employees 1 April 2014	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	282	2	0.7%	257	91.1%
Information technology related	28	4	14.3%	22	78.6%
Legal related	15	0	0%	11	73.3%
Other information technology personnel	66	3	4.5%	48	72.7%
Regulatory inspectors	1894	31	1.6%	1332	70.3%
TOTAL	2285	40	1.80%	1670	73.1%

Table 3.5.5 Promotions by salary band for the period 1 April 2014 and 31 March 2015

Salary Band	Employees 1 April 2014	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)	671	2	0.3%	585	87.2%
Highly skilled production (Levels 6-8)	8054	108	1.3%	6155	76.4%
Highly skilled supervision (Levels 9-12)	762	66	8.7%	545	71.5%
Senior Management Service Band A	121	5	4.1%	82	67.8%
Senior Management Service Band B	34	2	5.9%	20	58.8%
Senior Management Service Band C	6	2	33.3%	1	16.7%
Senior Management Service Band D	3	0	0%	0	0%
Contract (Levels 1-2)	0	0	0%	0	0%
Contract (Levels 3-5)	2	0	0%	0	0%
Contract (Levels 6-8)	0	0	0%	0	0%
Contract (Levels 9-12)	5	2	40%	0	0%
Contract (Levels 13-16)	6	1	16.7%	0	0%
Total	9664	188	1.9%	7388	76.4%

3.6 Employment Equity

Table 3.6.1 Total number of employees (including employees with disabilities) in each of the following occupational categories as on 31 March 2015

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Legislators, senior officials and managers	75	10	2	7	57	4	5	11	171
Professionals	150	11	1	10	147	7	3	20	349
Technicians and associate professionals	452	26	14	33	525	32	14	70	1166
Clerks	1508	91	7	46	3030	234	25	339	5280
Service and sales workers	1046	79	8	63	844	46	5	26	2117
Plant and machine operators and assemblers	119	10	0	1	8	0	0	0	138
Labourers and related workers	120	9	0	3	299	22	0	2	455
Total	3470	236	32	163	4910	345	52	468	9676
Employees with disabilities	56	6	0	6	54	6	1	10	139

Table 3.6.2 Total number of employees (including employees with disabilities) in each of the following occupational bands as on 31 March 2015

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	7	1	0	1	1	0	1	0	11
Senior Management	66	7	1	7	54	4	4	10	153
Professionally qualified and experienced specialists and mid-management	349	27	13	37	255	17	8	35	741
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	2725	173	15	108	4029	278	37	401	7766
Semi-skilled and discretionary decision making	248	22	0	6	415	37	1	20	749
Contract (Top Management)	0	1	0	0	1	0	0	0	2
Contract (Senior Management)	1	1	1	0	2	0	0	0	5
Contract (Professionally qualified)	1	0	0	1	4	0	0	0	6
Contract (Skilled technical)	1	0	0	0	8	0	0	0	9
Contract (Semi-skilled)	72	4	2	3	141	9	1	2	234
Total	3470	236	32	163	4910	345	52	468	9676

Table 3.6.3 Recruitment for the period 1 April 2014 to 31 March 2015

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	1	0	0	1	1	0	0	0	3
Senior Management	5	0	0	2	7	0	0	1	15
Professionally qualified and experienced specialists and mid-management	12	0	0	0	4	0	0	0	16
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	74	17	0	3	78	18	5	3	198
Semi-skilled and discretionary decision making	13	0	0	0	16	2	0	1	32
Contract Senior Management	3	1	0	2	2	0	0	0	8
Contract Professionally qualified and experienced specialists and mid-management	2	0	1	1	6	0	0	0	10
Contract Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	1	0	0	0	8	0	0	0	9
Contract Semi-skilled and discretionary decision making	66	2	0	0	126	2	1	0	197
Total	177	20	1	9	248	22	6	5	488
Employees with disabilities	1	0	0	0	2	0	0	0	3

Table 3.6.4 Promotions for the period 1 April 2014 to 31 March 2015

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	1	0	0	1	0	0	0	0	2
Senior Management	1	0	0	0	6	0	0	0	7
Professionally qualified and experienced specialists and mid-management	32	4	2	3	20	2	0	2	65
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	46	5	0	1	43	8	3	4	110
Semi-skilled and discretionary decision making	0	0	0	0	1	0	0	0	1
Unskilled and defined decision making	0	0	0	0	0	0	0	0	0
Contract Top Management	0	0	0	0	1	0	0	0	1
Contract Professionally qualified and experienced specialists and mid-management	0	0	0	1	1	0	0	0	2
Total	80	9	2	6	72	10	3	6	188
Employees with disabilities	1	0	0	0	2	0	0	1	4

Table 3.6.5 Terminations for the period 1 April 2014 to 31 March 2015

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	0	0	0	0	1	0	0	0	1
Senior Management	6	0	0	0	10	0	0	1	17
Professionally qualified and experienced specialists and mid-management	16	0	0	1	10	0	0	3	30
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	166	10	1	7	151	8	1	30	374
Semi-skilled and discretionary decision making	19	2	0	1	17	1	0	1	41
Unskilled and defined decision making	0	0	0	0	0	0	0	0	0
Contract Top Management	1	0	0	0	0	1	0	0	2
Contract Senior Management	1	0	0	1	1	0	0	0	3
Contract Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	16	1	0	1	20	1	0	1	40
Contract Professionally qualified and experienced specialists and mid-management	0	0	2	1	4	0	0	1	8
Total	225	13	3	12	214	11	1	37	516
Employees with Disabilities	3	0	0	1	2	1	0	0	7

Table 3.6.6 Disciplinary action for the period 1 April 2014 to 31 March 2015

Disciplinary action	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Guilty	76	5	0	1	56	3	1	4	146
Not guilty	8	0	0	0	11	1	0	1	21
Not required	1	0	0	0	1	0	0	0	2
Resigned	3	0	0	0	3	0	0	0	6
Withdrawn	3	0	0	0	2	0	0	0	5
Total	91	5	0	1	73	4	1	5	180

Table 3.6.7 Skills development for the period 1 April 2014 to 31 March 2015

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Legislators, senior officials and managers	15	2	1	4	36	0	2	7	67
Professionals	71	3	0	5	82	10	3	7	181
Technicians and associate professionals	72	8	4	7	82	15	4	9	201
Clerks	535	25	1	11	1115	79	7	48	1821
Service and sales workers	235	25	0	15	207	5	1	8	496
Plant and machine operators and assemblers	3	0	0	0	3	0	0	0	6
Labourers and related workers	33	1	0	4	88	8	0	3	137
Elementary occupations	0	0	0	0	0	0	0	0	0
Total	964	64	6	46	1613	117	17	82	2909
Employees with disabilities	16	1	0	0	14	0	0	1	32

3.7 Signing of Performance Agreements by SMS Members

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

Table 3.7.1 Signing of Performance Agreements by SMS members as at 31 August 2014

SMS Level	Total number of funded SMS posts	Total number of SMS members	Total number of signed performance agreements	Signed performance agreements as % of total number of SMS members
Director-General/ Head of Department	1	1	1	100%
Salary Level 16	2	2	0	0%
Salary Level 15	12	9	8	88.89%
Salary Level 14	43	37	31	83.78%
Salary Level 13	138	121	118	97.52%
Total	196	170	158	92.94%

Notes

- In the event of a National or Provincial election occurring within the first three months of a financial year all members of the SMS must conclude and sign their performance agreements for that financial year within three months following the month in which the elections took place. For example if elections took place in May, the reporting date in the heading of the table above should change to 31 August 2014.

Table 3.7.2 Reasons for not having concluded Performance agreements for all SMS members as at 31 August 2014

Reasons
Salary level 16 - Minister and Deputy Minister - Do not complete annual Performance Agreements
Salary level 15 - 1 SMS member suspended
Salary level 14 - 2 Chairpersons of RAB and SCRA and 2 Special Advisors - Do not complete annual Performance Agreements, and 3 SMS members terminated their service by 31 July 2014
Salary level 13 - 1 SMS member was appointed on contract, linked to the Deputy Minister's Term of Office. A new employment contract has been entered into with effect from 1 July 2014. The performance agreement submission time line for this SMS member has thus not lapsed as yet. 1 SMS member terminated their service by 31 July 2014

Table 3.7.3 Disciplinary steps taken against SMS members for not having concluded Performance agreements as at 31 August 2014

Reasons
None

3.8 Performance Rewards

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

Table 3.8.1 Performance Rewards by race, gender and disability for the period 1 April 2014 to 31 March 2015

Race and Gender	Beneficiary Profile			Cost	
	Number of beneficiaries	Number of employees	% of total within group	Cost	Average cost per employee
African					
Male	248	3470	7.1%	1,422,665	5,737
Female	314	4910	6.4%	1,640,099	5,223
Indian					
Male	2	32	6.3%	21,358	10,679
Female	4	52	7.7%	37,226	9,307
Coloured					
Male	34	236	14.4%	191,710	5,639
Female	54	345	15.7%	283,721	5,254
White					
Male	21	163	12.9%	160,897	7,662
Female	85	468	18.2%	486,660	5,725
Total	762	9676	7.9%	4,244,336	5,570

Table 3.8.2 Performance Rewards by salary band for personnel below Senior Management Service for the period 1 April 2014 to 31 March 2015

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	Average cost per employee	
Lower Skilled (Levels 1-2)	0	0	0%	0	0.00	0.00%
Skilled (level 3-5)	58	711	8.2%	187,013	3,224	0.00%
Highly skilled production (level 6-8)	619	7799	7.9%	3,098,223	5,005	0.12%
Highly skilled supervision (level 9-12)	85	778	10.9%	959,100	11,284	0.04%
Contract Lower Skilled (Levels 1-2)	0	0	0%	0	0.00	0.00%
Contract Skilled (level 3-5)	0	210	0%	0	0.00	0.00%
Contract Highly skilled production (level 6-8)	0	4	0%	0	0.00	0.00%
Contract Highly skilled supervision (level 9-12)	0	3	0%	0	0.00	0.00%
Total	762	9505	8.00%	4,244,336	19,513	0.16%

Table 3.8.3 Performance Rewards by critical occupation for the period 1 April 2014 to 31 March 2015

Critical occupation	Beneficiary Profile			Cost	
	Number of beneficiaries	Number of employees	% of total within occupation	Total Cost	Average cost per employee
Identification experts	68	272	25%	299,800	4,409
Information technology related	2	31	6.45%	35,241	17,621
Legal related	0	15	0%	0.00	0.00
Other information technology personnel	17	67	25.37%	160,501	9,441
Regulatory inspectors	101	1881	5.37%	522,317	5,171
Total	188	2266	8.30%	1,017,859	5,414

Table 3.8.4 Performance related rewards (cash bonus), by salary band for Senior Management Service for the period 1 April 2014 to 31 March 2015

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	Average cost per employee	
Band A	0	124	0%	0.00	0.00	0%
Band B	0	34	0%	0.00	0.00	0%
Band C	0	10	0%	0.00	0.00	0%
Band D	0	3	0%	0.00	0.00	0%
Total	0	171	0%	0.00	0.00	0%

3.9 Foreign Workers

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

Table 3.9.1 Foreign workers by salary band for the period 1 April 2014 and 31 March 2015

Salary band	01 April 2014		31 March 2015		Change	
	Number	% of total	Number	% of total	Number	% Change
Lower skilled	0	0%	0	0%	0	0%
Highly skilled production (Lev. 6-8)	0	0%	0	0%	0	0%
Highly skilled supervision (Lev. 9-12)	1	100%	1	50%	0	0%
Contract (level 3-5)	0	0%	1	50%	1	50%
Contract (level 13-16)	0	0%	0	0%	0	0%
Total	1	100%	2	100%	1	50%

Table 3.9.2 Foreign workers by major occupation for the period 1 April 2014 and 31 March 2015

Major occupation	01 April 2014		31 March 2015		Change	
	Number	% of total	Number	% of total	Number	% Change
Administrative office workers	1	100%	2	100%	1	50%
Total	1	100%	2	100%	1	50%

3.10 Leave utilisation

The Public Service Commission identified the need for careful monitoring of sick leave within the public service. The following tables provide an indication of the use of sick leave and disability leave. In both cases, the estimated cost of the leave is also provided.

Table 3.10.1 Sick leave for the period 1 January 2014 to 31 December 2014

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 Skills (Level 1-2)	0	0%	0	0%	0	0.00
Skilled (levels 3-5)	5830	87.6%	675	7.7%	9	3,212
Highly skilled production (levels 6-8)	66001	83.3%	7253	82.4%	9	58,199
Highly skilled supervision (levels 9 -12)	5112	81.8%	658	7.5%	8	9,656
Top and Senior management (levels 13-16)	921	88.2%	125	1.4%	7	3,091
Contract (Level 3-5)	263	75%	77	1%	2	82
Contract (Level 6-8)	8	50%	5	0.1%	2	7
Contract (Level 9-12)	22	72.7%	6	0.1%	4	54
Contract (Level 13-16)	13	84.6%	4	0%	3	60
Total	78,170	83.5%	8,803	100	9	74,361

Table 3.10.2 Disability leave (temporary and permanent) for the period 1 January 2014 to 31 December 2014

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)	642	100%	34	13.5%	19	360
Highly skilled production (Levels 6-8)	4251	100%	199	79%	21	3,910
Highly skilled supervision (Levels 9-12)	567	100%	14	5.6%	41	1,133
Senior management (Levels 13-16)	237	100%	5	2%	47	740
Total	5,697	100%	252	100%	23	6,143

The table below summarises the utilisation of annual leave. The wage agreement concluded with trade unions in the PSCBC in 2000 requires management of annual leave to prevent high levels of accrued leave being paid at the time of termination of service.

Table 3.10.3 Annual Leave for the period 1 January 2014 to 31 December 2014

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)	20090.67	785	26
Highly skilled production (Levels 6-8)	197641.34	8039	25
Highly skilled supervision(Levels 9-12)	21030.92	804	26
Senior management (Levels 13-16)	4036.84	171	24
Contract (Levels 1-2)	0	0	0
Contract (Levels 3-5)	616	122	17
Contract (Levels 6-8)	59	8	7
Contract (Levels 9-12)	94	9	10
Contract (Levels 13-16)	72	5	14
Total	243,641	9943	25

Table 3.10.4 Capped leave for the period 1 January 2014 to 31 December 2014

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 2015
Lower skilled (Levels 1-2)	0	0	0	0
Skilled (Levels 3-5)	196	18	11	52.93
Highly skilled production (Levels 6-8)	593	6	99	53.72
Highly skilled supervision(Levels 9-12)	110	7	16	62.18
Senior management (Levels 13-16)	14	5	3	48.21
Total	913	36	25	217.05

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

Table 3.10.5 Leave payouts for the period 1 April 2014 and 31 March 2015

Reason	Total amount (R'000)	Number of employees	Average per employee (R'000)
Leave payout for 2014/15 due to non-utilisation of leave for the previous cycle	152	5	30,4
Capped leave payouts on termination of service for 2014/15	1,289	123	10.5
Current leave payout on termination of service for 2014/15	271	192	1.4
Total	1,712	320	42.3

3.11 HIV/AIDS and Health Promotion Programmes

Table 3.11.1 Steps taken to reduce the risk of occupational exposure

Units/categories of employees identified to be at high risk of contracting HIV and related diseases (if any)	Key steps taken to reduce the risk
None	

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

Question	Yes	No	Details, if yes
1. Has the department designated a member of the SMS to implement the provisions contained in Part VI E of Chapter 1 of the Public Service Regulations, 2001? If so, provide her/his name and position.	√		Director: Employee Wellness retired on 31 December 2014. Currently the post is vacant, but is in process of being filled.
2. Does the department have a dedicated unit or has it designated specific staff members to promote the health and well-being of your employees? If so, indicate the number of employees who are involved in this task and the annual budget that is available for this purpose.	√		Deputy Director: Quality of Work life: and two Assistant Directors. The annual budget for the programme is all encompassing and amounts to approximately R 2,092,000.00.
3. Has the department introduced an Employee Assistance or Health Promotion Programme for your employees? If so, indicate the key elements/services of this Programme.	√		<p>a) Hybrid Model: External service provider ICAS: Counselling, Trauma debriefing, HIV and Chronic disease management, life skills and marketing of all Wellness services. 24 hour toll free telephone counselling available to employees and their immediate family members. Internal services: Work place based interventions: Quality of work-life Management Sub-Directorate.</p> <p>b) Health calendar events conducted and Health and Productivity Policy implemented: on-going work life balance and chronic disease management awareness/educational sessions are conducted and promotional materials distributed throughout the year. February: Sexually Transmitted Infection (STI) and Condom week awareness conducted. March: TB and promotion of healthy lifestyles 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 (MMC) awareness conducted. August: Choir competitions not held. September: Mental Health sports day conducted. October: Women's Health day: Breast and Cervical cancer education conducted. November: Red Ribbon awareness campaigns conducted. December: World AIDS Day and 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 eight weeks. HIV/STI/TB and healthy lifestyle brochures distributed, male and 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. On-going 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>

Question	Yes	No	Details, if yes
4. Has the department established (a) committee(s) as contemplated in Part VI E.5 (e) of Chapter 1 of the Public Service Regulations, 2001? If so, please provide the names of the members of the committee and the stakeholder(s) that they represent.	√		<p>51 DHA employees representing all the Provinces were appointed as Employee Wellness Committee members and trained as HIV/ AIDS peer educators. Five (5) employees per Province, including National Office. Their names are as follows:</p> <p>National office: J Mathane, N Hartley, S Mdluli, S Mkolokoto, S Ramokoka, F Matlou.</p> <p>North West Province: A Perekamoyo, M Mangope, M Lefenya, P Tlhone.</p> <p>Free State Province: G Mofokeng, P Mangoejane, S Moloi, T Sebueng, K Maphabole.</p> <p>Gauteng Province: E Motsiri, T Ramokoka, L Mahupela, S Sambo, SJ Miya, L Kobue.</p> <p>Limpopo Province: M Nkanyane, L Mashilo, M Lebisi, N Setoaba.</p> <p>Western Cape Province: L Hlophe, N Mati, S Mathiso, C Samaai, J Du Plessis.</p> <p>Eastern Cape Province: B Wisani, N Mbilini, S Manyefane, Y Gubayo, P Mduba, G Sinuka.</p> <p>Mpumalanga Province: S Mashaba, JB Mphuting, H Maphanga, T Monareng, M Malukeke.</p> <p>Northern Cape Province: Z Mongwe, L Hlophe, S Jacobs, M Makay.</p> <p>KwaZulu-Natal Province: B Xulu, M Mabena, P Mkholwa, M Mngadi, N Mtshali, P Radebe.</p> <p>All the above mentioned committee members served their three-year term of office from 2012 to 2015. Their contracts expired on 31 March 2015; however some of the contracts were renewed. Another group of 46 were trained on 25 to 27 February 2015. They will start implementing the programme on 1 April 2015 until 31 March 2018.</p>
5. Has the department reviewed its employment policies and practices to ensure that these do not unfairly discriminate against employees on the basis of their HIV status? If so, list the employment policies/practices so reviewed.	√		<ul style="list-style-type: none"> a) DHA HIV/STI/TB and Gender Rights Based Management Plan 2014/15 (DHA Annual Plan signed by DG submitted to DPSA and the Office of the Presidency). b) DHA HIV/STI/TB Management Policy Developed. c) HIV AIDS Peer Education Programme implemented. e) On-going HIV/STI/TB education, awareness sessions conducted.
6. Has the department introduced measures to protect HIV-positive employees or those perceived to be HIV-positive from discrimination? If so, list the key elements of these measures.	√		<ul style="list-style-type: none"> a) DHA HIV/ STI/ TB and Gender Rights Based Management Plan 2014/15 - Annual Plan signed by DG submitted to DPSA and the Office of the Presidency: emphasises protection of human rights, no stigmatisation towards HIV Positive employees, on-going education about voluntary counselling and testing and voluntary disclosure. b) Annual EWP Operational Plan with HIV/STI/TB activities set targets and compliance issues. c) HIV/AIDS Peer Education Programme implemented: one meeting held per quarter and information sharing sessions conducted on monthly basis by peer educators, monthly reports submitted to head office. d) Several employees disclosed their status to EWP, amongst them one disclosed publicly to all DHA employees; on-going care and support provided to all.
7. Does the department encourage its employees to undergo Voluntary Counselling and Testing? If so, list the results that you have achieved.	√		<ul style="list-style-type: none"> a) Quarterly Voluntary HIV Counselling and Testing conducted by GEMS: 500 employees tested, 490 tested negative, 10 tested positive, all enrolled to ARV clinics, one disclosed her status to the public and she is also an HIV Peer Educator. b) Quarterly health screenings conducted by GEMS: Blood pressure, Blood sugar, Body mass index (BMI), Cholesterol. c) 20 000 male condoms and 10 000 female condoms, 9 000 HIV/ STI/ TB brochures distributed. d) Blood Screening and Blood Donation Clinics after every eight weeks: 300 regular blood donors.
8. Has the department developed measures/indicators to monitor and evaluate the impact of its health promotion programme? If so, list these measures/ indicators.	√		<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 ICAS Wellness service provider. (7319 employees attended calendar events awareness sessions, 500 tested for HIV, 490 tested negative and 10 tested positive, 1000 employees tested for health screening: blood sugar, blood pressure, cholesterol, and BMI). c) Analysed GEMS and ICAS reports and developed intervention programmes in the form of educational and awareness sessions. d) Annual EWP Health Calendar events incorporated into DHA yearly planner. e) Minutes and reports with recommendations from Peer educators and SHE representatives submitted and compiled to monthly and quarterly reports of DHA.

3.12 Labour Relations

Table 3.12.1 Collective agreements for the period 1 April 2014 and 31 March 2015

Subject matter	Date
Total number of Collective agreements	None

Notes

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

Total number of Collective agreements	None
---------------------------------------	------

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

Table 3.12.2 Misconduct and disciplinary hearings finalised for the period 1 April 2014 and 31 March 2015

Outcomes of disciplinary hearings	Number	% of total
Correctional counselling	5	2.78%
Verbal warning	3	1.67%
Written warning	2	1.11%
Final written warning	20	11.11%
Suspended without pay	29	16.11%
Discharged (Section 17)	6	3.33%
Fine	0	0%
Demotion	0	0%
Dismissal	81	45%
Resignations	6	3.33%
Not required	23	12.78%
Case withdrawn	5	2.78%
Total	180	100%

Notes

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

Total number of Disciplinary hearings finalised	None
---	------

Table 3.12.3 Types of misconduct addressed at disciplinary hearings for the period 1 April 2014 and 31 March 2015

Type of misconduct	Number	% of total
Absenteeism	9	5%
Abscondment	4	2.22%
Dereliction of duty	1	0.56%
Financial misconduct	8	4.44%
Fraud and corruption	85	47.22%
Gross negligence	25	13.89%
Improper conduct	10	5.56%
Insubordination	5	2.78%
Misrepresentation	6	3.33%
Negligence	4	2.22%
Sexual harassment	0	0%
Assault	5	2.78%
Theft	1	0.56%
Gross dishonesty	17	9.44%
Total	180	100%

Table 3.12.4 Grievances logged for the period 1 April 2014 and 31 March 2015

Grievances	Number	% of Total
Number of grievances resolved	65	100%
Number of grievances not resolved	0	0%
Total number of grievances lodged	65	100%

Table 3.12.5 Disputes logged with Councils for the period 1 April 2014 and 31 March 2015

Disputes	Number	% of Total
Number of disputes upheld	63	76.83%
Number of disputes dismissed	19	23.17%
Total number of disputes lodged	82	100%

Table 3.12.6 Strike actions for the period 1 April 2014 and 31 March 2015

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

Table 3.12.7 Precautionary suspensions for the period 1 April 2014 and 31 March 2015

Number of people suspended	35
Number of people whose suspension exceeded 30 days	28
Average number of days suspended	94
Cost of suspension(R'000)	R 2,169,585.66

3.13 Skills development

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

Table 3.13.1 Training needs identified for the period 1 April 2014 and 31 March 2015

Occupational category	Gender	Number of employees as at 1 April 2014	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	76	0	4	4	8
	Male	94	0	4	8	12
Professionals	Female	179	0	56	7	63
	Male	170	0	44	3	47
Technicians and associate professionals	Female	655	0	0	186	186
	Male	532	0	0	148	148
Clerks	Female	3594	36	175	811	1022
	Male	1683	22	115	517	654
Service and sales workers	Female	918	32	235	66	333
	Male	1220	22	165	84	271
Labourers and related workers	Female	291	0	0	15	15
	Male	113	0	0	0	8
Craft and related trades workers	Female	0	0	0	0	0
	Male	0	0	0	8	0
Plant and machine operators and assemblers	Female	8	0	0	3	3
	Male	131	0	0	7	7
Elementary occupations	Female	0	0	0	0	0
	Male	0	0	0	0	0
Sub Total	Female	5721	68	470	1092	1630
	Male	3943	44	328	775	1147
Total		9664	112	798	1867	2777

Table 3.13.2 Training provided for the period 1 April 2014 and 31 March 2015

Occupational category	Gender	Number of employees as at 1 April 2014	Training provided within the reporting period			
			Learnerships	Skills Programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	76	0	10	35	45
	Male	94	0	5	17	22
Professionals	Female	179	0	26	76	102
	Male	170	0	20	59	79
Technicians and associate professionals	Female	655	1	37	72	110
	Male	532	0	35	56	91
Clerks	Female	3594	51	90	1108	1249
	Male	1683	41	42	489	572
Service and sales workers	Female	918	15	85	121	221
	Male	1220	29	90	156	275
Labourers and related workers	Female	291	36	8	55	99
	Male	113	21	2	15	38
Craft and related trades workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Plant and machine operators and assemblers	Female	8	0	0	3	3
	Male	131	0	1	2	3
Elementary occupations	Female	0	0	0	0	0
	Male	0	0	0	0	0
Sub Total	Female	5721	103	256	1470	1829
	Male	3943	91	195	794	1080
Total		9664	194	451	2264	2909

3.14 Injury on duty

The following tables provide basic information on injury on duty.

Table 3.14.1 Injury on duty for the period 1 April 2014 and 31 March 2015

Nature of injury on duty	Number	% of total
Required basic medical attention only	12	85.7%
Temporary Total Disablement	0	0%
Permanent Disablement	0	0%
Fatal	2	14.3%
Total	14	100%

3.15 Utilisation of Consultants

The following tables relate information on the utilisation of consultants in the department. In terms of the Public Service Regulations “consultant” means a natural or juristic person or a partnership who or which provides in terms of a specific contract on an ad hoc basis any of the following professional services to a department against remuneration received from any source:

- (a) The rendering of expert advice;
- (b) The drafting of proposals for the execution of specific tasks; and
- (c) The execution of a specific task which is of a technical or intellectual nature, but excludes an employee of a department.

Table 3.15.1 Report on consultant appointments using appropriated funds for the period 1 April 2014 and 31 March 2015

Project title	Total number of consultants that worked on project	Duration (work days)	Contract value in Rand
Assessment Centre Technologies	1	When required	R 14,488.00
Assessment Toolbox	1	When required	R 14, 488.00
BVI Consulting Engineers	1	365	R 10,415,728.23
Edward Nathan Sonnenbergs	1	When required	R 480,467.76
Emzansi Consulting Engineers	1	365	R 8,251,013.60
Execuprime Consulting	1	When required	R 15,171.00
Gijima Holdings	1	When required	R 98,378.94
Landelahni Assessments	1	When required	R 77,104.00
Leadtrain Assessments	1	When required	R 25,489.00
Litha Lethu Management Solutions	1	When required	R 42,433.00
Luckyvest Consulting Services	1	365	R 1,567,658.52
Mazars Corporate Finance	Depending on assignments	1	R 98,313.60
Mogoma Research and Development	1	When required	R 22,588.00
Pricewaterhouse Coopers	15	365	R 592,829.42
SARS	1	365	R 2,388,090.49
SizweNtshalubaGobodo	Depending on assignments	1	R 28,728.00
SM Xulu Consulting	Depending on assignments	1	R 33,250.53
SOMA Initiative	1	When required	R 1,066,861.01
Teeque Trading Services T/A Time Quantum	1	365	R 828,012.43
The Assessment Toolbox	1	When required	R 104,593.00
Tlhogi's Consulting and Projects	1	365	R 1,059,986.13
Triple M Consulting	1	When required	R 45,887.20
Work Dynamics	1	When required	R 78,191.99
Zakheni ICT	2	365	R 1,593,209.37
ZRGB Interpretation, Translation and Social Services	Depending on interpretation and translations services when required	365	R 7,727,260.00
Total	36	3288	R 36,670,221.22
Total number of projects	Total individual consultants	Total duration Work days	Total contract value in Rand
25	36	3288	R 36,670,221.22

Table 3.15.2 Analysis of consultant appointments using appropriated funds, in terms of Historically Disadvantaged Individuals (HDIs) for the period 1 April 2014 and 31 March 2015

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

Table 3.15.3 Report on consultant appointments using Donor funds for the period 1 April 2014 and 31 March 2015

Project title	Total Number of consultants that worked on project	Duration (Work days)	Donor and contract value in Rand
None			

Total number of projects	Total individual consultants	Total duration Work days	Total contract value in Rand
None			

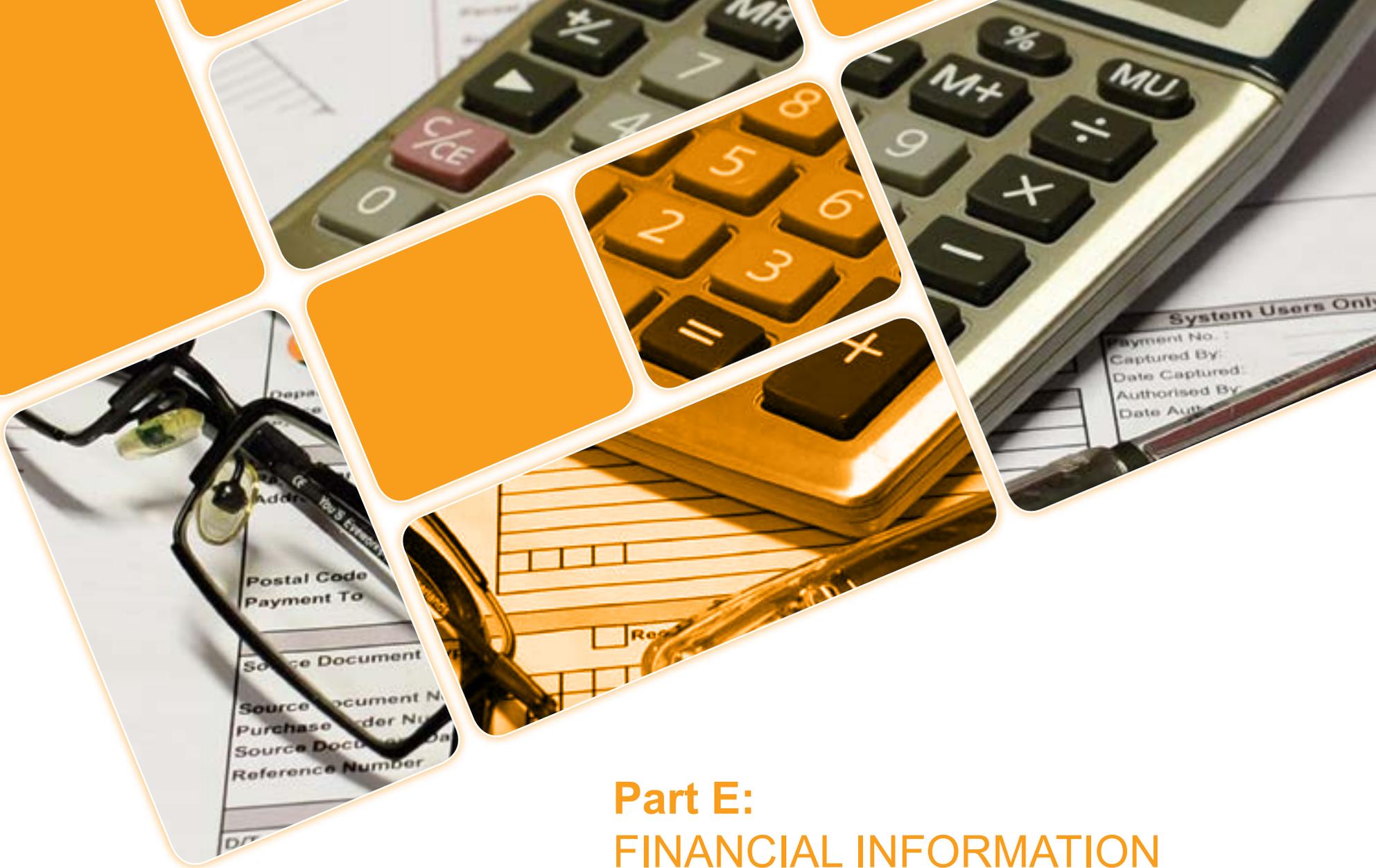
Table 3.15.4 Analysis of consultant appointments using Donor funds, in terms of Historically Disadvantaged Individuals (HDIs) for the period 1 April 2014 and 31 March 2015

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

3.16 Severance Packages

Table 3.16.1 Granting of employee initiated severance packages for the period 1 April 2014 and 31 March 2015

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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Report of the Auditor-General to Parliament on Vote No.4: Department of Home Affairs

Report on the financial statements

Introduction

1. I have audited the financial statements of the Department of Home Affairs (DHA) set out on pages 154 to 215 which comprise the appropriation statement, the statement of financial position as at 31 March 2015, the statement of financial performance, statement of changes in net assets, the cash flow statement for the year then ended, as well as the notes, comprising a summary of significant accounting policies and other explanatory information.

Accounting officer's responsibility for the financial statements

2. The accounting officer is responsible for the preparation of these financial statements in accordance with the *Modified Cash Standard (MCS)* as prescribed by the National Treasury and the requirements of the Public Finance Management Act of South Africa, 1999 (Act No. 1 of 1999) (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.

Auditor-general's responsibility

3. My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with the International Standards on Auditing. Those standards require that I comply with ethical requirements, and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.
4. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the

auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

5. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my qualified audit opinion.

Basis for qualified opinion

Departmental Revenue

6. I was unable to obtain sufficient appropriate audit evidence for the financial statement accounts and balances as described below. I was unable to confirm these accounts and balances by alternative means due to the lack of appropriate and verifiable accounting records and the required account balance reconciliations. Consequently I was unable to determine whether any adjustment to these financial statement items was necessary.
 - **Departmental revenue** – stated at R767.1 million (2014:R744.1 million).
 - **Payables** – arising from unallocated cash receipts transactions stated at R 748.3 million (2014: R646.2 million).
 - **Accrued departmental revenue** – stated at R 588.6 million (2014: R440.6 million).
 - **Contingent assets** – stated at R 910.3 million (2014: R810.5 million).

Accruals and payables not recognised

7. I was unable to obtain sufficient appropriate audit evidence that confirmed balances with other departments, as disclosed in note 20 to the financial statements, for the current and prior year had been properly accrued for, due to the lack of appropriate account balance reconciliations. I was unable to confirm these accruals by alternative means. Consequently, I was unable to determine whether any adjustment to the following balances in the financial statements was necessary.
- **Accruals and payables not recognised** – stated at R296.3 million (2014: R163.6 million).
 - **Contingent liabilities** – R33.9 million (2014:R136 million).

Intangible capital assets

8. The department did not maintain complete and proper records of intangible capital assets on hand and of intangible capital assets disposals. I was unable to obtain sufficient appropriate audit evidence that intangible capital assets for the current and prior year had been properly accounted for, due to the status of the accounting records. I was unable to confirm the intangible capital assets by alternative means. Consequently, I was unable to determine whether any adjustment to intangible capital assets stated at R417.5 million (2014: R943.2 million) in the financial statements was necessary.

Qualified opinion

9. In my opinion, except for the possible effects of the matters described in the basis for qualified opinion paragraphs, the financial statements present fairly, in all material respects, the financial position of the DHA as at 31 March 2015, and its financial performance and cash flows for the year then ended in accordance with the basis of accounting described in accounting policy note 1 to the financial statements and the requirements of the PFMA.

Emphasis of matter

10. I draw attention to the matters below. My opinion is not modified in respect of these matters.

Financial reporting framework

11. As disclosed in accounting policy note 1 to the financial statements, the National Treasury has exempted the department from applying the MCS in respect of certain assets and foreign revenue transactions for the reasons indicated.

Significant uncertainties – Contingent Liabilities

12. With reference to note 18 to the financial statements, the department is the defendant in various claims against the department. The department is opposing these claims. The ultimate outcome of these matters cannot presently be determined and no provision for any liability that may result has been made in the financial statements.

Significant uncertainties – Irregular Expenditure

13. With reference to note 24 to the financial statements, certain contracts have been referred for further assessment to determine the nature of the expenditure. The ultimate outcome of the matter cannot presently be determined and no disclosure of any irregular expenditure that may result has been made in the financial statements.

Restatement of corresponding figures

14. As disclosed in note 31 to the financial statements, the corresponding figures for 31 March 2014 have been restated as a result of errors discovered during 2015 in the financial statements of the DHA at, and for the year ended, March 2014.

Payables

15. Payables which exceed the payment term of 30 days as required in Treasury Regulation 8.2.3 amount to R72.1 million. This amount, in turn, exceeds the voted funds to be surrendered of R0.37 million as per the statement of financial performance by R71.73 million. The amount of R71.73 million would therefore have constituted unauthorised expenditure had the amounts due been paid in a timely manner.

Additional matter

Financial reporting framework

16. In accordance with the International Standards on Auditing, the wording of my opinion should not include the phrase “fairly present” when a departure to the applicable financial reporting framework has been granted in terms of the PFMA and where the aim of such a departure was not to achieve fair presentation. Refer to accounting policy note 7.2 and 16.2 to the financial statements where the department applied such departures. However, section 20(2)(a) of the PAA, requires me to reflect whether the financial statements “fairly present”, in all material respects, the financial position and results of its operations and cash flows for the period in accordance with the applicable financial reporting framework. The wording of my opinion is therefore worded as such.

Unaudited supplementary schedules

17. The supplementary information set out on pages 216 to 223 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 thereon.

Report on other legal and regulatory requirements

18. In accordance with the (PAA) and the general notice issued in terms thereof, I have a responsibility to report findings on the reported performance information against predetermined objectives for selected programmes presented in the annual performance report, non-compliance with legislation and internal control. The objective of my tests was to identify reportable findings as described under each subheading but not to gather evidence to express assurance on these matters. Accordingly, I do not express an opinion or conclusion on these matters.

Predetermined objectives

19. I performed procedures to obtain evidence about the usefulness and reliability of the reported performance information for the following selected programmes presented in the annual performance report of the Department for the year ended 31 March 2015:
- Programme 2: Citizen Affairs on pages 71 to 74
 - Programme 3: Immigration Affairs on pages 86 to 89
20. I evaluated the reported performance information against the overall criteria of usefulness and reliability
21. I evaluated the usefulness of the reported performance information to determine whether it was presented in accordance with the National Treasury’s annual reporting principles and whether the reported performance was consistent with the planned programmes. I further performed tests to determine whether indicators and targets were well defined, verifiable, specific, measurable, time bound and relevant, as required by the National Treasury’s Framework for managing programme performance information (FMPPi).
22. I assessed the reliability of the reported performance information to determine whether it was valid, accurate and complete.
23. The material findings in respect of the selected programmes are as follows:

Programme 2 - Citizen Affairs

Reliability of reported performance information

24. The FMPPI requires auditees to have appropriate systems to collect, collate, verify and store performance information to ensure valid, accurate and complete reporting of actual achievements against planned objectives, indicators and targets. Significantly important targets were not reliable when compared to the source information or evidence provided. This was due to a lack of frequent review of the validity of reported achievements against source documentation.

Programme 3 - Immigration Affairs

Usefulness of reported performance information

Reasons for variances not disclosed

25. No reasons for variances between planned and actual achievements reported in the annual performance report were provided for 25% of the targets, as required by the National Treasury's *Guide for the preparation of the annual report*. This was due to a lack of proper review of the annual performance report by management.

Performance indicators/measures not verifiable

26. The processes and systems that produced the indicator/measure should be verifiable, as required by the FMPPI. A total of 25% of the indicators/measures were not verifiable. This was due to a lack of proper systems and processes in place to record the information required for reporting on the target.

Reliability of reported performance information

27. The FMPPI requires auditees to have appropriate systems to collect, collate, verify and store performance information to ensure valid, accurate and complete reporting of actual achievements against planned objectives, indicators and targets. The reported performance information was not valid, accurate and complete when compared to the source information or evidence provided. This was due to a lack of frequent review of the validity of reported achievements against source documentation.

Additional matters

28. I draw attention to the following matters:

Achievement of planned targets

29. Refer to the annual performance report on pages 44 to 89 for information on the achievement of planned targets for the year. This information should be considered in the context of the material findings on the usefulness and reliability of the reported performance information in paragraphs 24 to 27 of this report.

Compliance with legislation

30. I performed procedures to obtain evidence that the Department had complied with applicable legislation regarding financial matters, financial management and other related matters. My findings on material non-compliance with specific matters in key legislation, as set out in the general notice issued in terms of the PAA, are as follows:

Annual financial statements, performance and annual reports

31. The financial statements submitted for auditing were not prepared in accordance with the prescribed financial reporting framework or supported by full and proper records as required by section 40(1) (a) and (b) of the Public Finance Management Act. Material misstatements identified by the auditors in the submitted financial statements were not adequately corrected and the supporting records could not be provided subsequently, which resulted in the financial statements receiving a qualified audit opinion.
32. Effective, efficient and transparent systems of risk management and internal control with respect to performance information and management was not maintained as required by section 38(1)(a)(i) of the PFMA.

Procurement and contract management

33. In certain instances goods and services with a transaction value above R500 000 were not procured through a procurement process which is fair, equitable, transparent and competitive, as required by Treasury Regulation 16A3.2.

Expenditure management

34. Effective steps were not taken to prevent irregular expenditure, as required by section 38(1)(c)(ii) of the Public Finance Management Act and Treasury Regulation 9.1.1.
35. Not all contractual obligations and money owed by the department were settled within 30 days or within an agreed period, as required by section 38(1) (f) of the PFMA and Treasury Regulation 8.2.3.

Revenue management

36. Appropriate processes were not developed and implemented to provide for the identification, collection, recording, reconciliation, safeguarding of information about revenue, as required by Treasury Regulation 7.2.1.
37. Effective and appropriate steps were not taken to collect all money due, as required by section 38(1)(c)(i) of the Public Finance Management Act and Treasury Regulations 11.2.1, 15.10.1.2(a) and 15.10.1.2(e).

Asset management

38. Proper control systems to safeguard and maintain intangible assets were not implemented, as required by section 38(1)(d) of the Public Finance Management Act and Treasury Regulation 10.1.1(a).

Internal control

39. I considered internal control relevant to my audit of the financial statements, annual performance report and compliance with legislation. The matters reported below are limited to the significant internal control deficiencies that resulted in the basis for qualified opinion, the findings on the annual performance report and the findings on non-compliance with legislation included in this report.

Leadership

40. A lack of effective oversight responsibility regarding financial and performance reporting still remains a feature at the department, although there has been some movement in this area of internal control, the errors noted in account balances are repeat matters.

41. The following key matters were noted in this regard:

- A lack of effective leadership oversight responsibility regarding financial and performance reporting and compliance as well as related internal controls. Policies and procedures were not developed and communicated for all account balances and classes of transactions to enable and support the understanding and execution of internal control objectives, processes and responsibilities.
- Solutions to address the internal control deficiencies are in progress and the results may only be fully evident in the following financial years.
- The findings and recommendations regarding financial management in the department that were raised in both internal and external audit reports were not adequately addressed by management.

Financial and performance management

42. The accounting officer did not prepare regular, accurate and complete financial reports that were supported and evidenced by reliable information as:

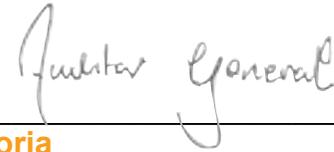
- Proper record keeping that ensures that complete, relevant and accurate information is accessible and available to support performance reporting was lacking.
- Daily and monthly processing and the reconciling of transactions and performance on planned targets are not being adequately performed.
- The reviewing and monitoring of compliance with applicable laws and regulations were ineffective.

43. Information and documentation requested for audit and management comments on matters raised during the audit were not provided in a timely manner.

Other reports

Investigations in progress

44. As mentioned in paragraph 5.12 of the accounting officer's report, there are two cases that are being investigated by the Public Protector and another matter is being investigated by the special investigations unit.



Pretoria
2 September 2015



AUDITOR-GENERAL
SOUTH AFRICA

Auditing to build public confidence

APPROPRIATION STATEMENT for the year ended 31 March 2015

Appropriation per programme									
	2014/15							2013/14	
Voted funds and Direct charges	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. Programme 1-Administration	2 002 121	-	(52 782)	1 949 339	1 949 055	284	100.0%	1 825 084	1 823 278
2. Programme 2-Citizen Affairs	4 565 059	-	(11 872)	4 553 187	4 553 147	40	100.0%	4 347 984	4 347 636
3. Programme 3-Immigration Affairs	656 522	-	64 654	721 176	721 126	50	100.0%	821 649	821 638
TOTAL	7 223 702	-	-	7 223 702	7 223 328	374	100.0%	6 994 717	6 992 552

	2014/15		2013/14	
	Final Appropriation	Actual Expenditure	Final Appropriation	Actual Expenditure
TOTAL (brought forward)				
Reconciliation with statement of financial performance				
ADD				
Departmental receipts	767 104		744 116	
Actual amounts per statement of financial performance (total revenue)	7 990 806		7 738 833	
ADD				
Actual amounts per statement of financial performance (total expenditure)		7 223 328		6 992 552

APPROPRIATION STATEMENT for the year ended 31 March 2015

Appropriation per economic classification									
Economic classification	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	5 453 791	(263 393)	(13 877)	5 176 521	5 176 236	285	100.0%	4 924 251	4 922 358
Compensation of employees	2 669 959	-	(8 088)	2 661 871	2 661 870	1	100.0%	2 434 288	2 433 679
Salaries and wages	2 281 559	(78 742)	75 934	2 278 751	2 278 751	-	100.0%	2 113 893	2 075 646
Social contributions	388 400	78 742	(84 022)	383 120	383 119	1	100.0%	320 395	358 033
Goods and services	2 783 832	(263 393)	(5 789)	2 514 650	2 514 366	284	100.0%	2 489 963	2 488 679
Administrative fees	15 955	2 169	(3 125)	14 999	14 999	-	100.0%	17 793	17 738
Advertising	8 918	1 054	874	10 846	10 846	-	100.0%	14 344	14 809
Minor assets	38 624	(45 716)	27 571	20 479	20 479	-	100.0%	31 680	18 927
Audit costs: External	22 229	15 733	(5 229)	32 733	32 733	-	100.0%	21 710	26 905
Bursaries: Employees	2 030	569	(344)	2 255	2 255	-	100.0%	2 394	2 376
Catering: Departmental activities	3 145	(1 032)	606	2 719	2 719	-	100.0%	6 007	5 295
Communication	59 467	(45 474)	64 636	78 629	78 629	-	100.0%	118 518	119 247
Computer services	757 686	(215 834)	10 536	552 388	552 104	284	99.9%	507 992	527 590
Consultants: Business and advisory services	34 026	19 705	(13 471)	40 260	40 260	-	100.0%	28 459	35 061
Infrastructure and planning services	-	(10)	10	-	-	-	-	-	-
Legal services	23 362	15 371	(4 465)	34 268	34 268	-	100.0%	37 919	45 447
Contractors	148 685	26 101	(38 390)	136 396	136 396	-	100.0%	180 318	171 803
Agency and support / outsourced services	160 583	42 082	(59 837)	142 828	142 828	-	100.0%	99 355	99 074
Entertainment	1 690	(235)	(1 047)	408	408	-	100.0%	1 575	532
Fleet services	61 276	5 573	24 764	91 613	91 613	-	100.0%	84 024	89 669
Inventory: Clothing material and supplies	-	(13 443)	19 116	5 673	5 673	-	100.0%	12 739	4 776
Inventory: Other supplies	-	(3)	3	-	-	-	-	-	-
Consumable supplies	26 974	7 282	(14 169)	20 087	20 087	-	100.0%	12 418	15 021
Consumable: Stationery, printing and office supplies	562 157	(12 918)	(64 634)	484 605	484 605	-	100.0%	390 168	383 168
Operating leases	302 776	(351)	(26 248)	276 177	276 177	-	100.0%	271 019	288 819
Property payments	289 227	(72 702)	20 449	236 974	236 974	-	100.0%	254 912	234 639

APPROPRIATION STATEMENT for the year ended 31 March 2015

Appropriation per economic classification									
Economic classification	2014/15							2013/14	
	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
Transport provided: Departmental activity	38 831	21 033	29 456	89 320	89 320	-	100.0%	104 893	104 030
Travel and subsistence	168 869	(16 943)	18 441	170 367	170 367	-	100.0%	223 912	224 110
Training and development	30 161	(6 168)	(15 241)	8 752	8 752	-	100.0%	15 348	12 700
Operating payments	18 711	7 556	25 605	51 872	51 872	-	100.0%	41 269	36 127
Venues and facilities	8 450	2 421	(1 698)	9 173	9 173	-	100.0%	11 143	10 324
Rental and hiring	-	787	42	829	829	-	100.0%	54	492
Transfers and subsidies	1 759 018	5 018	18 361	1 782 397	1 782 371	26	100.0%	1 815 940	1 815 833
Provinces and municipalities	1 480	206	(763)	923	917	6	99.3%	878	871
Municipalities	1 480	206	(763)	923	917	6	99.3%	878	871
Municipal agencies and funds	1 480	206	(763)	923	917	6	99.3%	878	871
Departmental agencies and accounts	1 754 683	7	7 947	1 762 637	1 762 634	3	100.0%	1 803 728	1 803 709
Departmental agencies and accounts	1 754 683	7	7 947	1 762 637	1 762 634	3	100.0%	1 803 728	1 803 709
Households	2 855	4 805	11 177	18 837	18 820	17	99.9%	11 334	11 253
Social benefits	2 855	4 352	10 956	18 163	18 148	15	99.9%	10 517	10 363
Other transfers to households	-	453	221	674	672	2	99.7%	817	890
Payments for capital assets	10 893	258 375	(4 484)	264 784	264 721	63	100.0%	254 426	254 261
Buildings and other fixed structures	-	8 912	57 277	66 189	66 189	-	100.0%	4 637	4 633
Buildings	-	8 912	(8 912)	-	-	-	-	-	-
Other fixed structures	-	-	66 189	66 189	66 189	-	100.0%	4 637	4 633
Machinery and equipment	10 893	228 657	(60 914)	178 636	178 573	63	100.0%	185 375	185 246
Transport equipment	10 000	-	(5 771)	4 229	4 229	-	100.0%	825	825
Other machinery and equipment	893	228 657	(55 143)	174 407	174 344	63	100.0%	184 550	184 421
Software and other Intangible assets	-	20 806	(847)	19 959	19 959	-	100.0%	64 414	64 382
Payments for financial assets	-	-	-	-	-	-	-	100	100
	7 223 702	-	-	7 223 702	7 223 328	374	100.0%	6 994 717	6 992 552

APPROPRIATION STATEMENT for the year ended 31 March 2015

Programme 1: Administration									
Sub programme	2014/15							2013/14	
	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
1. Ministry	44 337	(10 096)	(5 826)	28 415	28 415	-	100.0%	27 212	27 151
2. Management Support Services	106 244	8 434	(80)	114 598	114 598	-	100.0%	103 230	104 777
3. Corporate Services	594 785	54 308	75 990	725 083	725 083	-	100.0%	628 051	627 683
4. Transversal Information Technology Management	726 703	(479)	(43 673)	682 551	682 267	284	100.0%	678 742	675 848
5. Office Accommodation	530 052	(52 167)	(79 193)	398 692	398 692	-	100.0%	387 849	387 819
Total for sub programmes	2 002 121	-	(52 782)	1 949 339	1 949 055	284	100.0%	1 825 084	1 823 278

Economic classification									
Current payments	1 989 260	(251 709)	(55 245)	1 682 306	1 682 022	284	100.0%	1 565 326	1 563 624
Compensation of employees	389 753	-	(1 905)	387 848	387 848	-	100.0%	339 431	339 013
Salaries and wages	340 418	(912)	2 763	342 269	342 269	-	100.0%	301 352	297 228
Social contributions	49 335	912	(4 668)	45 579	45 579	-	100.0%	38 079	41 785
Goods and services	1 599 507	(251 709)	(53 340)	1 294 458	1 294 174	284	100.0%	1 225 895	1 224 611
Administrative fees	9 892	1 724	(1 820)	9 796	9 796	-	100.0%	9 327	10 534
Advertising	8 405	1 832	(743)	9 494	9 494	-	100.0%	9 806	10 267
Minor assets	20 562	(37 354)	34 825	18 033	18 033	-	100.0%	20 858	11 272
Audit costs: External	22 202	15 733	(5 202)	32 733	32 733	-	100.0%	21 710	26 905
Bursaries: Employees	2 030	569	(344)	2 255	2 255	-	100.0%	2 394	2 376
Catering: Departmental activities	1 064	(603)	82	543	543	-	100.0%	1 368	1 065
Communication	40 049	(15 202)	43 925	68 772	68 772	-	100.0%	72 905	71 821
Computer services	631 448	(198 371)	(19 418)	413 659	413 375	284	99.9%	296 918	317 022
Consultants: Business and advisory services	29 451	18 817	(15 582)	32 686	32 686	-	100.0%	18 124	22 493
Legal services	23 362	15 371	(4 465)	34 268	34 268	-	100.0%	37 919	45 447
Contractors	41 877	31 953	(9 411)	64 419	64 419	-	100.0%	98 823	89 493
Agency and support / outsourced services	33 054	(1 146)	(21 215)	10 693	10 693	-	100.0%	8 292	7 624
Entertainment	600	(204)	(120)	276	276	-	100.0%	556	294
Fleet services	1 888	1 959	3 732	7 579	7 579	-	100.0%	4 548	4 182
Inventory: Clothing material and supplies	-	(249)	615	366	366	-	100.0%	881	839
Consumable supplies	7 878	11 059	(2 302)	16 635	16 635	-	100.0%	7 452	10 912

APPROPRIATION STATEMENT for the year ended 31 March 2015

Programme 1: Administration									
Sub programme	2014/15							2013/14	
	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	43 328	(1 978)	(33 225)	8 125	8 125	-	100.0%	10 973	10 976
Operating leases	267 446	(1 127)	46	266 365	266 365	-	100.0%	261 564	282 023
Property payments	288 189	(73 075)	19 449	234 563	234 563	-	100.0%	252 225	232 314
Transport provided: Departmental activity	-	192	(1)	191	191	-	100.0%	-	-
Travel and subsistence	89 517	(20 686)	(27 952)	40 879	40 879	-	100.0%	60 834	42 978
Training and development	27 898	(5 635)	(13 594)	8 669	8 669	-	100.0%	14 499	12 491
Operating payments	3 772	2 969	226	6 967	6 967	-	100.0%	7 455	6 331
Venues and facilities	5 595	1 690	(845)	6 440	6 440	-	100.0%	6 464	4 952
Rental and hiring	-	53	(1)	52	52	-	100.0%	-	-
Transfers and subsidies	1 968	339	7 413	9 720	9 720	-	100.0%	9 644	9 570
Provinces and municipalities	506	(21)	(422)	63	63	-	100.0%	73	69
Municipalities	506	(21)	(422)	63	63	-	100.0%	73	69
Municipal agencies and funds	506	(21)	(422)	63	63	-	100.0%	73	69
Departmental agencies and accounts	66	(5)	7 951	8 012	8 012	-	100.0%	7 861	7 842
Departmental agencies	66	(5)	7 951	8 012	8 012	-	100.0%	7 861	7 842
Households	1 396	365	(116)	1 645	1 645	-	100.0%	1 710	1 659
Social benefits	1 396	335	(116)	1 615	1 615	-	100.0%	1 202	1 159
Other transfers to households	-	30	-	30	30	-	100.0%	508	500
Payments for capital assets	10 893	251 370	(4 950)	257 313	257 313	-	100.0%	250 014	249 984
Buildings and other fixed structures	-	8 912	57 277	66 189	66 189	-	100.0%	4 637	4 633
Buildings	-	8 912	(8 912)	-	-	-	-	-	-
Other fixed structures	-	-	66 189	66 189	66 189	-	100.0%	4 637	4 633
Machinery and equipment	10 893	221 652	(61 380)	171 165	171 165	-	100.0%	180 990	180 969
Transport equipment	10 000	-	(8 500)	1 500	1 500	-	100.0%	825	825
Other machinery and equipment	893	221 652	(52 880)	169 665	169 665	-	100.0%	180 165	180 144
Software and other Intangible assets	-	20 806	(847)	19 959	19 959	-	100.0%	64 387	64 382
Payments for financial assets	-	-	-	-	-	-	-	100	100
	2 002 121	-	(52 782)	1 949 339	1 949 055	284	100.0%	1 825 084	1 823 278

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 1.1: Ministry									
Economic classification	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	44 333	(10 201)	(5 825)	28 307	28 307	-	100.0%	26 937	26 876
Compensation of employees	19 400	-	(206)	19 194	19 194	-	100.0%	13 577	17 294
Salaries and wages	16 871	(867)	1 414	17 418	17 418	-	100.0%	12 193	15 456
Social contributions	2 529	867	(1 620)	1 776	1 776	-	100.0%	1 384	1 838
Goods and services	24 933	(10 201)	(5 619)	9 113	9 113	-	100.0%	13 360	9 582
Administrative fees	932	(108)	(630)	194	194	-	100.0%	510	227
Minor assets	164	(361)	202	5	5	-	100.0%	117	89
Catering: Departmental activities	206	(120)	(59)	27	27	-	100.0%	124	46
Communication	1 169	(219)	(85)	865	865	-	100.0%	933	616
Consultants: Business and advisory services	11	(9)	(2)	-	-	-	-	-	-
Legal services	255	-	(255)	-	-	-	-	-	-
Contractors	8	(10)	3	1	1	-	100.0%	10	2
Entertainment	222	(121)	(21)	80	80	-	100.0%	206	63
Fleet services	277	(441)	525	361	361	-	100.0%	518	476
Inventory: Clothing material and supplies	-	(42)	42	-	-	-	-	26	-
Consumable supplies	205	(89)	(87)	29	29	-	100.0%	90	74
Consumable: Stationery, printing and office supplies	409	(72)	56	393	393	-	100.0%	373	365
Operating leases	179	(963)	880	96	96	-	100.0%	201	131
Travel and subsistence	17 282	(6 771)	(3 633)	6 878	6 878	-	100.0%	9 042	6 369
Training and development	1 064	(149)	(915)	-	-	-	-	-	-
Operating payments	156	(64)	31	123	123	-	100.0%	205	138
Venues and facilities	2 394	(662)	(1 671)	61	61	-	100.0%	1 005	986
Transfers and subsidies	4	105	(1)	108	108	-	100.0%	94	94
Departmental agencies and accounts	4	(2)	-	2	2	-	100.0%	6	2
Departmental agencies (non-business entities)	4	(2)	-	2	2	-	100.0%	6	2
Households	-	107	(1)	106	106	-	100.0%	88	92
Social benefits	-	107	(1)	106	106	-	100.0%	50	52
Other transfers to households	-	-	-	-	-	-	-	38	40

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 1.1: Ministry									
Economic classification	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Payments for capital assets	-	-	-	-	-	-	-	181	181
Machinery and equipment	-	-	-	-	-	-	-	181	181
Transport equipment	-	-	-	-	-	-	-	80	80
Other machinery and equipment	-	-	-	-	-	-	-	101	101
Total	44 337	(10 096)	(5 826)	28 415	28 415	-	100.0%	27 212	27 151

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 1.2: Management Support Services									
Economic classification	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	105 576	8 149	(287)	113 438	113 438	-	100.0%	102 395	103 990
Compensation of employees	58 032	-	1 050	59 082	59 082	-	100.0%	48 901	48 182
Salaries and wages	50 968	-	1 599	52 567	52 567	-	100.0%	43 775	42 554
Social contributions	7 064	-	(549)	6 515	6 515	-	100.0%	5 126	5 628
Goods and services	47 544	8 149	(1 337)	54 356	54 356	-	100.0%	53 494	55 808
Administrative fees	525	(290)	(71)	164	164	-	100.0%	414	206
Advertising	142	(231)	148	59	59	-	100.0%	300	266
Minor assets	796	(429)	(11)	356	356	-	100.0%	319	82
Catering: Departmental activities	267	(190)	11	88	88	-	100.0%	307	235
Communication	1 329	(24)	(372)	933	933	-	100.0%	802	615
Computer services	330	(1 214)	1 047	163	163	-	100.0%	1 810	1 809
Consultants: Business and advisory services	3 843	3 527	(2 194)	5 176	5 176	-	100.0%	1 592	1 361
Legal services	23 054	13 471	(2 737)	33 788	33 788	-	100.0%	34 919	42 580
Contractors	13	(33)	21	1	1	-	100.0%	1	1
Agency and support / outsourced services	905	1 116	1 894	3 915	3 915	-	100.0%	1 679	778
Entertainment	94	(21)	(15)	58	58	-	100.0%	80	55
Fleet services	115	(49)	(39)	27	27	-	100.0%	154	50
Inventory: Clothing material and supplies	-	(10)	10	-	-	-	-	7	5
Consumable supplies	100	14	(49)	65	65	-	100.0%	51	40
Consumable: Stationery, printing and office supplies	2 309	(428)	(1 096)	785	785	-	100.0%	952	896
Operating leases	519	(91)	(50)	378	378	-	100.0%	450	305
Travel and subsistence	10 371	(6 149)	2 293	6 515	6 515	-	100.0%	7 550	4 731
Training and development	1 039	(426)	(443)	170	170	-	100.0%	299	215
Operating payments	303	43	(14)	332	332	-	100.0%	246	215
Venues and facilities	1 490	(437)	330	1 383	1 383	-	100.0%	1 562	1 363
Transfers and subsidies	668	(317)	(1)	350	350	-	100.0%	667	619
Departmental agencies and accounts	3	(3)	-	-	-	-	-	3	-
Departmental agencies	3	(3)	-	-	-	-	-	3	-

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 1.2: Management Support Services									
Economic classification	2014/15							2013/14	
	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
Households	665	(314)	(1)	350	350	-	100.0%	664	619
Social benefits	665	(314)	(1)	350	350	-	100.0%	194	159
Other transfers to households	-	-	-	-	-	-	-	470	460
Payments for capital assets	-	602	208	810	810	-	100.0%	168	168
Machinery and equipment	-	486	(5)	481	481	-	100.0%	168	168
Other machinery and equipment	-	486	(5)	481	481	-	100.0%	168	168
Software and other Intangible assets	-	116	213	329	329	-	100.0%	-	-
Total	106 244	8 434	(80)	114 598	114 598	-	100.0%	103 230	104 777

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 1.3: Corporate Services									
Economic classification	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	582 700	(17 379)	28 067	593 388	593 388	-	100.0%	582 336	581 994
Compensation of employees	262 520	-	(7 078)	255 442	255 442	-	100.0%	233 512	228 683
Salaries and wages	228 498	(45)	(4 485)	223 968	223 968	-	100.0%	206 025	199 431
Social contributions	34 022	45	(2 593)	31 474	31 474	-	100.0%	27 487	29 252
Goods and services	320 180	(17 379)	35 145	337 946	337 946	-	100.0%	348 824	353 311
Administrative fees	8 055	2 116	(770)	9 401	9 401	-	100.0%	7 969	9 941
Advertising	8 261	1 960	(876)	9 345	9 345	-	100.0%	9 466	9 404
Minor assets	10 453	(25 688)	16 754	1 519	1 519	-	100.0%	4 794	3 281
Audit costs: External	22 095	15 733	(5 095)	32 733	32 733	-	100.0%	21 710	26 905
Bursaries: Employees	2 030	569	(344)	2 255	2 255	-	100.0%	2 394	2 376
Catering: Departmental activities	475	(198)	117	394	394	-	100.0%	684	575
Communication	36 784	(14 963)	44 041	65 862	65 862	-	100.0%	70 457	69 859
Computer services	20 851	1 846	(13 088)	9 609	9 609	-	100.0%	6 981	7 356
Consultants: Business and advisory services	21 229	1 629	(11 705)	11 153	11 153	-	100.0%	11 350	14 170
Legal services	53	-	(53)	-	-	-	-	-	-
Contractors	361	(14 206)	16 589	2 744	2 744	-	100.0%	2 910	2 599
Agency and support / outsourced services	32 149	(2 262)	(23 109)	6 778	6 778	-	100.0%	6 605	6 838
Entertainment	224	(62)	(48)	114	114	-	100.0%	212	140
Fleet services	1 496	2 327	3 299	7 122	7 122	-	100.0%	3 875	3 608
Inventory: Clothing material and supplies	-	(197)	563	366	366	-	100.0%	845	834
Consumable supplies	7 515	9 974	(3 842)	13 647	13 647	-	100.0%	3 617	8 993
Consumable: Stationery, printing and office supplies	40 038	(1 208)	(32 118)	6 712	6 712	-	100.0%	8 356	7 964
Operating leases	1 780	(90)	325	2 015	2 015	-	100.0%	1 654	1 174
Property payments	23 084	12 889	78 474	114 447	114 447	-	100.0%	127 047	131 707
Transport provided: Departmental activity	-	192	(1)	191	191	-	100.0%	-	-
Travel and subsistence	55 149	(4 656)	(25 262)	25 231	25 231	-	100.0%	36 064	26 613
Training and development	23 653	(4 299)	(11 376)	7 978	7 978	-	100.0%	13 395	11 900
Operating payments	2 883	(1 692)	2 119	3 310	3 310	-	100.0%	4 654	4 684
Venues and facilities	1 562	2 854	552	4 968	4 968	-	100.0%	3 785	2 390
Rental and hiring	-	53	(1)	52	52	-	100.0%	-	-

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 1.3: Corporate Services									
Economic classification	2014/15							2013/14	
	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	1 192	560	7 415	9 167	9 167	-	100.0%	8 718	8 692
Provinces and municipalities	506	(21)	(422)	63	63	-	100.0%	73	69
Municipalities	506	(21)	(422)	63	63	-	100.0%	73	69
Municipal agencies and funds	506	(21)	(422)	63	63	-	100.0%	73	69
Departmental agencies and accounts	59	-	7 951	8 010	8 010	-	100.0%	7 852	7 840
Departmental agencies	59	-	7 951	8 010	8 010	-	100.0%	7 852	7 840
Households	627	581	(114)	1 094	1 094	-	100.0%	793	783
Social benefits	627	551	(114)	1 064	1 064	-	100.0%	793	783
Other transfers to households	-	30	-	30	30	-	100.0%	-	-
Payments for capital assets	10 893	71 127	40 508	122 528	122 528	-	100.0%	36 897	36 897
Buildings and other fixed structures	-	-	66 189	66 189	66 189	-	100.0%	-	-
Other fixed structures	-	-	66 189	66 189	66 189	-	100.0%	-	-
Machinery and equipment	10 893	71 074	(25 628)	56 339	56 339	-	100.0%	36 742	36 607
Transport equipment	10 000	-	(8 500)	1 500	1 500	-	100.0%	745	745
Other machinery and equipment	893	71 074	(17 128)	54 839	54 839	-	100.0%	35 997	35 862
Software and other Intangible assets	-	53	(53)	-	-	-	-	155	290
Payments for financial assets	-	-	-	-	-	-	-	100	100
Total	594 785	54 308	75 990	725 083	725 083	-	100.0%	628 051	627 683

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 1.4: Transversal Information Technology Management									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	726 599	(160 225)	(16 066)	550 308	550 024	284	99.9%	470 457	467 578
Compensation of employees	49 801	-	4 329	54 130	54 130	-	100.0%	43 441	44 854
Salaries and wages	44 081	-	4 235	48 316	48 316	-	100.0%	39 359	39 787
Social contributions	5 720	-	94	5 814	5 814	-	100.0%	4 082	5 067
Goods and services	676 798	(160 225)	(20 395)	496 178	495 894	284	99.9%	427 016	422 724
Administrative fees	380	6	(349)	37	37	-	100.0%	434	160
Advertising	2	103	(15)	90	90	-	100.0%	40	597
Minor assets	9 149	(12 693)	17 942	14 398	14 398	-	100.0%	15 628	7 820
Audit costs: External	107	-	(107)	-	-	-	-	-	-
Catering: Departmental activities	116	(95)	13	34	34	-	100.0%	253	209
Communication	767	4	341	1 112	1 112	-	100.0%	713	731
Computer services	610 267	(199 003)	(7 377)	403 887	403 603	284	99.9%	288 127	307 857
Consultants: Business and advisory services	4 368	861	(568)	4 661	4 661	-	100.0%	5 182	4 722
Legal services	-	1 900	(1 420)	480	480	-	100.0%	3 000	2 867
Contractors	41 495	46 202	(26 024)	61 673	61 673	-	100.0%	95 902	86 891
Agency and support / outsourced services	-	-	-	-	-	-	-	8	8
Entertainment	60	-	(36)	24	24	-	100.0%	58	36
Fleet services	-	122	(53)	69	69	-	100.0%	1	48
Inventory: Clothing material and supplies	-	-	-	-	-	-	-	3	-
Consumable supplies	58	1 151	1 676	2 885	2 885	-	100.0%	3 266	1 276
Consumable: Stationery, printing and office supplies	572	(270)	(67)	235	235	-	100.0%	1 292	1 751
Operating leases	21	741	(175)	587	587	-	100.0%	1 629	603
Property payments	-	-	-	-	-	-	-	35	-
Travel and subsistence	6 715	(3 110)	(1 350)	2 255	2 255	-	100.0%	8 178	5 265
Training and development	2 142	(761)	(860)	521	521	-	100.0%	805	376
Operating payments	430	4 682	(1 910)	3 202	3 202	-	100.0%	2 350	1 294
Venues and facilities	149	(65)	(56)	28	28	-	100.0%	112	213
Transfers and subsidies	104	(9)	-	95	95	-	100.0%	165	165
Households	104	(9)	-	95	95	-	100.0%	165	165

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 1.4: Transversal Information Technology Management									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Social benefits	104	(9)	-	95	95	-	100.0%	165	165
Payments for capital assets	-	159 755	(27 607)	132 148	132 148	-	100.0%	208 120	208 105
Machinery and equipment	-	139 118	(26 600)	112 518	112 518	-	100.0%	143 888	144 013
Other machinery and equipment	-	139 118	(26 600)	112 518	112 518	-	100.0%	143 888	144 013
Software and other Intangible assets	-	20 637	(1 007)	19 630	19 630	-	100.0%	64 232	64 092
Total	726 703	(479)	(43 673)	682 551	682 267	284	100.0%	678 742	675 848

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 1.5: Office Accommodation									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	530 052	(72 053)	(61 134)	396 865	396 865	-	100.0%	383 201	383 186
Goods and services	530 052	(72 053)	(61 134)	396 865	396 865	-	100.0%	383 201	383 186
Minor assets	-	1 817	(62)	1 755	1 755	-	100.0%	-	-
Consultants: Business and advisory services	-	12 809	(1 113)	11 696	11 696	-	100.0%	-	2 240
Consumable supplies	-	9	-	9	9	-	100.0%	428	529
Operating leases	264 947	(724)	(934)	263 289	263 289	-	100.0%	257 630	279 810
Property payments	265 105	(85 964)	(59 025)	120 116	120 116	-	100.0%	125 143	100 607
Payments for capital assets	-	19 886	(18 059)	1 827	1 827	-	100.0%	4 648	4 633
Buildings and other fixed structures	-	8 912	(8 912)	-	-	-	100.0%	4 637	4 633
Buildings	-	8 912	(8 912)	-	-	-	-	-	-
Other fixed structures	-	-	-	-	-	-	-	4 637	4 633
Machinery and equipment	-	10 974	(9 147)	1 827	1 827	-	100.0%	11	-
Other machinery and equipment	-	10 974	(9 147)	1 827	1 827	-	100.0%	11	-
Total	530 052	(52 167)	(79 193)	398 692	398 692	-	100.0%	387 849	387 819

APPROPRIATION STATEMENT for the year ended 31 March 2015

Programme 2: Citizen Affairs									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Sub programme	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
1. Citizen Affairs Management	24 677	(7 256)	11 545	28 966	28 956	10	100.0%	24 063	24 000
2. Status Services	551 085	(427)	11 295	561 953	561 953	-	100.0%	440 205	440 166
3. Identification Services	263 625	(934)	(57 761)	204 930	204 925	5	100.0%	210 961	210 884
4. Access to Services	101 181	(4 241)	(32 441)	64 499	64 495	4	100.0%	68 279	68 218
5. Services Delivery to Provinces	1 869 877	12 858	55 490	1 938 225	1 938 204	21	100.0%	1 808 617	1 808 509
6. Film and Publication Board	78 901	-	-	78 901	78 901	-	100.0%	82 675	82 675
7. Electoral Commission	1 675 713	-	-	1 675 713	1 675 713	-	100.0%	1 579 179	1 579 179
8. Government Printing Works	-	-	-	-	-	-	-	134 005	134 005
Total for sub programmes	4 565 059	-	(11 872)	4 553 187	4 553 147	40	100.0%	4 347 984	4 347 636

Economic classification									
Current payments	2 808 343	(7 725)	(22 199)	2 778 419	2 778 418	1	100.0%	2 538 378	2 538 190
Compensation of employees	1 964 553	-	4 493	1 969 046	1 969 045	1	100.0%	1 798 931	1 798 743
Salaries and wages	1 658 222	(40 353)	52 781	1 670 650	1 670 650	-	100.0%	1 547 869	1 517 709
Social contributions	306 331	40 353	(48 288)	298 396	298 395	1	100.0%	251 062	281 034
Goods and services	843 790	(7 725)	(26 692)	809 373	809 373	-	100.0%	739 447	739 447
Administrative fees	3 211	(353)	(1 155)	1 703	1 703	-	100.0%	4 367	3 525
Advertising	503	(343)	919	1 079	1 079	-	100.0%	3 825	3 834
Minor assets	15 183	(7 218)	(5 896)	2 069	2 069	-	100.0%	8 709	7 009
Catering: Departmental activities	1 789	(376)	278	1 691	1 691	-	100.0%	3 663	3 685
Communication	15 814	(30 307)	23 407	8 914	8 914	-	100.0%	43 321	45 361
Computer services	14 602	983	7 624	23 209	23 209	-	100.0%	19 938	18 187
Consultants: Business and advisory services	638	(5)	(633)	-	-	-	-	30	25
Infrastructure and planning services	-	(10)	10	-	-	-	-	-	-
Contractors	88 595	(1 821)	(28 455)	58 319	58 319	-	100.0%	72 033	73 271
Agency and support / outsourced services	28 868	32 174	(28 520)	32 522	32 522	-	100.0%	261	464
Entertainment	319	(12)	(230)	77	77	-	100.0%	288	136
Fleet services	57 708	2 977	21 983	82 668	82 668	-	100.0%	78 593	84 115
Housing	-	-	-	-	-	-	-	-	-

APPROPRIATION STATEMENT for the year ended 31 March 2015

Programme 2: Citizen Affairs									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Sub programme	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Inventory: Clothing material and supplies	-	(3 367)	4 759	1 392	1 392	-	100.0%	1 324	1 194
Inventory: Other supplies	-	(3)	3	-	-	-	-	-	-
Consumable supplies	9 390	(3 838)	(2 332)	3 220	3 220	-	100.0%	4 797	3 398
Consumable: Stationery, printing and office supplies	506 588	(10 617)	(21 668)	474 303	474 303	-	100.0%	373 008	368 533
Operating leases	34 731	966	(27 045)	8 652	8 652	-	100.0%	8 285	5 535
Property Payments	1 026	373	1 012	2 411	2 411	-	100.0%	2 687	2 316
Travel and subsistence	53 222	9 780	3 399	66 401	66 401	-	100.0%	82 650	88 474
Training and development	1 468	(257)	(1 146)	65	65	-	100.0%	168	156
Operating payments	8 092	1 706	27 943	37 741	37 741	-	100.0%	28 305	26 383
Venues and facilities	2 043	1 109	(992)	2 160	2 160	-	100.0%	3 141	3 360
Rental and hiring	-	734	43	777	777	-	100.0%	54	486
Transfers and subsidies	1 756 716	4 267	10 951	1 771 934	1 771 917	17	100.0%	1 805 514	1 805 481
Provinces and municipalities	974	225	(341)	858	853	5	99.4%	805	802
Provinces	-	-	-	-	-	-	-	-	-
Municipalities	974	225	(341)	858	853	5	99.4%	805	802
Municipal agencies and funds	974	225	(341)	858	853	5	99.4%	805	802
Departmental agencies and accounts	1 754 614	11	(1)	1 754 624	1 754 622	2	100.0%	1 795 867	1 795 867
Departmental agencies	1 754 614	11	(1)	1 754 624	1 754 622	2	100.0%	1 795 867	1 795 867
Households	1 128	4 031	11 293	16 452	16 442	10	99.9%	8 842	8 812
Social benefits	1 128	3 800	11 072	16 000	15 991	9	99.9%	8 533	8 422
Other transfers to households	-	231	221	452	451	1	99.8%	309	390
Payments for capital assets	-	3 458	(624)	2 834	2 812	22	99.2%	4 092	3 965
Machinery and equipment	-	3 458	(624)	2 834	2 812	22	99.2%	4 065	3 965
Other machinery and equipment	-	3 458	(624)	2 834	2 812	22	99.2%	4 065	3 965
Software and other intangible assets	-	-	-	-	-	-	-	27	-
Total	4 565 059	-	(11 872)	4 553 187	4 553 147	40	100.0%	4 347 984	4 347 636

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 2.1: Citizen Affairs Management									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	24 677	(7 883)	11 501	28 295	28 295	-	100.0%	23 926	23 894
Compensation of employees	11 945	1 113	6 371	19 429	19 429	-	100.0%	15 304	16 312
Salaries and wages	10 822	(700)	7 503	17 625	17 625	-	100.0%	13 927	14 731
Social contributions	1 123	1 813	(1 132)	1 804	1 804	-	100.0%	1 377	1 581
Goods and services	12 732	(8 996)	5 130	8 866	8 866	-	100.0%	8 622	7 582
Administrative fees	363	(202)	(7)	154	154	-	100.0%	382	151
Advertising	250	(249)	951	952	952	-	100.0%	284	191
Minor assets	2 453	(1 701)	(445)	307	307	-	100.0%	210	188
Catering: Departmental activities	194	(368)	275	101	101	-	100.0%	515	470
Communication	420	(43)	(103)	274	274	-	100.0%	149	126
Computer services	-	-	-	-	-	-	-	48	48
Contractors	10	272	1	283	283	-	100.0%	284	179
Agency and support / outsourced services	-	(224)	252	28	28	-	100.0%	79	251
Entertainment	54	(4)	(35)	15	15	-	100.0%	51	41
Fleet services	358	(232)	(44)	82	82	-	100.0%	130	126
Housing	-	-	-	-	-	-	-	-	-
Inventory: Clothing material and supplies	-	(6 193)	6 387	194	194	-	100.0%	486	505
Consumable supplies	599	(212)	(266)	121	121	-	100.0%	43	42
Consumable: Stationery, printing and office supplies	953	11	(546)	418	418	-	100.0%	90	72
Operating leases	15	89	(35)	69	69	-	100.0%	35	29
Housing	-	4	20	24	24	-	100.0%	25	25
Travel and subsistence	5 873	(573)	(615)	4 685	4 685	-	100.0%	4 514	4 018
Training and development	50	(51)	1	-	-	-	-	40	40
Operating payments	-	164	(95)	69	69	-	100.0%	97	79
Venues and facilities	1 140	516	(566)	1 090	1 090	-	100.0%	1 160	1 001
Transfers and subsidies	-	10	65	75	73	2	97.3%	-	-
Households	-	10	65	75	73	2	97.3%	-	-
Social benefits	-	10	65	75	73	2	97.3%	-	-

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 2.1: Citizen Affairs Management									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Payments for capital assets	-	617	(21)	596	588	8	98.7%	137	106
Machinery and equipment	-	617	(21)	596	588	8	98.7%	137	106
Other machinery and equipment	-	617	(21)	596	588	8	98.7%	137	106
Total	24 677	(7 256)	11 545	28 966	28 956	10	100.0%	24 063	24 000

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 2.2: Status Services									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	551 085	(429)	11 124	561 780	561 780	-	100.0%	439 356	439 318
Compensation of employees	81 727	980	(14 079)	68 628	68 628	-	100.0%	63 855	65 604
Salaries and wages	66 086	(10 009)	1 566	57 643	57 643	-	100.0%	53 682	54 660
Social contributions	15 641	10 989	(15 645)	10 985	10 985	-	100.0%	10 173	10 944
Goods and services	469 358	(1 409)	25 203	493 152	493 152	-	100.0%	375 501	373 714
Administrative fees	52	(15)	(14)	23	23	-	100.0%	17	12
Advertising	-	(9)	9	-	-	-	-	90	90
Minor assets	596	(573)	(23)	-	-	-	-	19	19
Catering: Departmental activities	-	(30)	60	30	30	-	100.0%	23	23
Communication	212	101	(125)	188	188	-	100.0%	111	99
Contractors	-	-	-	-	-	-	-	55	54
Entertainment	12	-	(9)	3	3	-	100.0%	7	5
Fleet services	101	(90)	20	31	31	-	100.0%	111	96
Housing	-	-	-	-	-	-	-	-	-
Inventory: Clothing material and supplies	-	1	-	1	1	-	100.0%	-	-
Consumable supplies	87	(80)	(7)	-	-	-	-	-	-
Consumable: Stationery, printing and office supplies	436 566	(338)	22 614	458 842	458 842	-	100.0%	350 290	350 460
Operating leases	30 000	(77)	(29 858)	65	65	-	100.0%	111	107
Travel and subsistence	1 011	(340)	160	831	831	-	100.0%	1 830	1 629
Training and development	167	-	(167)	-	-	-	-	-	-
Operating payments	533	47	32 558	33 138	33 138	-	100.0%	22 837	21 120
Venues and facilities	21	(6)	(15)	-	-	-	-	-	-
Transfers and subsidies	-	2	171	173	173	-	100.0%	39	39
Households	-	2	171	173	173	-	100.0%	39	39
Social benefits	-	2	171	173	173	-	100.0%	39	39
Payments for capital assets	-	-	-	-	-	-	-	810	809
Machinery and equipment	-	-	-	-	-	-	-	810	809
Other machinery and equipment	-	-	-	-	-	-	-	810	809
Total	551 085	(427)	11 295	561 953	561 953	-	100.0%	440 205	440 166

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 2.3: Identification Services									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	263 625	(2 042)	(58 027)	203 556	203 556	-	100.0%	210 012	209 976
Compensation of employees	119 645	(1 197)	(2 750)	115 698	115 698	-	100.0%	109 492	110 628
Salaries and wages	98 160	(17 129)	16 435	97 466	97 466	-	100.0%	92 402	92 508
Social contributions	21 485	15 932	(19 185)	18 232	18 232	-	100.0%	17 090	18 120
Goods and services	143 980	(845)	(55 277)	87 858	87 858	-	100.0%	100 520	99 348
Administrative fees	161	34	(112)	83	83	-	100.0%	68	38
Advertising	-	-	-	-	-	-	-	3 275	3 275
Minor assets	2 126	(1 500)	(105)	521	521	-	100.0%	108	288
Catering: Departmental activities	-	(97)	98	1	1	-	100.0%	17	17
Communication	422	(86)	(238)	98	98	-	100.0%	501	273
Computer services	12 333	972	9 873	23 178	23 178	-	100.0%	19 848	18 138
Contractors	74 339	1 404	(18 507)	57 236	57 236	-	100.0%	70 087	71 573
Entertainment	18		(8)	10	10	-	100.0%	11	11
Fleet services	319	(2 197)	2 508	630	630	-	100.0%	949	819
Inventory: Clothing material and supplies	-	76	18	94	94	-	100.0%	56	60
Consumable supplies	12	(188)	191	15	15	-	100.0%	37	37
Consumable: Stationery, printing and office supplies	45 754	(1 257)	(42 087)	2 410	2 410	-	100.0%	3 809	3 352
Operating leases	212	99	81	392	392	-	100.0%	228	138
Travel and subsistence	3 025	1 906	(1 923)	3 008	3 008	-	100.0%	1 301	1 181
Training and development	668	(80)	(588)	-	-	-	-	34	34
Operating payments	4 546	63	(4 499)	110	110	-	100.0%	189	112
Venues and facilities	45	6	21	72	72	-	100.00	2	2
Transfers and subsidies	-	199	271	470	467	3	99.4%	461	461
Households	-	199	271	470	467	3	99.4%	461	461
Social benefits	-	199	271	470	467	3	99.4%	461	461
Payments for capital assets	-	909	(5)	904	902	2	99.8%	488	447
Machinery and equipment	-	909	(5)	904	902	2	99.8%	488	447
Other machinery and equipment	-	909	(5)	904	902	2	99.8%	488	447
Total	263 625	(934)	(57 761)	204 930	204 925	5	100.0%	210 961	210 884

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme:2.4 Access to Services									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	101 079	(4 216)	(32 436)	64 427	64 426	1	100.0%	68 043	68 019
Compensation of employees	45 685	(903)	(24 021)	20 761	20 760	1	100.0%	20 213	19 343
Salaries and wages	37 328	(2 455)	(17 122)	17 751	17 751	-	100.0%	17 675	16 331
Social contributions	8 357	1 552	(6 899)	3 010	3 009	1	100.0%	2 538	3 012
Goods and services	55 394	(3 313)	(8 415)	43 666	43 666	-	100.0%	47 830	48 676
Administrative fees	162	(12)	(52)	98	98	-	100.0%	168	131
Advertising	53	36	16	105	105	-	100.0%	63	81
Minor assets	250	(1 239)	1 009	20	20	-	100.0%	835	662
Catering: Departmental activities	5	(66)	61	-	-	-	-	22	15
Communication	6 831	(29 395)	26 204	3 640	3 640	-	100.0%	38 414	41 935
Computer services	727	-	(727)	-	-	-	-	-	-
Consultants: Business and advisory services	638	-	(638)	-	-	-	-	-	-
Contractors	13 272	(3 100)	(10 172)	-	-	-	-	-	-
Agency and support / outsourced services	28 728	32 528	(28 824)	32 432	32 432	-	100.0%	-	-
Entertainment	15	-	(12)	3	3	-	100.0%	14	4
Fleet services	294	(1 983)	3 474	1 785	1 785	-	100.0%	914	890
Housing	-	-	-	-	-	-	-	-	-
Inventory: Clothing material and supplies	-	478	32	510	510	-	100.0%	166	21
Consumable supplies	11	89	11	111	111	-	100.0%	30	29
Consumable: Stationery, printing and office supplies	562	1 196	(230)	1 528	1 528	-	100.0%	690	745
Operating leases	-	(2 503)	2 597	94	94	-	100.0%	2 332	875
Housing	-	-	-	-	-	-	-	2	1
Travel and subsistence	2 903	639	(536)	3 006	3 006	-	100.0%	3 317	2 492
Training and development	409	(179)	(230)	-	-	-	-	34	-
Operating payments	424	(45)	(355)	24	24	-	100.0%	51	19
Venues and facilities	110	243	(43)	310	310	-	100.0%	778	776
Transfers and subsidies	102	(66)	(5)	31	29	2	93.5%	57	46
Provinces and municipalities	102	(94)	(5)	3	3	-	100.0%	57	4
Municipalities	102	(94)	(5)	3	3	-	100.0%	57	4

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme:2.4 Access to Services									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Municipal agencies and funds	102	(94)	(5)	3	3	-	100.0%	57	4
Households	-	28	-	28	26	2	92.9%	-	42
Social benefits	-	28	-	28	26	2	92.9%	-	42
Payments for capital assets	-	41	-	41	40	1	97.6%	179	153
Machinery and equipment	-	41	-	41	40	1	97.6%	179	153
Transport equipment	-	41	-	41	40	1	97.6%	179	153
Total	101 181	(4 241)	(32 441)	64 499	64 495	4	100.0%	68 279	68 218

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 2. 5 Service Delivery to Provinces									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	1 867 877	6 845	45 639	1 920 361	1 920 361	-	100.0%	1 797 041	1 796 983
Compensation of employees	1 705 551	7	38 972	1 744 530	1 744 530	-	100.0%	1 590 067	1 586 856
Salaries and wages	1 445 826	(10 060)	44 399	1 480 165	1 480 165	-	100.0%	1 370 183	1 339 479
Social contributions	259 725	10 067	(5 427)	264 365	264 365	-	100.0%	219 884	247 377
Goods and services	162 326	6 838	6 667	175 831	175 831	-	100.0%	206 974	210 127
Administrative fees	2 473	(158)	(970)	1 345	1 345	-	100.0%	3 732	3 193
Advertising	200	(121)	(57)	22	22	-	100.0%	113	197
Minor assets	9 758	(2 205)	(6 332)	1 221	1 221	-	100.0%	7 537	5 852
Catering: Departmental activities	1 590	185	(216)	1 559	1 559	-	100.0%	3 086	3 160
Communication	7 929	(884)	(2 331)	4 714	4 714	-	100.0%	4 146	2 928
Computer services	1 542	11	(1 522)	31	31	-	100.0%	42	1
Consultants: Business and advisory services	-	(5)	5	-	-	-	-	30	25
Infrastructure and planning services	-	(10)	10	-	-	-	-	-	-
Contractors	974	(397)	223	800	800	-	100.0%	1 607	1 465
Agency and support / outsourced services	140	(130)	52	62	62	-	100.0%	182	213
Entertainment	220	(8)	(166)	46	46	-	100.0%	205	75
Fleet services	56 636	7 479	16 025	80 140	80 140	-	100.0%	76 489	82 184
Inventory: Clothing material and supplies	-	2 271	(1 678)	593	593	-	100.0%	616	608
Inventory: Other supplies	-	(3)	3	-	-	-	-	-	-
Consumable supplies	8 681	(3 447)	(2 261)	2 973	2 973	-	100.0%	4 687	3 290
Consumable: Stationery, printing and office supplies	22 753	(10 229)	(1 419)	11 105	11 105	-	100.0%	18 129	13 904
Operating leases	4 504	3 358	170	8 032	8 032	-	100.0%	5 579	4 386
Property payments	1 026	369	992	2 387	2 387	-	100.0%	2 660	2 290
Travel and subsistence	40 410	8 148	6 313	54 871	54 871	-	100.0%	71 688	79 154
Training and development	174	53	(162)	65	65	-	100.0%	60	82
Operating payments	2 589	1 477	334	4 400	4 400	-	100.0%	5 131	5 053
Venues and facilities	727	350	(389)	688	688	-	100.0%	1 201	1 581
Rental and hiring	-	734	43	777	777	-	100.0%	54	486

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 2. 5 Service Delivery to Provinces									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	2 000	4 122	10 449	16 571	16 561	10	99.9%	9 098	9 076
Provinces and municipalities	872	319	(336)	855	850	5	99.4%	748	798
Municipalities	872	319	(336)	855	850	5	99.4%	748	798
Municipal agencies and funds	872	319	(336)	855	850	5	99.4%	748	798
Departmental agencies and accounts	-	11	(1)	10	8	2	80.0%	8	8
Departmental agencies	-	11	(1)	10	8	2	80.0%	8	8
Households	1 128	3 792	10 786	15 706	15 703	3	100.0%	8 342	8 270
Social benefits	1 128	3 561	10 565	15 254	15 252	2	100.0%	8 033	7 880
Other transfers to households	-	231	221	452	451	1	99.8%	309	390
Payments for capital assets	-	1 891	(598)	1 293	1 282	11	99.1%	2 478	2 450
Machinery and equipment	-	1 891	(598)	1 293	1 282	11	99.1%	2 451	2 450
Other machinery and equipment	-	1 891	(598)	1 293	1 282	11	99.1%	2 451	2 450
Software and other intangible assets	-	-	-	-	-	-	-	27	-
Total	1 869 877	12 858	55 490	1 938 225	1 938 204	21	100.0%	1 808 617	1 808 509

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub Programme 2. 6 Film and Publication Board									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	78 901	-	-	78 901	78 901	-	100.0%	82 675	82 675
Departmental agencies and accounts	78 901	-	-	78 901	78 901	-	100.0%	82 675	82 675
Departmental agencies (non-business entities)	78 901	-	-	78 901	78 901	-	100.0%	82 675	82 675
Total	78 901	-	-	78 901	78 901	-	100.0%	82 675	82 675

Sub Programme 2.7 Electoral Commission									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	1 675 713	-	-	1 675 713	1 675 713	-	100%	1 579 179	1 579 179
Departmental agencies and accounts	1 675 713	-	-	1 675 713	1 675 713	-	100%	1 579 179	1 579 179
Departmental agencies (non-business entities)	1 675 713	-	-	1 675 713	1 675 713	-	100%	1 579 179	1 579 179
Total	1 675 713	-	-	1 675 713	1 675 713	-	100%	1 579 179	1 579 179

Sub Programme 2.8 Government Printing Works									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	-	-	-	-	-	-	-	134 005	134 005
Departmental agencies and accounts	-	-	-	-	-	-	-	134 005	134 005
Departmental agencies (non-business entities)	-	-	-	-	-	-	-	134 005	134 005
Total	-	-	-	-	-	-	-	134 005	134 005

APPROPRIATION STATEMENT for the year ended 31 March 2015

Programme 3: Immigration Affairs									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Sub programme	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
1. Immigration Affairs Management	30 514	443	32 956	63 913	63 909	4	100.0%	60 274	60 265
2. Admission Services	247 003	(5 016)	83 639	325 626	325 618	8	100.0%	394 111	394 111
3. Immigration Services	315 532	3 902	(43 806)	275 628	275 625	3	100.0%	309 738	309 738
4. Asylum Seekers	63 473	671	(8 135)	56 009	55 974	35	99.9%	57 526	57 524
Total for sub programmes	656 522	-	64 654	721 176	721 126	50	100.0%	821 649	821 638

Economic classification									
Current payments	656 188	(3 959)	63 567	715 796	715 796	-	100.0%	820 547	820 544
Compensation of employees	315 653	-	(10 676)	304 977	304 977	-	100.0%	295 926	295 923
Salaries and wages	282 919	(37 477)	20 390	265 832	265 832	-	100.0%	264 672	260 709
Social contributions	32 734	37 477	(31 066)	39 145	39 145	-	100.0%	31 254	35 214
Goods and services	340 535	(3 959)	74 243	410 819	410 819	-	100.0%	524 621	524 621
Administrative fees	2 852	798	(150)	3 500	3 500	-	100.0%	4 099	3 679
Advertising	10	(435)	698	273	273	-	100.0%	713	708
Minor assets	2 879	(1 144)	(1 358)	377	377	-	100.0%	2 113	646
Audit costs: External	27	-	(27)	-	-	-	-	-	-
Catering: Departmental activities	292	(53)	246	485	485	-	100.0%	976	545
Communication (G&S)	3 604	35	(2 696)	943	943	-	100.0%	2 292	2 065
Computer services	111 636	(18 446)	22 330	115 520	115 520	-	100.0%	191 136	192 381
Consultants: Business and advisory services	3 937	893	2 744	7 574	7 574	-	100.0%	10 305	12 543
Contractors	18 213	(4 031)	(524)	13 658	13 658	-	100.0%	9 462	9 039
Agency and support / outsourced services	98 661	11 054	(10 102)	99 613	99 613	-	100.0%	90 802	90 986
Entertainment	771	(19)	(697)	55	55	-	100.0%	731	102
Fleet services	1 680	637	(951)	1 366	1 366	-	100.0%	883	1 372
Inventory: Clothing material and supplies	-	(9 827)	13 742	3 915	3 915	-	100.0%	10 534	2 743
Consumable supplies	9 706	61	(9 535)	232	232	-	100.0%	169	711
Consumable: Stationery, printing and office supplies	12 241	(323)	(9 741)	2 177	2 177	-	100.0%	6 187	3 659
Operating leases	599	(190)	751	1 160	1 160	-	100.0%	1 170	1 261
Property payments	12	-	(12)	-	-	-	-	-	9

APPROPRIATION STATEMENT for the year ended 31 March 2015

Programme 3: Immigration Affairs									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Sub programme	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transport provided: Departmental activity	38 831	20 841	29 457	89 129	89 129	-	100.0%	104 893	104 030
Travel and subsistence	26 130	(6 037)	42 994	63 087	63 087	-	100.0%	80 428	92 658
Training and development	795	(276)	(501)	18	18	-	100.0%	681	53
Operating payments	6 847	2 881	(2 564)	7 164	7 164	-	100.0%	5 509	3 413
Venues and facilities	812	(378)	139	573	573	-	100.0%	1 538	2 012
Rental and hiring	-	-	-	-	-	-	-	-	6
Transfers and subsidies	334	412	(3)	743	734	9	98.8%	782	782
Provinces and municipalities	-	2	-	2	1	1	50.0%	-	-
Municipalities	-	2	-	2	1	1	50.0%	-	-
Municipal agencies and funds	-	2	-	2	1	1	50.0%	-	-
Departmental agencies and accounts	3	1	(3)	1	-	1	-	-	-
Departmental agencies	3	1	(3)	1	-	1	-	-	-
Households	331	409	-	740	733	7	99.1%	782	782
Social benefits	331	217	-	548	542	6	98.9%	782	782
Other transfers to households	-	192	-	192	191	1	99.5%	-	-
Payments for capital assets	-	3 547	1 090	4 637	4 596	41	99.1%	320	312
Machinery and equipment	-	3 547	1 090	4 637	4 596	41	99.1%	320	312
Transport equipment	-	-	2 729	2 729	2 729	-	100.0%	-	-
Other machinery and equipment	-	3 547	(1 639)	1 908	1 867	41	97.9%	320	312
Total	656 522	-	64 654	721 176	721 126	50	100.0%	821 649	821 638

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub programme 3.1: Immigration Affairs Management									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	30 183	(251)	30 432	60 364	60 364	-	100.0%	60 110	60 109
Compensation of employees	12 389	952	(2 683)	10 658	10 658	-	100.0%	14 519	10 369
Salaries and wages	10 866	(343)	(904)	9 619	9 619	-	100.0%	13 313	9 319
Social contributions	1 523	1 295	(1 779)	1 039	1 039	-	100.0%	1 206	1 050
Goods and services	17 794	(1 203)	33 115	49 706	49 706	-	100.0%	45 591	49 740
Administrative fees	2 070	462	66	2 598	2 598	-	100.0%	2 744	2 288
Advertising	-	(708)	708	-	-	-	-	708	708
Minor assets	115	42	(15)	142	142	-	100.0%	255	12
Catering: Departmental activities	52	(182)	378	248	248	-	100.0%	783	419
Communication (G&S)	337	72	(118)	291	291	-	100.0%	215	184
Computer services	107	109	(109)	107	107	-	100.0%	-	-
Consultants: Business and advisory services	107	(1 188)	1 081	-	-	-	-	5 550	5 220
Contractors	16	(1 306)	1 293	3	3	-	100.0%	20	6
Entertainment	35	(4)	(8)	23	23	-	100.0%	32	30
Fleet services	186	303	(149)	340	340	-	100.0%	92	78
Inventory: Clothing material and supplies	-	(1 733)	1 733	-	-	-	-	-	79
Consumable supplies	42	(12)	(18)	12	12	-	100.0%	20	22
Consumable: Stationery, printing and office supplies	3 140	357	(2 761)	736	736	-	100.0%	629	492
Operating leases	75	(31)	48	92	92	-	100.0%	67	60
Transport provided: Departmental activity	-	(1 650)	2 748	1 098	1 098	-	100.0%	-	-
Travel and subsistence	8 912	(651)	29 262	37 523	37 523	-	100.0%	30 414	36 992
Training and development	117	(150)	33	-	-	-	-	96	6
Operating payments	2 216	4 998	(995)	6 219	6 219	-	100.0%	3 463	1 815
Venues and facilities	267	69	(62)	274	274	-	100.0%	503	1 329
Transfers and subsidies	331	(325)	-	6	5	1	83.3%	-	-
Provinces and municipalities	-	1	-	1	-	1	-	-	-
Municipalities	-	1	-	1	-	1	-	-	-
Municipal agencies and funds	-	1	-	1	-	1	-	-	-

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub programme 3.1: Immigration Affairs Management									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Households	331	(326)	-	5	5	-	100.0%	-	-
Social benefits	331	(326)	-	5	5	-	100.0%	-	-
Payments for capital assets	-	1 019	2 524	3 543	3 540	3	99.9%	164	156
Machinery and equipment	-	1 019	2 524	3 543	3 540	3	99.9%	164	156
Transport equipment	-	-	2 729	2 729	2 729	-	100.0%	-	-
Other machinery and equipment	-	1 019	(205)	814	811	3	99.6%	164	156
Total	30 514	443	32 956	63 913	63 909	4	100.0%	60 274	60 265

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub programme 3.2: Admission Services									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	247 001	(6 961)	84 694	324 734	324 734	-	100.0%	393 914	393 914
Compensation of employees	132 586	6 825	53 350	192 761	192 761	-	100.0%	176 131	173 763
Salaries and wages	112 987	(21 151)	72 959	164 795	164 795	-	100.0%	152 947	148 305
Social contributions	19 599	27 976	(19 609)	27 966	27 966	-	100.0%	23 184	25 458
Goods and services	114 415	(13 786)	31 344	131 973	131 973	-	100.0%	217 783	220 151
Administrative fees	121	249	212	582	582	-	100.0%	539	697
Advertising	10	-	(10)	-	-	-	-	2	-
Minor assets	211	(647)	604	168	168	-	100.0%	585	545
Catering: Departmental activities	48	44	(21)	71	71	-	100.0%	64	38
Communication (G&S)	1 166	(5)	(891)	270	270	-	100.0%	262	142
Computer services	102 996	(14 810)	20 035	108 221	108 221	-	100.0%	172 025	174 237
Consultants: Business and advisory services	-	(540)	540	-	-	-	-	508	508
Contractors	17	(2 261)	2 295	51	51	-	100.0%	2 215	3
Entertainment	17	(12)	8	13	13	-	100.0%	25	17
Fleet services	254	129	(151)	232	232	-	100.0%	145	75
Inventory: Clothing material and supplies	-	(10)	10	-	-	-	-	14	13
Consumable supplies	7	103	99	209	209	-	100.0%	101	122
Consumable: Stationery, printing and office supplies	2 650	31	(1 856)	825	825	-	100.0%	1 483	1 249
Operating leases	275	(125)	718	868	868	-	100.0%	834	623
Travel and subsistence	4 007	6 453	9 560	20 020	20 020	-	100.0%	36 774	41 582
Training and development	43	(40)	(3)	-	-	-	-	40	-
Operating payments	2 373	(2 240)	244	377	377	-	100.0%	1 921	142
Venues and facilities	220	(105)	(49)	66	66	-	100.0%	246	158
Transfers and subsidies	2	282	(2)	282	279	3	98.9%	187	187
Departmental agencies and accounts	2	-	(2)	-	-	-	-	-	-
Departmental agencies(non-business entities)	2	-	(2)	-	-	-	-	-	-
Households	-	282	-	282	279	3	98.9%	187	187
Social benefits	-	282	-	282	279	3	98.9%	187	187

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub programme 3.2: Admission Services									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Payments for capital assets	-	1 663	(1 053)	610	605	5	99.2%	10	10
Machinery and equipment	-	1 663	(1 053)	610	605	5	99.2%	10	10
Other machinery and equipment	-	1 663	(1 053)	610	605	5	99.2%	10	10
Total	247 003	(5 016)	83 639	325 626	325 618	8	100.0%	394 111	394 111

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub programme 3.3: Immigration Services									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	315 532	3 118	(43 442)	275 208	275 208	-	100.0%	309 127	309 127
Compensation of employees	148 679	(11 542)	(60 092)	77 045	77 045	-	100.0%	80 838	90 412
Salaries and wages	139 949	(17 969)	(52 267)	69 713	69 713	-	100.0%	75 871	84 223
Social contributions	8 730	6 427	(7 825)	7 332	7 332	-	100.0%	4 967	6 189
Goods and services	166 853	14 660	16 650	198 163	198 163	-	100.0%	228 289	218 715
Administrative fees	525	191	(468)	248	248	-	100.0%	650	594
Minor assets	1 319	(77)	(1 237)	5	5	-	100.0%	965	42
Audit costs: External	27	-	(27)	-	-	-	-	-	-
Catering: Departmental activities	50	(11)	(37)	2	2	-	100.0%	44	24
Communication (G&S)	1 727	65	(1 555)	237	237	-	100.0%	1 533	1 485
Computer services	1 987	346	(981)	1 352	1 352	-	100.0%	2 421	1 456
Consultants: Business and advisory services	-	-	-	-	-	-	-	-	6
Contractors	462	-	(462)	-	-	-	-	872	151
Agency and support / outsourced services	97 875	11 054	(9 316)	99 613	99 613	-	100.0%	90 802	90 986
Entertainment	689	(1)	(680)	8	8	-	100.0%	648	38
Fleet services	850	243	(333)	760	760	-	100.0%	501	1 150
Housing	-	-	-	-	-	-	-	-	-
Inventory: Clothing material and supplies	-	(8 084)	11 999	3 915	3 915	-	100.0%	10 520	2 651
Consumable supplies	9 587	(19)	(9 564)	4	4	-	100.0%	32	554
Consumable: Stationery, printing and office supplies	3 596	(392)	(2 857)	347	347	-	100.0%	3 699	1 647
Operating leases	37	(32)	96	101	101	-	100.0%	184	509
Property payments	-	-	-	-	-	-	-	-	9
Transport provided: Departmental activity	38 831	22 491	26 709	88 031	88 031	-	100.0%	104 893	104 030
Travel and subsistence	8 186	(11 169)	6 033	3 050	3 050	-	100.0%	9 505	11 604
Training and development	553	(36)	(491)	6	6	-	100.0%	509	47
Operating payments	519	170	(240)	449	449	-	100.0%	69	1 414
Venues and facilities	53	(79)	61	35	35	-	100.0%	442	312
Rental and hiring	-	-	-	-	-	-	-	-	6

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub programme 3.3: Immigration Services									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	-	420	-	420	417	3	99.3%	561	561
Provinces and municipalities	-	1	-	1	1	-	100.0%	-	-
Municipalities	-	1	-	1	1	-	100.0%	-	-
Municipal agencies and funds	-	1	-	1	1	-	100.0%	-	-
Households	-	419	-	419	416	3	99.3%	561	561
Social benefits	-	227	-	227	225	2	99.1%	561	561
Other transfers to households	-	192	-	192	191	1	99.5%	-	-
Payments for capital assets	-	364	(364)	-	-	-	-	50	50
Machinery and equipment	-	364	(364)	-	-	-	-	50	50
Other machinery and equipment	-	364	(364)	-	-	-	-	50	50
Total	315 532	3 902	(43 806)	275 628	275 625	3	100.0%	309 738	309 738

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub programme 3.4: Asylum Seekers									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	63 472	135	(8 117)	55 490	55 490	-	100.0%	57 396	57 394
Compensation of employees	21 999	3 765	(1 251)	24 513	24 513	-	100.0%	24 438	21 379
Salaries and wages	19 117	1 986	602	21 705	21 705	-	100.0%	22 541	18 862
Social contributions	2 882	1 779	(1 853)	2 808	2 808	-	100.0%	1 897	2 517
Goods and services	41 473	(3 630)	(6 866)	30 977	30 977	-	100.0%	32 958	36 015
Administrative fees	136	(104)	40	72	72	-	100.0%	166	100
Advertising	-	273	-	273	273	-	100.0%	3	-
Minor assets	1 234	(462)	(710)	62	62	-	100.0%	308	47
Catering: Departmental activities	142	96	(74)	164	164	-	100.0%	85	64
Communication (G&S)	374	(97)	(132)	145	145	-	100.0%	282	254
Computer services	6 546	(4 091)	3 385	5 840	5 840	-	100.0%	16 690	16 688
Consultants: Business and advisory services	3 830	2 621	1 123	7 574	7 574	-	100.0%	4 247	6 809
Contractors	17 718	(464)	(3 650)	13 604	13 604	-	100.0%	6 355	8 879
Agency and support / outsourced services	786	-	(786)	-	-	-	-	-	-
Entertainment	30	(2)	(17)	11	11	-	100.0%	26	17
Fleet services	390	(38)	(318)	34	34	-	100.0%	145	69
Consumable supplies	70	(11)	(52)	7	7	-	100.0%	16	13
Consumable: Stationery, printing and office supplies	2 855	(319)	(2 267)	269	269	-	100.0%	376	271
Operating leases	212	(2)	(111)	99	99	-	100.0%	85	69
Property payments	12	-	(12)	-	-	-	-	-	-
Travel and subsistence	5 025	(670)	(1 861)	2 494	2 494	-	100.0%	3 735	2 480
Training and development	102	(50)	(40)	12	12	-	100.0%	36	-
Operating payments	1 739	(47)	(1 573)	119	119	-	100.0%	56	42
Venues and facilities	272	(263)	189	198	198	-	100.0%	347	213
Transfers and subsidies	1	35	(1)	35	33	2	94.3%	34	34
Departmental agencies and accounts	1	1	(1)	1	-	1	-	-	-
Departmental agencies	1	1	(1)	1	-	1	-	-	-
Households	-	34	-	34	33	1	97.1%	34	34
Social benefits	-	34	-	34	33	1	97.1%	34	34

APPROPRIATION STATEMENT for the year ended 31 March 2015

Sub programme 3.4:Asylum Seekers									
	2014/15							2013/14	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Payments for capital assets	-	501	(17)	484	451	33	93.2%	96	96
Machinery and equipment	-	501	(17)	484	451	33	93.2%	96	96
Other machinery and equipment	-	501	(17)	484	451	33	93.2%	96	96
Total	63 473	671	(8 135)	56 009	55 974	35	99.9%	57 526	57 524

NOTES TO THE APPROPRIATION STATEMENT for the year ended 31 March 2015

- 1. Detail of transfers and subsidies as per Appropriation Act (after Virement):**
Detail of these transactions can be viewed in the note on Transfers and subsidies, Note 32 to Annexure 1B to the Annual Financial Statements.
- 2. Detail of specifically and exclusively appropriated amounts voted (after Virement):**
Detail of these transactions can be viewed in note 1 (Annual Appropriation) to the Annual Financial Statements.
- 3. Detail on payments for financial assets**
Detail of these transactions per programme can be viewed in the note on Payments for financial assets to the Annual Financial Statements.
- 4. Explanations of material variances from Amounts Voted (after Virement):**

4.1 Per programme	Final Appropriation	Actual Expenditure	Variance R'000	Variance as a % of Final Appropriation
Programme 1 Administration	1 949 339	1 949 055	284	100%
100% spending for Programme 1: Administration The underspending is due to WAIO				
Programme 2 Citizen Affairs	4 553 187	4 553 147	40	100%
100% spending for Programme 2 : Citizenship				
Programme 3 Immigration Affairs	721 176	721 126	50	100%
100% spending for Programme 3 : Immigration				

4.2 Per economic classification	Final Appropriation R'000	Actual Expenditure R'000	Variance R'000	Variance as a % of Final Appropriation R'000
Current payments				
Compensation of employees	2 661 871	2 661 870	1	100%
Goods and services	2 514 650	2 514 366	284	100%
Transfers and subsidies				
Provinces and municipalities	923	917	6	99%
Departmental agencies and accounts	1 762 637	1 762 634	3	100%
Households	18 837	18 820	17	100%
Payments for capital assets				
Buildings and other fixed structures	66 189	66 189	-	100%
Machinery and equipment	178 636	178 573	63	100%
Intangible assets	19 959	19 959	-	100%
Payments for financial assets				
	-	-	-	-

The underspending in Goods and Services and this is due to WAIO in Programme 1: Administration

STATEMENT OF FINANCIAL PERFORMANCE for the year ended 31 March 2015

	Note	2014/15 R'000	2013/14 R'000	Reconciliation of Net Surplus/(Deficit) for the year		
REVENUE						
Annual appropriation	1	7 223 702	6 994 717	Voted funds	374	2 165
Departmental revenue	2	767 104	744 116	Annual appropriation	374	2 165
				Departmental revenue and NRF Receipts	767 104	744 116
				SURPLUS/(DEFICIT) FOR THE YEAR	767 478	746 281
TOTAL REVENUE		7 990 806	7 738 833			
EXPENDITURE						
Current expenditure						
Compensation of employees	3	2 661 870	2 433 679			
Goods and services	4	2 514 366	2 442 719			
Total current expenditure		5 176 236	4 876 398			
Transfers and subsidies						
Transfers and subsidies	6	1 782 371	1 815 833			
Total transfers and subsidies		1 782 371	1 815 833			
Expenditure for capital assets						
Tangible assets	7	244 762	235 839			
Intangible assets	7	19 959	64 382			
Total expenditure for capital assets		264 721	300 221			
Payments for financial assets	5	-	100			
TOTAL EXPENDITURE		7 223 328	6 992 552			
SURPLUS/(DEFICIT) FOR THE YEAR		767 478	746 281			

STATEMENT OF FINANCIAL POSITION for the year ended 31 March 2015

	<i>Note</i>	2014/15 R'000	2013/14 R'000
ASSETS			
Current assets		1 177 850	1 111 802
Unauthorised expenditure	8	1 088 221	1 088 221
Cash and cash equivalents	9	83 658	5 951
Prepayments and advances	10	88	104
Receivables	11	5 883	17 526
Non-current assets		29 048	13 630
Receivables		29 048	13 630
TOTAL ASSETS		1 206 898	1 125 432
LIABILITIES			
Current liabilities		1 204 571	1 123 689
Voted funds to be surrendered to the Revenue Fund	12	374	2 165
Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund	13	229 329	106 637
Bank overdraft	14	226 592	368 733
Payables	15	748 276	646 154
TOTAL LIABILITIES		1 204 571	1 123 689
NET ASSETS		2 327	1 743
Represented by:			
Recoverable revenue		2 327	1 743
TOTAL		2 327	1 743

STATEMENT OF CHANGES IN NET ASSETS for the year ended 31 March 2015

	<i>Note</i>	2014/15	2013/14
		R'000	R'000
Recoverable revenue			
Opening balance		1 743	1 658
Transfers:		584	85
Debts recovered (included in departmental receipts)		584	85
Closing balance		2 327	1 743
TOTAL		2 327	1 743

CASH FLOW STATEMENT for the year ended 31 March 2015

	Note	2014/15 R'000	2013/14 R'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts		7 990 229	7 738 787
Annual appropriated funds received	1.1	7 223 702	6 994 717
Departmental revenue received	2	765 891	743 561
Interest received	2.3	636	509
Net (increase)/decrease in working capital		98 363	105 000
Surrendered to Revenue Fund		(646 577)	(1 498 492)
Current payments		(5 176 236)	(4 876 398)
Payments for financial assets		-	(100)
Transfers and subsidies paid		(1 782 371)	(1 815 833)
Net cash flow available from operating activities	16	483 408	(347 036)
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for capital assets	7	(264 721)	(300 221)
Proceeds from sale of capital assets	2.4	577	46
Net cash flows from investing activities		(264 144)	(300 175)
CASH FLOWS FROM FINANCING ACTIVITIES			
Increase/(decrease) in net assets		584	85
Net cash flows from financing activities		584	85
Net increase/(decrease) in cash and cash equivalents		219 848	(647 126)
Cash and cash equivalents at beginning of period		(362 782)	284 344
Cash and cash equivalents at end of period	9	(142 934)	(362 782)

ACCOUNTING POLICIES for the year ended 31 March 2015

Summary of significant accounting policies	
<p>The financial statements have been prepared in accordance with the following policies, which have been applied consistently in all material aspects, unless otherwise indicated.</p> <p>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.</p> <p>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.</p>	
1	<p>Basis of preparation The financial statements have been prepared in accordance with the Modified Cash Standard, except for approved departures as stated in paragraph 7.2 and 16.2 of the Accounting Policies.</p>
2	<p>Going concern The financial statements have been prepared on a going concern basis.</p>
3	<p>Presentation currency Amounts have been presented in the currency of the South African Rand (R) which is also the functional currency of the department.</p>
4	<p>Rounding Unless otherwise stated financial figures have been rounded to the nearest one thousand Rand (R'000).</p>
5	<p>Foreign currency translation Cash flows arising from foreign currency transactions are translated into South African Rands using the exchange rates prevailing at the date of payment / receipt.</p>
6	<p>Comparative information</p>
6.1	<p>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.</p>

6.2	<p>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.</p>
7	<p>Revenue</p>
7.1	<p>Appropriated funds Appropriated funds comprises of departmental allocations as well as direct charges against the revenue fund (i.e. statutory appropriation). Appropriated funds are recognised in the statement of financial performance on the date the appropriation becomes effective. Adjustments made in terms of the adjustments budget process are recognised in the statement of financial performance on the date the adjustments become effective. 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.</p>
7.2	<p>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.</p> <p>The department obtained the following departure from the Modified Cash Standard from National Treasury in respect of foreign revenue:</p> <p>Foreign Revenue Foreign revenue is collected by the Department of International Relations and Cooperation (DIRCO) on behalf of the department. This revenue is only recognised in the statement of financial performance when the following conditions are met:</p> <ul style="list-style-type: none"> • Complete, accurate and valid supporting documentation for the transactions is obtained from DIRCO, and • Cash relating to verified supporting documents is received by the department. <p>A payable is recognised in instances where cash is received from DIRCO without the corresponding supporting documents; documents have not been validated for accuracy and completeness; or where cash received has not been allocated to the respective accounts. The payable is disclosed in Note 15.</p> <p>A receivable is recognised to the extent to an amount due to the department from DIRCO, evidenced by valid, complete and accurate supporting documents, but for which no cash has been received. The receivable is disclosed as Accrued Departmental Revenue in Note 23, the details of which will be in Annexure 3.</p> <p>In terms of this departure, revenue is not recognised on the date cash is received, but only subsequently when the conditions set out in the departure are met. The reason for the departure is to allow for a verification process between cash received at our foreign missions by DIRCO against supporting documents.</p>

ACCOUNTING POLICIES for the year ended 31 March 2015

7.3	<p>Accrued departmental revenue Accruals in respect of departmental revenue (excluding tax revenue) are recorded in the notes to the financial statements when:</p> <ul style="list-style-type: none"> • it is probable that the economic benefits or service potential associated with the transaction will flow to the department; and • the amount of revenue can be measured reliably. <p>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.</p>
8	Expenditure
8.1	Compensation of employees
8.1.1	<p>Salaries and wages Salaries and wages are recognised in the statement of financial performance on the date of payment.</p>
8.1.2	<p>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.</p>
8.2	<p>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.</p>
8.3	<p>Accrued expenditure payable Accrued expenditure payable is recorded in the notes to the financial statements when the goods are received or, in the case of services, when they are rendered to the department. Accrued expenditure payable is measured at cost.</p>
8.4	Leases
8.4.1	<p>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.</p> <p>The operating lease commitments are recorded in the notes to the financial statements.</p>

8.4.2	<p>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:</p> <ul style="list-style-type: none"> • cost, being the fair value of the asset; or • the sum of the minimum lease payments made, including any payments made to acquire ownership at the end of the lease term, excluding interest.
9	Aid Assistance
9.1	<p>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.</p>
9.2	<p>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.</p>
10	<p>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. 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.</p>
11	<p>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.</p>
12	<p>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.</p>
13	<p>Investments Investments are recognised in the statement of financial position at cost.</p>

ACCOUNTING POLICIES for the year ended 31 March 2015

14	<p>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.</p>	16.3	<p>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.</p> <p>Internally generated intangible assets are recorded in the notes to the financial statements when the department commences the development phase of the project.</p> <p>Where the cost of intangible assets cannot be determined accurately, 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 that is of a capital nature is added to the cost of the asset at the end of the capital project unless the intangible asset is recorded by another department/entity in which case the completed project costs are transferred to that department.</p>
15	<p>Payables Loans and payables are recognised in the statement of financial position at cost.</p>	17	<p>Provisions and Contingents</p>
16	<p>Capital Assets</p>	17.1	<p>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.</p>
16.1	<p>Immovable capital assets Immovable capital assets are initially recorded in the notes to the financial statements at cost. Immovable capital assets acquired through a non-exchange transaction is measured at fair value as at the date of acquisition. Where the cost of immovable capital assets cannot be determined accurately, the immovable capital assets are measured at R1 unless the fair value of the asset has been reliably estimated, in which case the fair value is used. All assets acquired prior to 1 April 2002 (or a later date as approved by the OAG) may be recorded at R1. Immovable capital assets are subsequently carried at cost and are not subject to depreciation or impairment. Subsequent expenditure that is of a capital nature is added to the cost of the asset at the end of the capital project unless the immovable asset is recorded by another department in which case the completed project costs are transferred to that department.</p>	17.2	<p>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</p>
16.2	<p>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 accurately, the movable capital assets are measured at fair value and where fair value cannot be determined; the movable assets are measured at R1. All assets acquired prior to 1 April 2002 (or a later date as approved by the OAG) may be recorded at R1. Movable capital assets are subsequently carried at cost and are not subject to depreciation or impairment. Biological assets are subsequently carried at fair value.</p> <p>Subsequent expenditure that is of a capital nature is added to the cost of the asset at the end of the capital project unless the movable asset is recorded by another department/entity in which case the completed project costs are transferred to that department.</p> <p>The department obtained a departure from the Modified Cash Standard from National Treasury in terms of which certain movable capital assets (the ring-fenced assets) were recorded at the value stated as per the asset register on 3 June 2014 and not cost, fair value or R1. The departure was motivated by cost and economic considerations as it was not possible for the department to record the ring-fenced assets at cost or fair value.</p>	17.3	<p>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</p>
		17.4	<p>Commitments Commitments are recorded at cost in the notes to the financial statements when there is a contractual arrangement or an approval by management in a manner that raises a valid expectation that the department will discharge its responsibilities thereby incurring future expenditure that will result in the outflow of cash</p>

ACCOUNTING POLICIES for the year ended 31 March 2015

18	<p>Unauthorised expenditure Unauthorised expenditure is recognised in the statement of financial position until such time as the expenditure is either:</p> <ul style="list-style-type: none"> • approved by Parliament or the Provincial Legislature with funding and the related funds are received; or • approved by Parliament or the Provincial Legislature without funding and is written off against the appropriation in the statement of financial performance; or • transferred to receivables for recovery. <p>Unauthorised expenditure is measured at the amount of the confirmed unauthorised expenditure.</p>	21	<p>Changes in accounting policies, accounting estimates and errors Changes in accounting policies that are effected by 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 in policy. In such instances the department shall restate the opening balances of assets, liabilities and net assets for the earliest period for which retrospective restatement is practicable.</p> <p>Changes in accounting estimates are applied prospectively in accordance with MCS requirements.</p> <p>Correction of errors is applied retrospectively in the period in which the error has occurred in accordance with MCS requirements, except to the extent that it is impracticable to determine the period-specific effects or the cumulative effect of the error. In such cases the department shall restate the opening balances of assets, liabilities and net assets for the earliest period for which retrospective restatement is practicable.</p>
19	<p>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.</p> <p>Fruitless and wasteful expenditure is removed from the notes to the financial statements when it is resolved or transferred to receivables for recovery.</p> <p>Fruitless and wasteful expenditure receivables are measured at the amount that is expected to be recoverable and are de-recognised when settled or subsequently written-off as irrecoverable.</p>	22	<p>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.</p>
20	<p>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 there-of are provided in the note.</p> <p>Irregular expenditure is removed from the note when it is either condoned by the relevant authority, transferred to receivables for recovery or not condoned and is not recoverable.</p> <p>Irregular expenditure receivables are measured at the amount that is expected to be recoverable and are de-recognised when settled or subsequently written-off as irrecoverable.</p>	23	<p>Departures from the MCS requirements Management has concluded that the financial statements present fairly the department's primary and secondary information; that the department complied with the Standard, except for approved departures as stated in paragraph 7.2 and 16.2 of the Accounting Policies.</p>
		24	<p>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</p>
		25	<p>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.</p>
		26	<p>Related party transactions A related party transaction is a transfer of resources, services or obligations between the reporting entity and a related party. Related party transactions are recorded in the notes to the financial statements when the transaction is not at arm's length.</p>

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

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):

	2014/15		2013/14	
	Final Appropriation	Actual Funds Received	Funds not requested/ not received	Appropriation received
	R'000	R'000	R'000	R'000
Administration	1 949 339	1 949 339	-	1 825 084
Citizen affairs	4 553 187	4 553 187	-	4 347 984
Immigration affairs	721 176	721 176	-	821 649
Total	7 223 702	7 223 702	-	6 994 717

The department received a budget allocation of R 7,2 billion for the 2014/15 financial year after adjustment estimates

The adjusted budget allocated for the 2013/14 financial year (R 6,9 billion) is inclusive of a once off allocation amounting to R 426 million in respect of self-financing for issuing of enabling documents.

The budget allocation for 2014/15 has in effect increased as compared to the previous financial year. The increase is mainly attributed to the additional amount of R 600 million in respect of self-financing for issuing of face value documents such as passports.

2. Departmental revenue

	Note	2014/15	2013/14
		R'000	R'000
Sales of goods and services other than capital assets	2.1	711 880	676 132
Fines, penalties and forfeits	2.2	46 850	61 360
Interest, dividends and rent on land	2.3	636	509
Sales of capital assets	2.4	577	46
Transactions in financial assets and liabilities	2.5	7 161	6 069
Total revenue collected		767 104	744 116
Departmental revenue collected		767 104	744 116

The increase in revenue on sales of goods and services other than capital assets can be attributed to the improvement of operations in managing the collection and recording of revenue from DIRCO. Departmental revenue for 2013/14 was re-stated (see note 31.1)

2.1 Sales of goods and services other than capital assets

	Note	2014/15	2013/14
		R'000	R'000
Sales of goods and services produced by the department	2	711 868	676 125
Sales by market establishment		2 698	2 405
Administrative fees		708 894	673 628
Other sales		276	92
Sales of scrap, waste and other used current goods		12	7
Total		711 880	676 132

2.2 Fines, penalties and forfeits

	Note	2014/15	2013/14
		R'000	R'000
Fines		31 407	54 793
Penalties		6 320	6 506
Forfeits		9 123	61
Total		46 850	61 360

2.3 Interest, dividends and rent on land

	Note	2014/15	2013/14
		R'000	R'000
Interest	2	636	509
Total		636	509

2.4 Sale of capital assets

	Note	2014/15	2013/14
		R'000	R'000
Tangible assets		577	46
Machinery and equipment	28	577	46
Total		577	46

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

2.5 Transactions in financial assets and liabilities

	Note	2014/15	2013/14
	2	R'000	R'000
Receivables		3 227	2 646
Other Receipts including Recoverable Revenue		3 934	3 423
Total		7 161	6 069

3. Compensation of employees

3.1 Salaries and Wages

	Note	2014/15	2013/14
		R'000	R'000
Basic salary		1 880 376	1 681 154
Performance award		7 560	12 655
Service Based		2 968	3 502
Compensative/circumstantial		59 034	53 454
Periodic payments		145	2 530
Other non-pensionable allowances		328 669	322 351
Total		2 278 752	2 075 646

The increase in the COE is due to the appointment of staff as well as the general cost of living increase of Salary levels 1 to 12 - increase 7.4%, Salary level 13 - increase 6.2% and Salary levels 14 upwards 5.7% and the pay progression of 1.5%. During 2014/15 there were Salary level upgrades from level 9 to 10 and 11 to 12 as per DPSA circular 4 of 2014.

3.2 Social contributions

	Note	2014/15	2013/14
Employer contributions		R'000	R'000
Pension		242 982	217 388
Medical		139 503	140 074
Bargaining council		633	571
Total		383 118	358 033
Total compensation of employees		2 661 870	2 433 679
Average number of employees		9 741	9 496

4. Goods and services

	Note	2014/15	2013/14
		R'000	R'000
Administrative fees		14 998	17 739
Advertising		10 846	14 808
Minor assets	4.1	20 481	18 926
Bursaries (employees)		2 255	2 376
Catering		2 719	5 295
Communication		78 630	119 246
Computer services	4.2	552 104	527 588
Consultants: Business and advisory services		40 260	35 060
Legal services		34 269	45 447
Contractors		136 397	125 844
Agency and support / outsourced services		142 826	99 075
Entertainment		408	532
Audit cost – external	4.3	32 733	26 905
Fleet services		91 613	89 669
Inventory	4.4	5 673	4 776
Consumables	4.5	504 692	398 191
Housing		-	-
Operating leases		276 177	288 820
Property payments	4.6	236 972	234 638
Rental and hiring		829	492
Transport provided as part of the departmental activities		89 319	104 030
Travel and subsistence	4.7	170 369	224 110
Venues and facilities		9 170	10 325
Training and development		8 752	12 700
Other operating expenditure	4.8	51 874	36 127
Total		2 514 366	2 442 719

The expenditure for Contractors for 2013/14 has been restated to address audit finding on capital expenditure that was previously expensed for refurbishments of the "Look and Feel" (See Note 31.1)

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

4.1 Minor assets

	Note	2014/15	2013/14
	4	R'000	R'000
Tangible assets		20 481	18 926
Machinery and equipment		20 481	18 924
Transport assets		-	2
Total		20 481	18 926

4.2 Computer services

	Note	2014/15	2013/14
	4	R'000	R'000
SITA computer services		153 915	88 180
External computer service providers		398 189	439 408
Total		552 104	527 588

4.3 Audit cost – External

	Note	2014/15	2013/14
	4	R'000	R'000
Regularity audits		32 733	26 905
Total		32 733	26 905

4.4 Inventory

	Note	2014/15	2013/14
	4	R'000	R'000
Clothing material and accessories		5 673	4 776
Total		5 673	4 776

4.5 Consumables

	Note	2014/15	2013/14
	4	R'000	R'000
Consumable supplies		20 087	15 023
Uniform and clothing		4	38
Household supplies		8 882	5 612
Building material and supplies		6 489	3 482
Communication accessories		13	3
IT consumables		2 893	2 754
Other consumables		1 806	3 134
Stationery, printing and office supplies		484 605	383 168
Total		504 692	398 191

4.6 Property payments

	Note	2014/15	2013/14
	4	R'000	R'000
Municipal services		3	-
Property management fees		46 018	48 491
Property maintenance and repairs		95 092	101 153
Other		95 859	84 994
Total		236 972	234 638

4.7 Travel and subsistence

	Note	2014/15	2013/14
	4	R'000	R'000
Local		162 127	206 549
Foreign		8 242	17 561
Total		170 369	224 110

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

4.8 Other operating expenditure

	Note	2014/15	2013/14
	4	R'000	R'000
Professional bodies, membership and subscription fees		79	81
Resettlement costs		3 318	4 677
Other		48 477	31 369
Total		51 874	36 127

5. Payments for financial assets

	Note	2014/15	2013/14
		R'000	R'000
Debts written off	5.1	-	100
Total		-	100

5.1 Debts written off

	Note	2014/15	2013/14
		R'000	R'000
Nature of debts written off	5		
Ex-employees		-	68
Revenue		-	32
Total debt written off		-	100

6. Transfers and subsidies

	Note	2014/15	2013/14
		R'000	R'000
Provinces and municipalities	32	917	871
Departmental agencies and accounts	Annex 1A	1 762 634	1 803 709
Households	Annex 1B	18 820	11 253
Total		1 782 371	1 815 833

Unspent funds transferred to the above beneficiaries - -

The decrease in transfers to Departmental Agencies is as a result of the reduction in the allocation for Film and Publication Board, which no longer forms part of the transfers from 2015/16

7. Expenditure for capital assets

	Note	2014/15	2013/14
		R'000	R'000
Tangible assets		244 762	235 839
Buildings and other fixed structures	30	66 188	50 593
Machinery and equipment	28	178 574	185 246
Intangible assets		19 959	64 382
Software	29	19 959	64 382
Total		264 721	300 221

7.1 Analysis of funds utilised to acquire capital assets – 2014/15

	Voted funds	Aid assistance	Total
	R'000	R'000	R'000
Tangible assets	244 762	-	244 762
Buildings and other fixed structures	66 188	-	66 188
Machinery and equipment	178 574	-	178 574
Intangible assets	19 959	-	19 959
Software	19 959	-	19 959
Total	264 721	-	264 721

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

7.2 Analysis of funds utilised to acquire capital assets – 2013/14

	Voted funds R'000	Aid assistance R'000	Total R'000
Tangible assets	235 839	-	235 839
Buildings and other fixed structures	50 593	-	50 593
Machinery and equipment	185 246	-	185 246
Intangible assets	64 382	-	64 382
Software	64 382	-	64 382
Total	300 221	-	300 221

The expenditure for Buildings and other fixed structures for 2013/14 have been restated to address audit finding on capital expenditure that was previously expensed for refurbishments of the "Look and Feel" (See Note 31.1)

8. Unauthorised expenditure

8.1 Reconciliation of unauthorised expenditure

	Note	2014/15 R'000	2013/14 R'000
Opening balance		1 088 221	1 088 221
Prior period error		-	-
As restated		1 088 221	1 088 221
Unauthorised expenditure awaiting authorisation/ written off		1 088 221	1 088 221

8.2 Analysis of unauthorised expenditure awaiting authorisation per economic classification

	2014/15 R'000	2013/14 R'000
Current	1 088 221	1 088 221
Capital	-	-
Total	1 088 221	1 088 221

8.3 Analysis of unauthorised expenditure awaiting authorisation per type

	2014/15 R'000	2013/14 R'000
Unauthorised expenditure relating to overspending of the vote or a main division within a vote	1 088 221	1 088 221
Total	1 088 221	1 088 221

9. Cash and cash equivalents

	Note	2014/15 R'000	2013/14 R'000
Consolidated Paymaster General Account		81 157	3 445
Cash receipts		-	16
Cash on hand		2 501	2 490
Total		83 658	5 951

10. Prepayments and advances

	Note	2014/15 R'000	2013/14 R'000
Travel and subsistence		88	104
Total		88	104

11. Receivables

		2014/15				2013/14
	Note	R'000	R'000	R'000	R'000	R'000
		Less than one year	One to three years	Older than three years	Total	Total
Claims recoverable	11.1 <i>Annex3</i>	555	74	40	669	619
Recoverable expenditure	11.2	2 321	9	20 547	22 877	20 553
Staff debt	11.3	3 023	3 587	4 572	11 182	9 742
Other debtors	11.4	(16)	(3)	222	203	242
Total		5 883	3 667	25 381	34 931	31 156

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

11.1 Claims recoverable

	Note	2014/15	2013/14
	11	R'000	R'000
National departments		386	384
Provincial departments		283	235
Total		669	619

11.2 Recoverable expenditure (disallowance accounts)

	Note	2014/15	2013/14
	11	R'000	R'000
Disallowance Payment Fraud		13 490	-
Sal: Insurance Deductions		-	1
Disallowance Damages and Losses		9 189	20 539
Sal: ACB Recalls		9	-
Sal: Reversal Account		183	-
Sal: Pension		-	13
Sal: Medical Aid		6	-
Total		22 877	20 553

11.3 Staff debt

	Note	2014/15	2013/14
	11	R'000	R'000
Sal: Tax Debt		29	-
Debt Account		11 153	9 742
Total		11 182	9 742

11.4 Other debtors

	Note	2014/15	2013/14
	11	R'000	R'000
Financial Assistance		203	242
Total		203	242

11.5 Impairment of receivables

	Note	2014/15	2013/14
	11	R'000	R'000
Estimate of impairment of receivables		17 832	-
Total		17 832	-

The impairment of receivables relates to irrecoverable staff debt and disallowed expenditure that is irrecoverable.

12. Voted funds to be surrendered to the Revenue Fund

	Note	2014/15	2013/14
		R'000	R'000
Opening balance		2 165	140 640
Prior period error		-	-
As restated		2 165	140 640
Transfer from statement of financial performance (as restated)		374	2 165
Paid during the year		(2 165)	(140 640)
Closing balance		374	2 165

13. Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund

	Note	2014/15	2013/14
		R'000	R'000
Opening balance		106 637	720 373
Prior period error		-	-
As restated		106 637	720 373
Transfer from Statement of Financial Performance (as restated)		767 104	744 116
Paid during the year		(644 412)	(1 357 852)
Closing balance		229 329	106 637

Prior year's departmental revenue figures have been restated in addressing the audit findings raised by the Auditor General. The restatement affects foreign revenue and fines and penalties.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

13.1 Prior period error

	Note	2014/15 R'000
Nature of prior period error	13	2 511
Relating to 2013/14		2 511
Total		2 511

Prior year's departmental revenue figures have been restated in addressing the audit findings raised by the Auditor General

14. Bank Overdraft

	Note	2014/15 R'000	2013/14 R'000
Consolidated Paymaster General Account		226 592	368 733
Total		226 592	368 733

15. Payables – current

	Note	2014/15 R'000	2013/14 R'000
Clearing accounts	15.1	746 873	645 098
Other payables	15.2	1 403	1 056
Total		748 276	646 154

15.1 Clearing accounts

	Note	2014/15 R'000	2013/14 R'000
Boat/Plane Stowaway Deposits	15	-	871
Sal: Income Tax		1 308	120
DIRCO		609 870	529 977
Sal: Pension Fund		331	-
Immigration Control		135 363	113 740
Salary: Medical, Garnishee Order, ACB recalls		-	58
Sal: Reversal Control		-	331
Sal: Tax Debt		-	1
Sal: Bargaining Council		1	-
Total		746 873	645 098

Prior year's departmental revenue figures have been restated for DIRCO and Immigration Control have been restated in addressing the audit findings raised by Auditor General (See Note 31.1)

15.2 Other payables

	Note	2014/15 R'000	2013/14 R'000
Debt Receivable Interest	15	1 403	1 056
Total		1 403	1 056

16. Net cash flow available from operating activities

	Note	2014/15 R'000	2013/14 R'000
Net surplus/(deficit) as per Statement of Financial Performance		767 478	746 281
Add back non cash/cash movements not deemed operating activities		(284 070)	(1 093 317)
(Increase)/decrease in receivables – current		(3 775)	(3 551)
(Increase)/decrease in prepayments and advances		16	(36)
Increase/(decrease) in payables – current		102 122	108 587
Proceeds from sale of capital assets		(577)	(46)
Expenditure on capital assets		264 721	300 221
Surrenders to Revenue Fund		(646 577)	(1 498 492)
Net cash flow generated by operating activities		483 408	(347 036)

Prior year's years figures restated to address decrease (restatement) in payables and increase (restatement) in Revenue (See Note 31.1)

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

17. Reconciliation of cash and cash equivalents for cash flow purposes

	Note	2014/15 R'000	2013/14 R'000
Consolidated Paymaster General account		(145 435)	(365 288)
Cash receipts		-	16
Cash on hand		2 501	2 490
Total		(142 934)	(362 782)

18. Contingent liabilities and contingent assets

18.1 Contingent liabilities

Liable to	Nature	Note	2014/15 R'000	2013/14 R'000
Motor vehicle guarantees	Employees	<i>Annex 2A</i>	37	135
Housing loan guarantees	Employees	<i>Annex 2A</i>	196	257
Claims against the department		<i>Annex 2B</i>	1 040 886	1 434 573
Intergovernmental payables (unconfirmed balances)		<i>Annex 4</i>	33 851	135 992
Other		<i>Annex 2B</i>	6 011	7 613
Total			1 080 981	1 578 570

The contingent liability amount has reduced as compared to last financial year. The reduction is due to the claims made against the department decreasing from R 1; 4 billion to R1 billion as legal matters have been resolved.

The Confirmed Intergovernmental Payable for DIRCO was restated. (See Note 31.1)

18.2 Contingent assets

Nature of contingent asset	Note	2014/15 R'000	2013/14 R'000
Department of International Relations and Cooperation.		907 801	807 733
Incapacity Leave and ill health Retirement (PILIR) application not yet approved		1 430	1 430
Possible recovery of theft of state funds-Wynberg District		1 078	1 300
Total		910 309	810 463

Prior year's balances for Department of International Relations and Cooperation contingent asset have been restated in addressing the audit opinion and audit findings raised by the Auditor-General (See note 31.1)

19. Commitments

	Note	2014/15 R'000	2013/14 R'000
Current expenditure			
Approved and contracted		3 911 855	3 232 492
Approved but not yet contracted		6 628	318 528
		3 918 483	3 551 020
Capital expenditure			
Approved and contracted		6 279	72 503
Approved but not yet contracted		-	3 008
		6 279	75 511
Total Commitments		3 924 762	3 626 531

Prior year's balances for Commitments have been restated to address the audit findings. (See Note 31.1)

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

20. Accruals and payables not recognised

	2014/15			2013/14
	R'000			R'000
Listed by economic classification				
	30 Days	30+ Days	Total	Total
Goods and services	210 311	72 053	282 364	247 070
Capital assets	3 325	75	3 400	21 452
Total	213 636	72 128	285 764	268 522

	<i>Note</i>	2014/15	2013/14
		R'000	R'000
Listed by programme level			
Programme 1: Administration		56 580	148 925
Programme 2: Citizen Affairs		173 925	90 950
Programme 3: Immigration Affairs		55 259	28 647
Total		285 764	268 522

	<i>Note</i>	2014/15	2013/14
		R'000	R'000
Confirmed balances with other departments	<i>Annex 4</i>	296 335	163 599
Total		296 335	163 599

There is an increase in the goods and services accruals in comparison to last financial year. Re-statements on accruals balances were effected to address audit findings

21. Employee benefits

	<i>Note</i>	2014/15	2013/14
		R'000	R'000
Leave entitlement		91 586	89 754
Service bonus (Thirteenth cheque)		81 381	75 017
Performance awards		173	617
Capped leave commitments		121 521	124 109
Other		2 129	2 816
Total		296 790	292 313

Leave entitlement for 2013/14 was restated to account for leave taken in the current year, but was deducted in the previous year's leave liability.

'Other' represents the amount long term service awards, last financial year's payments made have been used as a comparative for 2013/14.

22. Lease commitments

22.1 Operating leases expenditure

2014/15	Buildings and other fixed structures	Machinery and equipment	Total
Not later than 1 year	300 550	87	300 637
Later than 1 year and not later than 5 years	395 552	195	395 747
Later than five years	25 055	-	25 055
Total lease commitments	721 157	282	721 439

2013/14	Buildings and other fixed structures	Machinery and equipment	Total
Not later than 1 year	281 739	87	281 826
Later than 1 year and not later than 5 years	579 526	289	579 815
Later than five years	55 855	-	55 855
Total lease commitments	917 120	376	917 496

There is a decrease from 2013/14 R 917 million to 2014/15 R 721 million on leases due to agreement lapses.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

22.2 Finance leases expenditure

2014/15	Buildings and other fixed structures	Machinery and equipment	Total
Not later than 1 year	-	8 485	8 485
Later than 1 year and not later than 5 years	-	6 769	6 769
Total lease commitments	-	15 254	15 254

2013/14	Buildings and other fixed structures	Machinery and equipment	Total
Not later than 1 year	-	7 059	7 059
Later than 1 year and not later than 5 years	-	6 770	6 770
Total lease commitments	-	13 829	13 829

23. Accrued departmental revenue

	Note	2014/15 R'000	2013/14 R'000
Sales of goods and services other than capital assets		461 541	332 175
Fines, penalties and forfeits		67 562	43 014
Other		59 501	65 417
Total		588 604	440 606

Prior year's departmental figures have been restated in addressing the audit findings raised by the Auditor General. The restatement affects foreign revenue and fines and penalties.

Other accrued departmental revenue relates to the settlement discussion of the Gijima matter an amount with a cost value of R80 million was set aside as the credit for DHA against which DHA would set off services performed by Gijima upon request as per clause 3.8.4.1 of the Settlement Agreement. The balance remaining at 31 March 2015 is R59,5 million

23.1 Analysis of accrued departmental revenue

	Note	2014/15 R'000	2013/14 R'000
Opening balance		440 606	796 380
Less: amounts received		381 105	314 659
Add: amounts recognised		529 103	440 606
Less: amounts written-off/reversed as irrecoverable		-	481 721
Closing balance		588 604	440 606

23.2 Accrued department revenue written off

	Note	2014/15 R'000	2013/14 R'000
Nature of losses			
The department wrote off the receivable relating to S50 (1) fines imposed as part of the Immigration Regulation Act of 2011, based on the approval from National Treasury.		-	481 721
Total		-	481 721

24. Irregular expenditure

24.1 Reconciliation of irregular expenditure

	Note	2014/15 R'000	2013/14 R'000
Opening balance		468 875	468 145
Prior period error		-	-
As restated		468 875	468 145
Add: Irregular expenditure – relating to prior year		-	-
Add: Irregular expenditure – relating to current year		1 809	730
Closing balance		470 684	468 875

Analysis of awaiting condonation per age classification

Current year	1 809	730
Prior years	468 875	468 145
Total	470 684	468 875

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

The department concluded its evaluation into four cases of irregular expenditure reported on in the 2013/14 annual report. These have been referred by the AGSA for further assessment to determine the nature of the expenditure.

During the year, certain procurement transactions were deemed as possible irregular expenditure. These matters are under investigation. Prior year irregular expenditure was re-stated (See Note 24.3 and 31.1)

24.2 Details of irregular expenditure – current year

Incident	Disciplinary steps taken/criminal proceedings	2014/15 R'000
One quote utilised without a deviation	Under investigation	890
Expired lease contracts	Under investigation	4
Procuring process not in line with laws and regulations	Under investigation	915
Total		1 809

24.3 Prior period error

	Note	2013/14 R'000
Nature of prior period error	31.1	
Relating to 2013/14		(40)
Non-compliance cases incorrectly disclosed as irregular expenditure		(40)
Total		(40)

25. Fruitless and wasteful expenditure

25.1 Reconciliation of fruitless and wasteful expenditure

	Note	2014/15 R'000	2013/14 R'000
Opening balance		335 855	335 714
Prior period error		-	-
As restated		335 855	335 714
Fruitless and wasteful expenditure – relating to prior year		-	-
Fruitless and wasteful expenditure – relating to current year		58	141
Fruitless and wasteful expenditure awaiting resolution		335 913	335 855

25.2 Analysis of awaiting resolution per economic classification

	2014/15 R'000	2013/14 R'000
Current	335 913	335 855
Capital	-	-
Total	335 913	335 855

25.3 Analysis of Current year's fruitless and wasteful expenditure

Incident	Disciplinary steps taken/criminal proceedings	2014/15 R'000
Penalty and interest fees on late payment	Under investigation	58
Total		58

26. Related party relationships

1. Film and Publication Board: *To ensure efficient and effective consumer protection through regulation of media content.*
2. Electoral Commission: *It is a Chapter 9 constitutional institution reporting directly to Parliament and manages the national, provincial and municipal elections*
3. Government Printing Works: *For the provision of security printing services to the department including the stationery and printing on the goods and services.*

27. Key management personnel

	No. of Individuals	2014/15 R'000	2013/14 R'000
Political office bearers	3	3 825	3 841
Officials:			
Level 15 to 16	17	17 928	14 949
Level 14	45	40 405	38 675
Total		62 158	57 465

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

28. Movable Tangible Capital Assets

MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2015

	Opening balance	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	1 272 930	167 767	89 973	1 350 724
Transport assets	205 552	4 576	14 003	196 125
Computer equipment	830 123	103 603	65 847	867 879
Furniture and office equipment	109 417	14 666	9 574	114 509
Other machinery and equipment	127 838	44 922	549	172 211
TOTAL MOVABLE TANGIBLE CAPITAL ASSETS	1 272 930	167 767	89 973	1 350 724

Movable Tangible Capital Assets under investigation	Number	Value
Included in the above total of the movable tangible capital assets per assets per the asset register are assets that are under investigation		
Machinery and equipment	255	7 360

28.1 Additions

ADDITIONS TO MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2015

	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	178 574	693	-	(11 500)	167 767
Transport assets	4 230	346	-	-	4 576
Computer equipment	108 732	183	-	(5 312)	103 603
Furniture and office equipment	17 608	39	-	(2 981)	14 666
Other machinery and equipment	48 004	125	-	(3 207)	44 922
TOTAL ADDITIONS TO MOVABLE	178 574	693	-	(11 500)	167 767

28.2 Disposals

DISPOSALS OF MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2015

	Sold for cash	Transfer out or destroyed or scrapped	Total disposals	Cash Received Actual
	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	82 984	6 989	89 973	577
Transport assets	11 062	2 941	14 003	-
Computer equipment	63 038	2 809	65 847	577
Furniture and office equipment	8 884	690	9 574	-
Other machinery and equipment	-	549	549	-
TOTAL DISPOSAL OF MOVABLE TANGIBLE CAPITAL ASSETS	82 984	6 989	89 973	577

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

28.3 Movement for 2013/14

MOVEMENT IN TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2014

	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	1 042 937	10 918	253 924	34 849	1 272 930
Transport assets	212 463	1 505	253	8 669	205 552
Computer equipment	694 250	2 416	153 607	20 150	830 123
Furniture and office equipment	90 966	312	20 206	3 067	109 417
Other machinery and equipment	45 258	6 685	78 858	2 963	127 838
TOTAL MOVABLE TANGIBLE CAPITAL ASSETS	1 042 937	10 918	253 924	34 849	1 272 930

Prior period error

	Note	2013/14 R'000
Nature of prior period error	28	78 950
Additions restated		84 828
Disposals restated		(5 878)
Total		78 950

28.4 Minor assets

MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2015

	Heritage assets	Machinery and equipment	Biological assets	Total
	R'000	R'000	R'000	R'000
Opening balance	-	187 295	-	187 295
Additions	-	19 021	-	19 021
Disposals	-	25 320	-	25 320
TOTAL MINOR ASSETS	-	180 996	-	180 996
	Heritage assets	Machinery and equipment	Biological assets	Total
Number of minor assets at cost	-	137 936	-	137 936
TOTAL NUMBER OF MINOR ASSETS	-	137 936	-	137 936

Movable Tangible Minor Assets under investigation

	Number	Value
Included in the above total of the movable tangible capital assets per assets per the asset register are assets that are under investigation		
Machinery and equipment	1 651	1 811

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2014

	Heritage assets R'000	Machinery and equipment R'000	Biological assets R'000	Total R'000
Opening balance	-	179 669	-	179 669
Prior period error	-	3 463	-	3 463
Additions	-	20 282	-	20 282
Disposals	-	16 119	-	16 119
TOTAL MINOR ASSETS	-	187 295	-	187 295

	Heritage assets	Machinery and equipment	Biological assets	Total
Number of minor assets at cost	-	151 411	-	151 411
TOTAL NUMBER OF MINOR ASSETS	-	151 411	-	151 411

Prior period error	<i>Note</i> 27.4	2013/14 R'000
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Nature of prior period error

Relating to 2013/14	12 532
Disposals restated	12 532
Total	12 532

28.5 Movable assets written off

MOVABLE ASSETS WRITTEN OFF FOR THE YEAR ENDED AS AT 31 MARCH 2015

	Heritage assets R'000	Machinery and equipment R'000	Biological assets R'000	Total R'000
Assets written off	-	-	-	-
TOTAL MOVABLE ASSETS WRITTEN OFF	-	-	-	-

MOVABLE ASSETS WRITTEN OFF FOR THE YEAR ENDED AS AT 31 MARCH 2014

	Heritage assets R'000	Machinery and equipment R'000	Biological assets R'000	Total R'000
Assets written off	-	28 755	-	28 755
TOTAL MOVABLE ASSETS WRITTEN OFF	-	28 755	-	28 755

29. Intangible Capital Assets

MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2015

	Opening balance R'000	Additions R'000	Disposals R'000	Closing Balance R'000
SOFTWARE	943 296	19 959	545 737	417 518
TOTAL INTANGIBLE CAPITAL ASSETS	943 296	19 959	545 737	417 518

Intangible Capital Assets under investigation

	Number	Value
Included in the above total of the intangible capital assets per the asset register are assets that are under investigation:		
Software	2	5 020

29.1 Additions

ADDITIONS TO INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2015

	Cash R'000	Non- Cash R'000	(Development work in progress – current costs) R'000	Received current year, not paid (Paid current year, received prior year) R'000	Total R'000
SOFTWARE	19 959	-	-	-	19 959
TOTAL ADDITIONS TO INTANGIBLE CAPITAL ASSETS	19 959	-	-	-	19 959

Intangible assets have been restated to address audit findings 2013/14

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

29.2 Disposals

DISPOSALS OF INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2015

	Sold for cash	Transfer out or destroyed or scrapped	Total disposals	Cash Received Actual
	R'000	R'000	R'000	R'000
SOFTWARE	-	545 737	545 737	-
TOTAL DISPOSALS OF INTANGIBLE CAPITAL ASSETS	-	545 737	545 737	-

29.3 Movement for 2013/14

MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2014

	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
SOFTWARE	1 023 062	(9 613)	117 815	187 968	943 296
TOTAL INTANGIBLE CAPITAL ASSETS	1 023 062	(9 613)	117 815	187 968	943 296
Prior period error			<i>Note</i>		2013/14
			29.3		R'000
Nature of prior period error					46 197
Relating to prior financial years					
Additions restated accounting for software not disclosed as assets					46 197
Total					46 197

30. Immovable Tangible Capital Assets

MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2015

	Opening balance	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	74 454	66 188	22 783	117 859
Non-residential buildings	74 454	66 188	22 783	117 859
TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	74 454	66 188	22 783	117 859

30.1 Additions

ADDITIONS TO IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2015

	Cash	Non-cash	(Capital Work in Progress current costs and finance lease payments)	Received current, not paid (Paid current year, received prior year)	Total
	R'000	R'000	R'000	R'000	R'000
BUILDING AND OTHER FIXED STRUCTURES	66 188	-	-	-	66 188
Non-residential buildings	66 188	-	-	-	66 188
TOTAL ADDITIONS TO IMMOVABLE TANGIBLE CAPITAL ASSETS	66 188	-	-	-	66 188

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

30.2 Disposals

DISPOSALS OF IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2015

	Sold for cash	Transfer out or destroyed or scrapped	Total disposals	Cash Received Actual
	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	-	22 783	22 783	-
Non-residential buildings	-	22 783	22 783	-
TOTAL DISPOSALS OF IMMOVABLE TANGIBLE CAPITAL ASSETS	-	22 783	22 783	-

30.3 Movement for 2013/14

MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2014

	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	-	23 861	50 593	-	74 454
Non-residential buildings	-	23 861	50 593	-	74 454
TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	-	23 861	50 593	-	74 454

Prior period error

	Note	2013/14
	30	R'000
Nature of prior period error		
Relating to 2008/09 to 2012/13		23 861
Improvements to Private Leased and State Owned Buildings were not capitalised		23 861
Relating to 2013/14		45 960
Improvements to Private Leased and State Owned Buildings were not capitalised and included in additions		45 960
Total		69 821
Restatements above relate to improvements to Private Leased and state Owned Buildings which were not capitalised and included in additions		

30.4 Immovable assets valued at R1

IMMOVABLE ASSETS VALUED AT R1 IN THE ASSET REGISTER AS AT 31 MARCH 2014

	Buildings and other fixed structures	Heritage assets	Land and sub-soil assets	Total
	R'000	R'000	R'000	R'000
R1 Immovable assets	3	-	-	3
TOTAL	3	-	-	3

The R3 relates to assets valued at R1 value for 2009/10 for offices where invoices could not be retrieved

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

31. Prior period errors

31.1 Correction of prior period errors

	<i>Note</i>	2013/14 R'000		<i>Note</i>	2013/14 R'000
Expenditure:					
Goods and Services: Contractors	4	(45 960)			
Expenditure for Capital Assets: Buildings and other structures	7.2	45 960			
Net effect		-			
Payables					
DIRCO Clearing account restated to address audit finding	15.1	(3 479)			
Immigration Control Clearing account restated to address audit finding	15.1	968			
Immigration Control Clearing account restated to recognise amount owed to African Renaissance Fund		1 887			
Net effect		(624)			
Revenue:					
Sales of goods and services other than capital assets	2.1	2 352			
Fines, penalties and forfeits	2.2	159			
Net effect		2 511			
Net cash flow available from operating activities					
Net surplus(deficit) as per Statement of Financial Performance	16	2 511			
Increase/(decrease) in payables (current)		(2 511)			
Net effect		-			
Commitments					
Current Expenditure					
Approved and Contracted	19	859 310			
Approved but not yet contracted		6 056			
Capital Expenditure					
Approved and Contracted		72 503			
Approved but not yet contracted		3 008			
Net Effect		940 877			
Accruals					
Correct understatement					17 662
Correct overstatement	20				(9 807)
Net Effect					7 855
Assets: Accrued departmental revenue					
Sales of goods and services other than capital assets	23				98 814
Fines, penalties and forfeits	23				931
Other: Services to be rendered by GIJIMA	23				65 417
Net Effect					165 162
Claims recoverable					
Unconfirmed balance-DIRCO	3				(6 822)
Confirmed balance-DIRCO	3				3 343
Net Effect					(3 479)
Receivables					
Current Receivables restated as non-current in Financial Position				<i>Annex</i>	(13 630)
Non-current restated in financial Position					13 630
Net Effect					-
Contingent assets					
Dirco-Contingent assets restated	18.2				(6 822)
Net Effect					(6 822)
Liabilities: Revenue to be surrendered					
Revenue to be surrendered restated	13				2 511
Net Effect					2 511

NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

	Note	2013/14 R'000		Note	2013/14 R'000
Employee Benefits (other)					
Long term service bonus not included in 2013/14 financial year	21	2 816			
Leave entitlement					
Restated to account for leave taken in the current year, but was deducted in the previous year's leave liability	21	20 540			
Net Effect		23 356			
 Intergovernmental Payables	 Annex				
Unconfirmed balance-DIRCO	4	37 344			
Confirmed balance-DIRCO	20	(37 344)			
Net Effect		-			
 Irregular Expenditure	 24				
Irregular Expenditure relating to prior period		(40)			
Net Effect		(40)			
 Moveable Tangible Capital Assets	 28				
Additions		84 828			
Disposal		(5 878)			
Net Effect		78 950			
 Minor Assets	 28				
Disposals		12 532			
Net Effect		12 532			
Intangible Capital Assets	29				
Additions					46 197
Net effect					46 197
 Immovable Tangible Capital Assets	 30				
Prior period error additions					23 861
Additions					45 960
Net effect					69 821
 Cash and Cash Equivalents	 17				
Account for fund not recognised as a payable					1 887
Net effect					1 887

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

ANNEXURE 1A

STATEMENT OF CONDITIONAL GRANTS PAID TO MUNICIPALITIES

NAME OF MUNICIPALITY	GRANT ALLOCATION				TRANSFER		
	Division of Revenue Act	Roll Overs	Adjustments	Total Available	Actual Transfer	Funds Withheld	Re-allocations by National Treasury or National Department
	R'000	R'000	R'000		R'000	R'000	%
Vehicle Licences	-	-	-	-	917	-	-
	-	-	-	-	917	-	-

ANNEXURE 1B

STATEMENT OF TRANSFERS TO DEPARTMENTAL AGENCIES AND ACCOUNTS

DEPARTMENT/ AGENCY/ ACCOUNT	TRANSFER ALLOCATION				TRANSFER		2013/14
	Adjusted Appropriation	Roll Overs	Adjustments	Total Available	Actual Transfer	% of Available funds Transferred	Appropriation Act
	R'000	R'000	R'000	R'000	R'000	%	R'000
Film and Publication Board	78 901	-	-	78 901	78 901	100.0%	82 675
Government Printing Works	-	-	-	-	-	-	134 005
Independent Electoral Commission	1 675 713	-	-	1 675 713	1 675 713	100.0%	1 579 179
Communication Licences (Radio and TV)	14	-	-	14	10	71%	235
Skills Development Levy	-	-	-	-	8 010	-	7 615
	1 754 628	-	-	1 754 628	1 762 634	-	1 803 709

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

ANNEXURE 1C

STATEMENT OF TRANSFERS TO HOUSEHOLDS

HOUSEHOLDS	TRANSFER ALLOCATION				EXPENDITURE		2013/14
	Adjusted Appropriation Act	Roll Overs	Adjustments	Total Available	Actual Transfer	% of Available funds Transferred	Appropriation Act
	R'000	R'000	R'000	R'000	R'000	%	R'000
Transfers							
Emp: Social Ben: Injury on Duty	84	-	-	84	83	99%	30
Emp: Social Ben : Leave Gratuity	7 796	-	-	7 796	18 065	232%	10 333
Claims Against State: Cash	453	-	-	453	672	148%	890
	8 333	-	-	8 333	18 820	-	11 253
Total	8 333	-	-	8 333	18 820	-	11 253

ANNEXURE 1D

STATEMENT OF GIFTS, DONATIONS AND SPONSORSHIPS RECEIVED

NAME OF ORGANISATION	NATURE OF GIFT, DONATION OR SPONSORSHIP	2014/15	2013/14
		R'000	R'000
Received in kind			
United Nations Office on drugs and Crime	Vehicle	346	-
United Nations Office on drugs and Crime	Computer Equipment	41	-
United Nations Office on drugs and Crime	Other machinery and equipment	9	-
Workforce Healthcare	Cameras	4	-
Bela Corsa	Office equipment	2	-
Budda Light International Organisation	Wheel Chairs	31	-
Subtotal		433	-
TOTAL		433	-

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

ANNEXURE 1E

STATEMENT OF GIFTS, DONATIONS AND SPONSORSHIPS MADE AND REMISSIONS, REFUNDS AND PAYMENTS AS AN ACT OF GRACE

NATURE OF GIFT, DONATION OR SPONSORSHIP	2014/15	2013/14
	R'000	R'000
Made in kind		
Gifts to 30 mothers as part of NPR campaign to encourage mothers to register babies	-	5
Subtotal	-	5
TOTAL	-	-

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

ANNEXURE 2A

STATEMENT OF FINANCIAL GUARANTEES ISSUED AS AT 31 MARCH 2015 – LOCAL

Guarantor institution	Guarantee in respect of	Original guaranteed capital amount	Opening balance 1 April 2014	Guarantees drawdowns during the year	Guarantees repayments/ cancelled/ reduced/ re-released during the year	Revaluations	Closing balance 31 March 2015	Guaranteed interest for year ended 31 March 2015	Realised losses not recoverable i.e. claims paid out
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
	Motor vehicles								
STANNIC		270	135	-	98	-	37	-	-
	Subtotal	270	135	-	98	-	37	-	-
	Housing								
ABSA BANK		107	107	-	-	-	107	-	-
FNB		-	30	-	30	-	-	-	-
NEDCOR		25	43	-	18	-	25	-	-
OLD MUTUAL BANK		19	19	-	-	-	19	-	-
PEOPLES BANK		16	17	-	-	-	17	-	-
STANDARD BANK		28	41	-	13	-	28	-	-
	Subtotal	195	257	-	61	-	196	-	-
	TOTAL	465	392	-	159	-	233	-	-

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

ANNEXURE 2B

STATEMENT OF CONTINGENT LIABILITIES AS AT 31 MARCH 2015

Nature of Liability	Opening Balance 1 April 2014	Liabilities incurred during the year	Liabilities paid/cancelled/ reduced during the year	Liabilities recoverable	Closing Balance 31 March 2015
	R'000	R'000	R'000	R'000	R'000
Claims against the department					
Litigation and Legal Enquiries	1 434 573	68 371	462 058	-	1 040 886
Subtotal	1 434 573	68 371	462 058	-	1 040 886
Other					
Penalty Interest claimed by WesBank	21	-	-	-	21
Billing Dispute: G-Fleet	7 416	-	1 453	-	5 963
Billing Dispute: Duma Travel	172	-	172	-	-
Penalty Interest claimed by Atlantis	4	-	-	-	4
Third party claim: Dept of Police, Roads and Transport	-	23	-	-	23
Subtotal	7 613	23	1 625	-	6 011
TOTAL	1 442 186	68 394	463 683	-	1 046 897

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

ANNEXURE 3 CLAIMS RECOVERABLE

Government Entity	Confirmed balance outstanding		Unconfirmed balance outstanding		Total		Cash in transit at year end 2014/15	
	31/03/2015	31/03/2014	31/03/2015	31/03/2014	31/03/2015	31/03/2014	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	254	-	175	384	429	384	-	-
Provincial Department: Salary Recoverable	107	-	133	235	240	235	-	-
Department of International Relations and Cooperation	663 301	428 550	907 801	807 733	1 571 102	1 236 283	-	-
	663 662	428 550	908 109	808 352	1 571 771	1 236 902	-	-
TOTAL	663 662	428 550	908 109	808 352	1 571 771	1 236 902	-	-

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

ANNEXURE 4

INTER-GOVERNMENT PAYABLES

GOVERNMENT ENTITY	Confirmed balance outstanding		Unconfirmed balance outstanding		TOTAL		Cash in transit at year end 2014/15	
	31/03/2015	31/03/2014	31/03/2015	31/03/2014	31/03/2015	31/03/2014	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 :International Relations and Cooperation	233 935	138 592	33 851	73 645	267 786	212 237	-	-
Department of Justice and Constitutional Development	6 828	5 461	-	1 419	6 828	6 880	-	-
National Department :Tourism	-	13	-	-	-	13	-	-
National Department Water Affairs	-	7	-	-	-	7	-	-
National Department: Public Works	53 538	19 339	-	60 928	53 538	80 267	-	-
National Department: SAPS	-	10	-	-	-	10	-	-
Department: Public Enterprise	13	-	-	-	13	-	-	-
National Department: Transport	-	22	-	-	-	22	-	-
Department of Health	16	-	-	-	16	-	-	-
Department Public Service Administration	1 939	-	-	-	1 939	-	-	-
National Department: Correctional Services	-	30	-	-	-	30	-	-
Government Pension Administration Agency	-	45	-	-	-	45	-	-
Department Agriculture and Rural Development North West	-	28	-	-	-	28	-	-
Department Roads and Transport Limpopo	-	20	-	-	-	20	-	-
Department: Education Northern Cape	-	6	-	-	-	6	-	-
Department of Health Eastern Cape	-	24	-	-	-	24	-	-
Department of KwaZulu-Natal	25	-	-	-	25	-	-	-
Department of Public Works Eastern Cape	21	-	-	-	21	-	-	-
Department of the Premier Western Cape	-	2	-	-	-	2	-	-
Department of Justice and Constitutional Development	19	-	-	-	19	-	-	-
Department of Health North West	1	-	-	-	1	-	-	-
Subtotal	296 335	163 599	33 851	135 992	330 186	299 591	-	-
Total	296 335	163 599	33 851	135 992	330 186	299 591	-	-

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2015

ANNEXURE 5 INVENTORIES

Inventory	Note	Quantity	2014/15	Quantity	2013/14
			R'000		R'000
Opening balance		843 760	31 727	810 599	753 293
Add/(Less): Adjustments to prior year balance		(5 482)	(142)	(250)	(173)
Add: Additions/Purchases - Cash		1 511 638	84 656	1 214 623	80 985
Add: Additions - Non-cash		293 401	-	172 158	-
(Less): Disposals		(17 409)	(1 148)	(99)	(42)
(Less): Issues		(1 604 373)	(98 810)	(1 191 777)	(112 142)
Add/(Less): Adjustments		(21 396)	(4 231)	(1 587)	(718 120)
Add/(less) Weighted Ave Price Variance		-	44 338	(159 907)	27 926
Closing balance		1 000 139	56 390	843 760	31 727

Closing balance of 2013/14 was re-stated to include Weighted Average Price Variance

