

2018

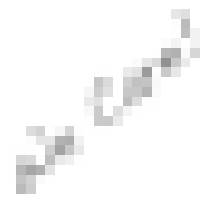
2019

Annual Report



2018

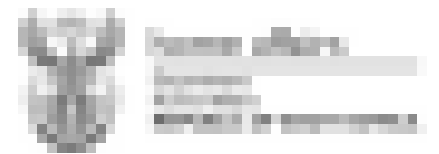
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PART A:

GENERAL INFORMATION

1. DEPARTMENT GENERAL INFORMATION

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2. LIST OF ABBREVIATIONS/ACRONYMS

ABBREVIATION	MEANING/DESCRIPTION
ABIS	Automated Biometric Identification System
ABSA	Amalgamated Banks of South Africa
ABT	Automated Booking Terminal
AIDS	Acquired Immunodeficiency Syndrome
AFIS	Automated Finger Identification System
AFS	Annual Financial Statements
AG	Auditor-General
AGO	African Global Operations
AGSA	Auditor-General of South Africa
APP	Annual Performance Plan
ASM	Asylum Seeker Management
ARV	Anti-Retroviral
BAS	Basic Accounting System
BASA	Banking Association of South Africa

ABBREVIATION	MEANING/DESCRIPTION
BAUD	Barcoded Asset Audit System
BMA	Border Management Authority
BMI	Body Mass Index
BMD	Birth Marriage Death
BOSS	Back Office Status Services
BQMS	Branch Queue Management System
BRS	Business Requirements Specifications
BVR	New Corporation Building
CBD	Central Business District
CS	Civic Services
CCSS	Counter-Corruption and Security Services
CD	Chief Director
CD: LS	Chief Director: Legal Services
CD: P&SM	Chief Director: Policy and Strategic Management
CFO	Chief Financial Officer

ABBREVIATION	MEANING/DESCRIPTION
CoE	Compensation of Employees
Core	Code of Remuneration
CRM	Customer Relations Management
CSIR	Council for Scientific and Industrial Research
DG	Director-General
DDG: CS	Deputy Director-General: Civic Services
DDG: IMS	Deputy Director-General: Immigration Services
DDG: CC&SS	Deputy Director-General: Counter-Corruption and Security Services
DDG: IP&S	Deputy Director-General: Institutional Planning and Support
DDG: IS	Deputy Director-General: Information Services
DDG: HRM&D	Deputy Director-General: Human Resources Management & Development
DHA	Department of Home Affairs
DIRCO	Department of International Relations and Cooperation
DMC	Departmental Management Committee Meeting
DoL	Department of Labour

ABBREVIATION	MEANING/DESCRIPTION
DPME	Department of Planning, Monitoring and Evaluation
DPSA	Department of Public Service and Administration
DPW	Department of Public Works
EAP	Employee Assistance Programme
E. Cape	Eastern Cape
EMCS	Enhanced Movement Control System
ENE	Estimates of National Expenditure
EOH	Enterprise Outsourced Holdings
EWP	Employee Wellness Programme
EXCO	Executive Committee
FC	Fibre Channel
FNB	First National Bank
FSI	Foreign Service Institute
GCIS	Government Communication and Information System
Gems	Government Employees Medical Scheme

ABBREVIATION	MEANING/DESCRIPTION
GPW	Government Printing Works
HANIS	Home Affairs National Identification System
HACC	Home Affairs Contact Centre
HDI	Historically Disadvantaged Individuals
HIV	Human Immunodeficiency Virus
HOA	Home Owners' Allowance
HRM&D	Human Resources Management and Development
HRP	Human Resources Plan
IBMS	Integrated Border Management Strategy
ICAO	International Civil Aviation Organization
ICT	Information Communication Technology
ID document	Identity Document
IEC	Electoral Commission
IMS	Immigration Management Services
IRE	Integrated Receipting Engine

ABBREVIATION	MEANING/DESCRIPTION
JCPS	Justice, Crime Prevention and Security Cluster
km	Kilometre
KPI	Key Performance Indicator
KPMG	Klynveld Peat Marwick Goerdeler
KZN	KwaZulu-Natal
LGBTI	Lesbian, Gay, Bisexual, Transgender and Intersex
Logis	Logistical Information System
LSP	Lesotho Special Permit
MBIS	Morpho Biometric Identity System
MCS	Movement Control System
MISS	Minimum Information Security Standards
MMM	Ministerial Management Meeting
MoU	Memorandum of Understanding
MPSA	Minister for the Public Service and Administration
MPAT	Management Performance Assessment Tool

ABBREVIATION	MEANING/DESCRIPTION
MPSS	Minimum Physical Security Standards
MRP	Machine-readable Passport
MTEF	Medium-term Expenditure Framework
MTSF	Medium-term Strategic Framework
N.Cape	Northern Cape
NCoP	National Council of Provinces
NDP	National Development Plan
NPR	National Population Register
OAU	Organisation for African Unity
OSD	Occupation Specific Dispensation
PASTT	Project Acceleration Support Task Team
Persal	Personnel and Salaries Database
PFMA	Public Finance Management Act
PMDS	Performance Management Development System
PM: BMA	Project Manager: Border Management Authority

ABBREVIATION	MEANING/DESCRIPTION
PMO	Project Management Office
POE	Ports of Entry
POS	Point-of-sale
PPP	Public-private partnership
PSCBC	Public Service Co-ordinating Bargaining Council
PSETA	Public Service Sector Education and Training Authority
PTY Ltd	Proprietary Limited
RAFs	Request for Audit Findings
RfQ	Request for qualification
RfP	Request for proposal
RMC	Risk Management Committee
RSA	Republic of South Africa
SANDF	South African National Defence Force
SAPS	South African Police Service
SARS	South African Revenue Service

ABBREVIATION	MEANING/DESCRIPTION
SCM	Supply Chain Management
SCOPA	Standing Committee on Public Accounts
SCRA	Standing Committee on Refugee Affairs
SDIP	Service Delivery Improvement Plan
SHE	Safety, Health and Environment
SITA	State Information Technology Agency
SHERQ	Safety, Health, Environment, Risk and Quality
SLA	Service Level Agreement
SMS	Senior Management Service
SMART	Specific, Measurable, Attainable, Realistic, Time-bound
SOPs	Standard Operating Procedures
Stats SA	Statistics South Africa
TRAs	Threat and risk assessments
UAMP	User Asset Management Plan
UNHCR	United Nations High Commission for Refugees

ABBREVIATION	MEANING/DESCRIPTION
UPS	Uninterrupted Power Supply
UK	United Kingdom
UN	United Nations
VAS	Visa Adjudication System
VAT	Value-Added Tax
VFS	Visa Facilitation Services
VOA	Voice of Applicant
WAIO	Who Am I Online
W. Cape	Western Cape



DR PAKISHE AARON MOTSOLEDI, MP
MINISTER OF HOME AFFAIRS

3. FOREWORD BY THE MINISTER

The 2019/20 financial year marks the end of the 2014-2019 Medium Term Strategic Framework (MTSF) which is Government's strategic plan for the 2014-2019 electoral term. Taking cue from the MTSF, in 2015 the Department of Home Affairs (DHA) tabled its Strategic Plan to Parliament that guided its programmes over the past five years. Our programmes were organized around five (5) priorities:

- Accelerating the modernisation programme to use technology to deliver more efficient, convenient and secure services
- Accelerating the finalisation of the Border Management Authority (BMA)
- Revamping the physical and systems infrastructure of six major commercial land ports of entry
- Adopting a new and more comprehensive international migration policy framework
- Improving frontline service.

Key achievements in these areas in 2018/19 include:

- Rolling out the fully digital processing of smart ID cards and passports to a further eight (8) offices, bringing the total to 193 offices. A total of 3 127 217 smart ID cards were issued, bringing the total to more than 12 million since inception in 2013.
- Eleven ports of entry were equipped to capture biometrics. The Automated Fingerprint Identification System (AFIS) is being replaced by an Automated Biometric Identification System (ABIS) that allows identification and verification by fingerprint, facial and iris recognition, and other means.

These are just some of the contributions the department makes. We serve many millions of clients – citizens and foreign nationals – annually; and must evolve to serve the nation effectively in the future. The DHA must become a digital, modern and professional department to more effectively deliver on its mandate to manage the identity and status of citizens and international migrants, including asylum seekers and refugees.

By recognising the identity and status of citizens, we ensure that our people are visible and can exercise their civic rights, access government services and participate in the economy. By registering all citizens, we enable government to draw accurate population information essential for research and planning. Our ability to establish and verify identity supports our country's sophisticated financial system and helps combat fraud. Immigration management helps grow our economy by enabling the entry and stay of tourists, business persons, skilled workers and investors.

The DHA spent 99.9% of its allocated budget over the 2018/19 financial year and achieved 73% of the 30 targets in its annual performance plan (APP). In the 2017/18 financial year the department achieved 86% of the 28 targets in its APP. This drop in performance could be attributed to the fact that the department had to close its offices on Saturdays during the 2018/19 financial year.

The DHA has initiated the repositioning programme which seeks to reposition it as a secure, modern department that is located within the security system and is able to deliver its full mandate. The first step towards a repositioned DHA depends, to a large extent, on the approval of the White Paper and the Act that will lay policy and legal basis for a modern and secure Home Affairs. In December 2018 the Cabinet approved the publication of the White Paper for public comments. The White Paper was gazetted for public comments on 18 January 2019. The public was given until

18th February 2019 to submit comments.

A high-level roadmap for the implementation of the repositioning programme is included in the White Paper. In the 2019/20 APP, the department has included two critical targets under the repositioning programme. That is, the submission of the final draft of the DHA Bill to Cabinet for approval for public consultation, and the submission of the Identification Policy Framework for approval for public consultation.

Dr P.A. Motsoaledi, MP

Minister of Home Affairs

31 May 2019



MR NJABULO NZUZA, MP
DEPUTY MINISTER OF HOME AFFAIRS

4. DEPUTY MINISTER'S STATEMENT

Managing asylum seekers and refugees, Legal Services and improving front office services under the banner of the Moetapele Leadership Programme, remain my mandated responsibilities.

The White Paper on International Migration, approved by Cabinet on 29 March 2018, contends that South Africa urgently needs a progressive vision that inspires the country to maximise the benefits of foreign migration into the country, while minimising the associated risks.

It suggests that a well-managed and resourced international migration system will reduce associated social costs and public expenditure associated with unabated irregular entry and sojourn.

The number of refugee and asylum seekers have declined steadily over 12 years, from a high of over 200 000 in 2010, when I was first delegated the function, to little over 20 000 a year ago. This decline is in no small part due to the efforts of dedicated officials who spared no effort in realizing the vision we sketched of an efficient and well-managed model for asylum management – a model we are more confident in exhibiting for the whole of the Southern African Development Community (SADC) to aspire to. It is in keeping with the spirit of humanitarian protection while having inbuilt disincentives for abuse.

A new, improved refugee travel document was launched in 2017/18. The passport is fully compliant with the requirements of the United Nations High Commissioner for Refugees (UNHCR) and the standards of the International Civil Aviation Authority. It is hoped that the department will in the next five years prioritize the digitization of the passport application process so that hosted refugees, who are comparatively a small

percentage of the population, may utilize front offices when applying for travel and identification documents.

In October 2018, the Port Elizabeth Refugee Reception Centre was re-opened with greater human and technological capacity. Efforts are underway to find alternative accommodation for the Cape Town Refugee Centre, as per court orders.

The Refugees Amendment Bill was signed into an Act of Parliament by the President on 14 December 2017. Regulations to the Act have been finalised. The new legislation enables more flexibility in the appointment of members of the Refugee Appeals Authority and the Standing Committee on Refugee Affairs. The members of both bodies may now sit individually in determining appeal and review cases. This will facilitate our plans to reduce the backlogs.

The Border Management Authority (BMA) Bill was approved by the National Assembly and referred to the National Council of Provinces (NCOP). Its progress through Parliament has been slow. The BMA Bill aims to address the lack of synergy between current role players in the ports of entry and border areas, and generally aims to secure the country's borders from illicit movement of persons, goods, weapons, minerals, wildlife and narcotics.

Our Legal Services Unit continues to ensure that the Ministers and the department are well supported in day to day matters. It also plays a critical role in supporting all units in the department. In this role, it assists in the rendering of legal opinions, the drafting of new or amended legislation, the drafting of scrutiny of International Agreements and Memoranda of Understanding involving government departments and/or the department, dealing with requests for access to information held by the department submitted in terms of the Promotion of Access to Information Act, 2000 and in the drafting or scrutiny of Commercial Contracts and/or Service Level Agreements

involving the department.

All the aforementioned are done with the view of ensuring that the interests of the department are safeguarded. The Legal Services Unit is, however, faced with serious capacity shortages. Ideally each of the above functions should entail a minimum of two to three legal professionals who have "in house" capabilities. In addition, there should be specialists dealing with the various core functions of the department, such as asylum, citizenship acquisition, marriages, migration and international treaties.

The Office of the Minister and the Director-General should, in addition, have senior professionals supporting these respective offices with legislative tasks to particularly ensure legal and constitutional compliance. Litigation, ideally, should be handled in a decentralized fashion and with a few exceptions, each chief directorate will require a dedicated litigation specialist. These positions should be considered to be vital for the optimal functioning of the department and are areas which must be prioritized in the near future, as the cost to the state, of non-funding of these positions, is felt monetarily and in non- monetary terms, harming the image and reputation of the department.

The Moetapele Leadership Programme was launched in February 2015 to strengthen leadership and improve the client experience. It entails, among other things, positive staff attitudes, good communication and foregrounding of the centrality of the citizen.

During 2018/19, this programme was further expanded through training of staff, the modernisation of several offices around the country and the rolling out of a national Good Citizenship campaign. The latter encouraged social partnerships, citizen responsibility and service excellence among the department's staff.

Training benefited staff at Immigration, Human Resources, Refugee Reception Centres and in the Counter Corruption unit.

Moetapele has become entrenched in certain parts of the organisation and pockets of excellence are already discernable. This is most visible in the face of crises and when challenges are being experienced. The Moetapele standard offices have been well received and the Moetapele standard has been rolled out at the Desmond Tutu and the Port Elizabeth Refugee Reception Centres.

It is required of all Home Affairs officials to carry the departmental mandate by fully adhering to the departmental values and professional work ethics. Accordingly, a Service Delivery Improvement Programme had been designed and implemented throughout the offices of Home Affairs best to ensure that frontline officials are appropriately trained in this regard and that the vision and mission of the department is effectively articulated. A total of 259 frontline officials was trained on service delivery improvement.

Mr N. Nzuza, MP

Deputy Minister of Home Affairs

31 May 2019



MR THULANI MAVUSO
ACTING DIRECTOR-GENERAL 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 (DHA) discharged its Constitutional responsibility by determining and recording the identity and status of all people living in South Africa. 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. Civic Services collects fees for its services at 412 front line offices.

The Immigration Services branch determines the status and identity of foreigners, facilitates the movement of people through ports of entry, regulates immigration through the permitting and movement control systems and provides consular services abroad. Immigration officers are present at 72 air, land and maritime ports of entry, whilst Inspectorate officials are based at Head Office and at provincial/ regional offices performing an Immigration control function. The Inspectorate 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 refugee reception centers nationally in this regard.

Regarding services rendered abroad, the department is represented at 124 Missions around the globe of which it has direct representation at 32 missions and is assisted by the Department of International Relations and Cooperation (DIRCO) where it is

not represented. 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 on an agent/principal relationship and deposits money directly to the National Revenue Fund. In addition, for collection of applications for visa and permit applications, the department sourced services of the Visa Facilitation Services (VFS) in eighteen (18) countries abroad with forty five (45) centres being fully operational. The largest footprint is eleven (11) centres in China, nine (9) centres in India and three (3) centres respectively in Nigeria and the UK. Services are also offered within South Africa with fifteen (15) centres providing in-country support across all provinces (eleven (11) visa and permit facilitation centers and four (4) premium visa and permit service centres).

The costs of foreign operations are covered by means of a baseline transfer to DIRCO.

The Minister of 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 regards to the Immigration and Refugee Acts.

The department also receives funds on behalf of the Independent Electoral Commission (IEC) and the Representative Political Parties Fund as part of its vote. The IEC is a Chapter 9 constitutional institution that reports directly to Parliament. It was established in terms of the Electoral Commission Act, 1996 and is mandated to manage national, provincial and municipal elections. The Representative Political Parties Fund provides for funding for political parties participating in Parliament and provincial legislatures.

The Government Printing Works (GPW) is a government component created in accordance with the Public Service Act, 1999 and resides under the Minister of Home Affairs. GPW is mandated to provide security printing and ancillary services to all organs of state in all spheres of government.

The department welcomed Dr Cwele, MP as Minister on 22 November 2018 in the middle of the 2017/18 financial year. His appointment followed the resignation of Minister Gigaba on 13 November 2018. Prior to this, Ministers Dlodlo, Mkhize and Gigaba served as Minister of Home Affairs, in short succession.

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.

Table 1: APP TARGETS ACHIEVED IN THE 2018/19 FINANCIAL YEAR

PROGRAMME	TARGETS	ACHIEVED	NOT ACHIEVED
ADMINISTRATION	18	12 (67%)	6 (23%)
CITIZEN AFFAIRS	3	3 (100%)	0 (0%)
IMMIGRATION AFFAIRS	9	7 (78%)	2 (22%)
PROGRAMMES COMBINED	30	22 (73%)	8 (27%)

The department had a total of 30 targets planned for the 2018/19 financial year. Of these, 22 targets were achieved representing a 73% achievement rate. Compared to the 2017/18 financial year, this represents a decline of 13% against the 86 % achieved in the previous financial year.

Programme 1: Administration covers all functions of the DHA that support core business, such as policy, governance, finance, human resource management, information technology and security. It is also responsible for the provision of ICT infrastructure, accommodation, transport and the keeping of records. In addition, large transversal IT systems reside under this programme, which explains why its budget is relatively large. The targets funded by this programme used one or more of these functions to support the achievement of the following strategic objectives:

- An integrated and digitised National Identity System (NIS) that is secure and contains biometric details of every person recorded on the system
- Ensuring that systems are in place to enable the capturing of biometric data of all travelers who enter or exit RSA legally
- Secure, effective, efficient and accessible service delivery to citizens and immigrants
- Good governance and administration
- Ethical conduct and zero tolerance approach to crime, fraud and corruption
- Collaboration with stakeholders in support of enhanced service delivery and core business objectives
- Refugees and asylum seekers are managed and documented efficiently

As reported in the previous financial year, the department appointed a service provider to develop and maintain the Automated Biometric Identification System (ABIS). This system is set to replace HANIS that has reached the end of its life. Due to unforeseen delays with securing tier three (3) datacenters and the migration of data, the envisaged 'go-live' date for ABIS will be delayed. The new 'go-live' is now projected to be in the 2019/20 financial year. The ABIS will interface online, in real time, with other systems

in the criminal justice system, which will enhance cooperation and information sharing between the law enforcement agencies. To mitigate the risk of ABIS not going live on the due date, and to ensure the data on HANIS remains available, the department entered into an agreement with NEC Africa (Pty) Ltd to maintain and support the current HANIS system. This step was necessitated by the notice received from our HANIS support and maintenance service provider (Marpless), that it does not want to extend its contract with the department as it intends to close down its South African operations. NEC Africa will also perform critical system upgrades to HANIS to ensure the system remains operational pending the migration to ABIS.

As part of the war on queues, the department took an initiative to investigate all main causes of system downtime. Network connectivity was also identified and a concerted effort with SITA was planned. A tripartite agreement was signed between Department of Home Affairs, SITA and service provider (Dimension Data) to monitor DHA network performance and related service management. A new network reference architecture was then approved which will guarantee high availability and performance. Furthermore, a strategy and investment plan to ensure dedicated network connectivity was developed to implement recommendations over the MTEF cycle.

At policy level, Cabinet approved in March 2017 the business case for repositioning the DHA as a modern, secure department. A discussion paper was gazetted for input in May 2017 and a series of public engagements were held. The outcomes have informed the drafting of a White Paper submitted to Cabinet for approval and the Home Affairs Bill is currently being drafted.

The following six targets were not achieved under this programme:

- Asylum seeker management process developed onto live capture

- Migration of AFIS data into ABIS completed
- Biometric MCS (full biometric solution) piloted at one port of entry
- 62 ports of entry equipped with interim biometric functionality
- DHA access model approved by EXCO
- Preferred bidder appointed for the redevelopment of six priority ports of entry

The non-achievement of these targets can be attributable to dependencies on third parties, lack of resources, the non-availability of datacenters and delays in data migration and long external approval and legislative processes.

Programme 2: Citizen Affairs covers the activities of the Civic Services branch at national and provincial levels. This involves the provision and management of identity and status services for citizens, permanent residents and persons accorded refugee status. Clients must be serviced at over 700 sites that include local and mobile offices, health facilities and bank branches. The table below shows the targeted and actual outputs of the major identity and status services.

Table 2:

TARGET OUTPUT	ACTUAL OUTPUT
810,000 births registered within 30 calendar days of birth	816 698 births were registered within 30 calendar days of birth during the review period.
3 million smart ID cards issued to citizens 16 years of age and above	3 127 217 million smart ID cards were issued to citizens 16 years of age and above.
90% of machine readable passports (live capture process) issued within 13 working days for applications collected and processed within the RSA	91.88% of machine readable passports (live capture process) were issued within 13 working days. Total number of passports issued is 740, 259.

Despite severe capacity constraints and challenges with system downtime, the branch Civic Services managed to achieve all three of its APP targets. In this regard, the war-on-queues strategy developed assisted in focusing attention on bottlenecks at front offices and in addressing equipment and office design failures in identified high volume offices. A task team was established towards the end of the financial year to identify and monitor APP targets 'at risk' of non-achievement on a daily basis. The intervention and monitoring by the task team assisted greatly in the department achieving most of its targets.

Eligible citizens are issued with enabling documents relating to identity and status. An important strategy is to speed up the process of replacing the vulnerable green ID book with the more secure smart ID card. Despite infrastructure, network and capacity constraints, the target of 3 million smart ID cards issued was exceeded by over 100 thousand cards. This was achieved through vigorous campaigns conducted by various provinces, implementation of directed communication strategies and processing of applications through the eHomeAffairs platform in partnership with the banks.

Over 90% of the new passports issued by a fully digital process were delivered within 13 days, which exceeded the target by 1.88%.

The target relating to the registration of 810 000 births within 30 days was achieved, mainly due to the unselfish efforts of staff who serviced the various health care centres and daily monitoring by management. Many members of staff registered births after hours and over weekends, with no overtime being paid.

War on Queues

In 2013 the department embarked on a modernisation programme for the production of the smart ID card and passports through a newly introduced live capture system.

The strategy was to implement the project in a phased-in approach: 16 years, 60 and above. The system design of the front office process on the Live Capture system is labour intensive and requires as much as five (5) officials to process, collect and quality assure each application collected. The department started with a small number of offices and gradually rolled out to more offices and currently stands at 193 offices and fourteen (14) Banks. Anticipating the demand for its services as more offices were equipped with the modernised system, in 2014 the department introduced a shift working hour arrangement which included a Saturday and extended office hours to 17h00. In June 2017 working hours were changed back to five (5) days a week with no extended office hours, which emanated from a court ruling. This has drastically increased the volume at our offices as clients no longer had the option of flexibility of time and days when they could visit our offices for services.

The long enduring queues emanating from high client volumes were caused mainly by unpredictable walk-ins due to misinformation through social media regarding the invalidation of the green ID Book, the discontinuation of Saturday working hours, inadequate leadership and front office space, unstable systems (networks and applications), inefficient work flow process and uncoordinated communication strategies that lead to unsatisfied clients which contribute to negative publicity denting the image of the department. The “War on Queues” campaign was launched by the then Minister of Home Affairs, Mr Malusi Gigaba.

Five offices with the highest volume clients were identified, namely, Soweto Office, Alexandra Office, East London, uMgeni as well as Pietermaritzburg Office. A multi-disciplinary team was established to visit each of these offices to assess and make recommendations for immediate implementation by relevant units. These assessments were done around areas of staffing, office infrastructure, profiles of managers, IT infrastructure and equipment and physical infrastructure. Interventions were made in

all the aforementioned areas. These interventions at the five identified offices have seen an improvement and the queues are more manageable. In addition, other queue processing improvement strategies are being used by offices, namely: opening offices on certain weekends for all clients, opening offices over weekends for learners, daily assessment of queue volumes of all offices and redirecting clients to offices where there are lesser volumes, and using media platforms to communicate to the public the queue volume status of offices with the intention to redirect clients to low volume offices. The five identified offices served as a benchmark. Home Affairs Provincial Managers have a pivotal role to play in replicating the idea of these model offices in their respective provinces, learning from the positive outcomes at the targeted five offices. They are, among other things, identifying offices still battling with long queues and waiting time and are rolling-out action plans for office improvement to desired standards, within agreed time-frames. The main priority will be to sustainably reduce waiting times at our offices.

The current South African population is estimated at 57 million people. The department is the sole provider of Home Affairs services and does so with a footprint of 412 offices and staff complement of approximately five thousand members. For the year under review, apart from the 816 698 children whose births were mainly registered at health facilities, we had approximately 9 million visits to our offices by citizens for application and collection of:

- Smart ID cards (3 127 217 issued x 2 visits: Application and Collections),
- Passports (901 196 issued x 2 visits: Application and Collection),
- Late Registration of Birth (211 427 x 2 visits: Application and Collection),
- Unabridged Birth Certificates (164 103 x 2 visits: Applications and Collections),
- Green ID books (241 309 x 2 visits: Applications and Collections), and

- Personal Amendments (97 971 x 2 visits: Applications and Collections).

It is important to note that all the clients referred to above received services.

Programme 3: Immigration Services, is responsible for the implementation of immigration legislation; management of the immigration system; functions at ports of entry; the immigration inspectorate and deportations; the visa and permitting regime; processing of asylum seekers and refugees and managing a holding facility (Lindela) for illegal immigrants awaiting deportation. The APP targets supported the achievement of the following strategic objectives:

- Movement of persons in and out of the country managed according to a risk based approach
- Enabling documents issued to foreigners efficiently and securely
- Management of Refugees and Asylum Seekers

The following two APP targets for the programme: Immigration Services were not met during the financial year:

- BMA established
- Immigration and Refugees Bills submitted to Parliament for approval.

In June 2013, Cabinet directed that, under the leadership of the department, a border management authority (BMA) should be established to provide an integrated approach to border management characterised by a single command-and-control structure. This was aimed at improving security, integrity and efficiencies at South African borders, and will allow for the incremental assumption of responsibility at land, sea and air ports of entry. Significant progress was made with the preparatory work for the establishment of the BMA. Unfortunately, the BMA Bill has not been enacted.

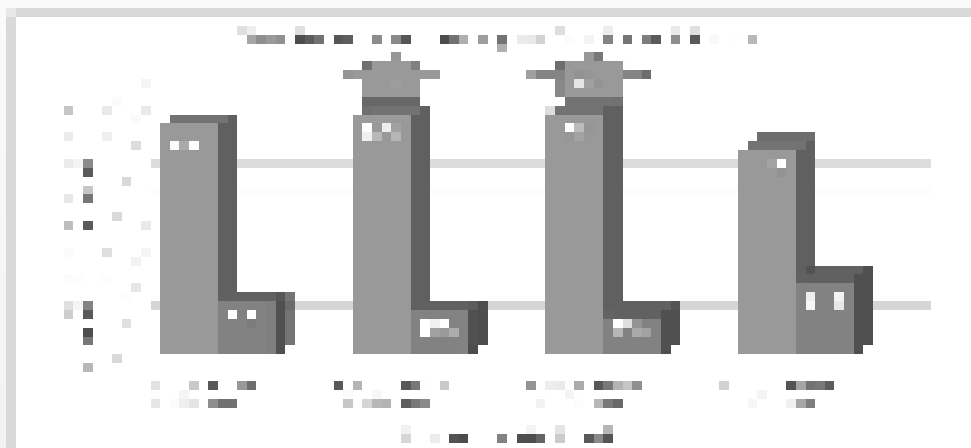
In the absence of enabling legislation, the BMA cannot be established. This Bill was passed in June 2017 in the National Assembly and was referred to the NCOP for processing. The inclusion of the customs function under the auspices of the BMA is cited as reason for the delay. In this regard, several meetings have been held at ministerial level with a view to unblock the passage of this Bill.

The target in respect of the Immigration and Refugees Bills was also not met. In this regard, the timeframes for and complexities surrounding the conducting of a Social Economic Impact Assessment were underestimated.

Overall performance

In the 2018/19 reporting period, the Department of Home Affairs achieved 73% of the targets set out in the Annual Performance Plan (APP) approved by Parliament along with the budget. This is a regression of 13% compared with the 2017/ 18 financial year. Following is the performance of the department against the set targets over a period of four years:

TABLE 3: COMPARATIVE ANALYSIS: APP TARGETS ACHIEVED OVER THE LAST FOUR FINANCIAL YEARS



The poorer performance in part reflects dependencies on third parties and the enactment of enabling legislation. It also highlights critical skills shortages especially in our IT environment. The department has implemented processes which ensured that priorities that are set are funded and evidence based. The department also introduced governance practices such as formation of a Key Performance Indicator panel to quality assure indicator description sheets, compliance with SMART principles and designing of reporting templates. The auditing of quarterly performance information reports has also assisted a great deal.

There is also constant, albeit slow, improvement in the performance of the department in respect of financial management evidenced by the improved audit outcome. In this regard, the AGSA had issued the department with unqualified audit opinions since the 2016/17 financial year.

5.1.3 CHALLENGES:

(i) Network Connectivity

In the last couple of years, the department implemented its modernisation programme, which includes the migration into a paperless environment by automating its processes, the capture of the information of citizens through live capture systems and the application for DHA products online and in real time. This modernisation programme depends on a reliable and uninterrupted network infrastructure. Unfortunately, system downtimes remain prevalent. System downtimes frustrate clients as DHA services cannot be sourced anywhere else. In this regard, the department is reliant on SITA as the provision of network services is a mandatory service as prescribed by the SITA Act. As reported previously, the department tried to mitigate the risk of system downtimes by engaging SITA management, seeking the intervention of the Portfolio Committee on Home Affairs, and requesting the Minister for Post and Telecommunications for an exemption from the SITA Act. The most recent intervention had been the conclusion of a tripartite agreement by the department with SITA and Dimension Data to develop new network architecture appropriate for the Department and to manage the current telco service providers. Furthermore, a strategy and investment plan to ensure dedicated network connectivity was developed to implement recommendations in the new MTEF.

(ii) Long queues

The department continued to be faced with long queues caused by high volumes, unpredictable walk-ins, the discontinuation of Saturday working hours, inadequate front office space, unstable systems, inefficient workflow processes and uncoordinated communication strategies. This led to client frustration and negative publicity. The 'War-on-Queues' strategy assisted to some extent to manage these queues and to

reduce waiting times, but could not resolve the more fundamental issues of inadequate footprint, staff shortages and network downtime immediately. On 02 January 2019 the department extended its office hours from 7am to 7pm until 11 January 2019.

(iii) Provision of Office Accommodation

The department uses its existing physical office infrastructure as the main delivery channel of its services. In this regard, the department is dependent on the Department of Public Works for the acquisition and maintenance of offices. Currently, the department is accommodated in 412 civic services front offices across the country, which is inadequate considering that DHA provides civic services to all citizens of this country, permanent residence holders and refugees. Therefore, the footprint of DHA does not meet the minimum accessibility norms (distance to be travelled by clients to access services) of 50 km in the Northern Cape Province and 25 km in other provinces as set out by the DPSA. This remains a challenge in terms of improving service delivery and broadening access to services in particular to the population in rural areas. Furthermore, it hampers the department's resolve to increase the roll out of smart ID cards as the remaining offices are unsuited or impractical to reconfigure in order to accommodate the requisite infrastructure for the new system of smart ID cards and passports.

(IV) Human Resources Capacity Constraints

In January 2016, the department was informed of the reduction of Compensation of Employees (COE) budget due to fiscal constraints, which resulted in a loss of 1433 vacant funded positions over the MTEF period for the department to partially absorb a reduction in baseline of R 253,967 million in 2017/18 and R396,942 million in 2018/19. Furthermore, the department had to stop filling of posts for staff that left the service in order to stay within the set COE ceiling.

The table below sets out the number of posts unfunded since the introduction of the COE budget ceilings:

SALARY LEVEL	2016-17 FY	2016-17 FY	2016-17 FY
	Count	Count	Count
3	40	159	8
5	18	11	12
6	369	84	179
7	65	56	42
8	82	46	38
9	5	2	10
10	46	19	13
11	2	1	5
12	27	18	7
13	19	12	17
14	12	1	3
15	3	-	2
	688	409	336

It will be noted that the majority of posts unfunded over this period affects the front-line production posts at salary level 6. In addition, senior management posts are also not filled. This leaves the department with severe staff shortages in various critical areas of operations. The staff shortages are starting to have an impact on audit outcomes and the AGSA has raised, as a repeat finding, the delay in filling a critical post such as that of the Deputy Director-General: Information Services.

(V) The African Global Operations (AGO) voluntary liquidation

The Department of Home Affairs' relationship with AGO (formerly known as Bosasa) started in November 2002 when the department entered into an agreement with Bosasa for the provision of a facility for the detention of illegal immigrants, and attendant services, pending their removal from the Republic of South Africa (RSA) in

compliance with the provisions of the Aliens Control Act, 1991 (Act No. 96 of 1991). This agreement lapsed on 30 September 2005. A subsequent agreement was signed on 1 November 2005 for a period of 10 (ten) years in compliance with section 34 (1) of the Immigration Act, 2002 (Act No.13 of 2002). This contract, in terms of tender bid reference DHA14-2005, appointed Bosasa to provide accommodation and services; the detention facility was named Lindela Repatriation Facility (“Lindela”). This agreement terminated on 30 September 2015. During its tenure, 3 (three) addendums to the agreement were signed.

In 2015, the department issued an open tender for a ‘purpose built’ detention facility for illegal immigrants awaiting deportation. This bid was awarded to Leading Prospects 111 (Pty) Ltd, a wholly owned subsidiary of the African Global Operations (Bosasa) group. The 5 (five) year contract will end on 30 November 2020. The contract value is approximately R600 million over 5 (five) years and is dependent upon the number of detainees in the centre. The Lindela centre can accommodate up to 5000 detainees. The Lindela centre is shared with the Department of Social Development (DSD), which runs a youth detention centre in a separate part of the facility. The Lindela repatriation centre and the DSD youth facility are serviced from a single kitchen.

The establishment of a facility solely for the short-term detention of illegal immigrants was in response to a need for the administrative processing of illegal immigrants pending their deportation. At the time, they were detained at police stations and in certain instances at correctional facilities across the country. The challenge with the arrangement was that the legislation allowed for the detention of illegal immigrants for an initial 30 (thirty) day period to enable the confirmation of the nationality of the arrested person and finalisation of travel arrangements. The police stations had a high volume of awaiting trial detainees in criminal cases, and could not sufficiently accommodate the illegal immigrants as per request by DHA. A fundamental principle

is that illegal immigrants must be detained separately from awaiting trial detainees and convicted offenders.

In accordance with the current (and previous contracts), AGO (Bosasa) must provide a fully comprehensive service. Such a service includes the provision of a facility, accommodation, cleaning, catering, security and health services. The facility is owned by AGO (Bosasa). The department does not have an alternative facility and is unlikely to find an alternative ‘purpose fit’ facility in the immediate to short term.

5.2 OVERVIEW OF THE FINANCIAL RESULTS OF THE DEPARTMENT:

5.2.1 Departmental revenue

During 2018/19, the department received an initial budget allocation of R7.915 billion as voted funds. However, during the adjustment estimates of national expenditure (AENE), additional funding of R1.132 billion was allocated to the department for self-financing. The self-financing mechanism was created by the National Treasury in terms of which the department is allocated part of the revenue it collects during the financial year to pay for certain items of expenditure such as smart ID cards for first-time applicants and elderly citizens older than 60 years, infrastructure to implement the WAIO project, fees for cash in transit and printing costs for enabling documents. However, the funds are only transferred at around February of each year, after the Appropriation Bill has been enacted.

Table 1: ANNUAL APPROPRIATION: R9.047 BILLION

BASELINE ALLOCATION BY THE NATIONAL TREASURY	2018/19	2017/18
	R'000	R'000
Baseline amount	7 915 439	7 055 539
Home Affairs functions	5 801 041	5 614 423
Electoral Commission	1 965 004	1 299 912
Represented Political Parties Fund	149 394	141 204
Additional funds	1 132 000	1 346 800
Home Affairs functions	1 132 000	1 346 800
Electoral Commission	-	-
Final appropriation	9 047 439	8 402 339

The budget allocation for 2018/19 shows a marginal increase of 2% compared to the previous financial year. The increase is mainly due to the additional funding of Independent Electoral Commission and Represented Political Parties Fund Allocation, self-financing is R1.132 billion as compared to the R1.070 billion of last year (the amount of R1.347 billion included the roll over of R12 million and the SAPS funding of R264 million for ABIS project).

Table 2: DEPARTMENTAL REVENUE: R1.130 BILLION

Departmental receipts	2018/19			2017/18		
	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	1 120 660	1 110 249	(10 411)	1 053 601	1 134 430	80 827
Fines, penalties and forfeits	-	8 739	8 739	6 884	15 375	8 490
Interest, dividends and rent on land	281	2 202	1 921	266	538	272
Transfer received	-	-	-	5 832	-	(5 832)
Sale of capital assets	2 459	9	(2 450)	2 325	-	(2 325)
Financial transactions in assets and liabilities	8 600	9 267	667	8 129	8 935	806
Total	1 132 000	1 130 466	(1 534)	1 077 037	1 159 278	82 238

During 2018/19, revenue collected decreased by 2,49% against the previous year and decreased by 0,14% against the budgeted amount. Departmental revenue is derived from services rendered to citizens and foreign visitors according to approved tariffs. Services to citizens range from issuing birth certificates to ID documents and passports. Services provided to foreigners include issuing visas, permits and permanent residence certificates. The department imposes section 50(3) and 50(4) fines on conveyors where a transgression of the Immigration Act has occurred. However, the department only recognises the revenue upon receipt of the payment of the fine. The department has

also signed agreements with various financial institutions for ID verification at a cost of 15 cents per transaction, which has contributed to an increase in revenue collected.

The DHA collected R246 million from the agent/principal relationship between it and DIRCO; R57 million was deposited directly to the NRF and a balance of R188 million has been recorded as a receivable on the statement of performance. Furthermore, R80 million was paid by DIRCO into the NRF in respect of previous years.

Programme expenditure

Table 3: PROGRAMME EXPENDITURE

Programme name	2018/19			2017/18		
	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	2 326 056	2 325 956	100	2 516 426	2 516 219	207
Programme 2: Citizen Affairs	5 447 520	5 447 420	100	4 687 193	4 686 985	208
Programme 3: Immigration Affairs	1 273 863	1 273 863	-	1 198 720	1 198 475	245
Total	9 047 439	9 047 239	200	8 402 339	8 401 679	660

The department used 100% of the budget allocated for the 2018/19 financial year, including funds allocated during the adjustment estimates. This shows continued improvements in expenditure management, and is supported by an improvement in payments within 30 days and the correlation between the achievements of set targets, as the department has achieved an overall rating of 73%.

5.3 VIREMENTS/ROLL OVERS

Virements

During 2018/19, the department shifted funds between programmes/economic classifications in line with the Public Finance Management Act (PFMA). The set threshold of 8% was not exceeded. In addition, National Treasury granted the department approval during the financial year under review to shift R83 million and R9.4 million from goods and services to compensation of employees (COE) in terms of section 5(1)(b) of the Adjustments Appropriation Act, 2018. The funds were then used in accordance with the table below.

Table 4: PROGRAMME FUNDING

Economic classification	Programmes			
	Administration	Citizen Affairs	Immigration Affairs	Total
	R'000	R'000	R'000	R'000
Compensation of employees	4 729	233 538	(143 196)	95 071
Goods and services	(307 343)	(264 941)	342 134	(230 160)
Interest and rent on land	-	-	-	-
Transfers and subsidies	371	11 737	1 084	13 192
Payment for capital assets	98 179	18 499	232	116 910
Payment for financial assets	4 987	-	-	4 987
Total	(199 077)	(1 177)	200 254	-

Rollover

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

Lease payments

The department hires photocopiers and cell phones through finance lease agreements, as well as a forklift through an operating lease arrangement. The lease agreements for office accommodation are managed by the DPW and future commitments are

disclosed in the notes to the AFS. However, during 2018/19, lease commitments of private leases, which are on a month-to-month basis, had not been included in the lease commitments as a period of commitment cannot be ascertained, as per the Modified Cash Standard.

5.4 UNAUTHORISED EXPENDITURE

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

5.5 IRREGULAR EXPENDITURE

In respect of the financial year under review, the department incurred the following irregular expenditure that was confirmed by the Loss Control Committee, as irregular expenditure:

Nature of irregular expenditure	Amount R'000
Services sourced without a valid contract	20
Cleaning services (split orders)	2 588
EOH extension without NT approval	21 766
Virement on appropriation without NT approval	2 671
Deviation on deportation not supported by NT	1 577
Total	28 622

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

Cases of irregular expenditure are presented to the Departmental Loss Control Committee in accordance with the National Treasury Irregular Expenditure Framework, effective 1 December 2018. After assessment and confirmation that the expenditure is indeed irregular, the Loss Control Committee refers the cases to Employee Engagement to institute disciplinary action against the officials responsible for incurring the irregular expenditure and or initiate possible recovery. Cases where fraud and corruption are suspected are referred to Counter Corruption and the law enforcement agencies for

investigation. Cases that were not yet confirmed as irregular expenditure by the Loss Control Committee amount to R278 million. This amount consists of R4 million SCM transgressions and R274 million for ABIS project which the department has disclosed as irregular expenditure 'Under-investigation / determination'.

As reported in previous financial years, the department procured security services through a tender process and awarded the tender to various service providers allocated per province, in 2014. This tender (DHA 07/2014) was found to be irregular following a forensic investigation. The contract expired in April 2017 and the total amount expended in terms of the contract was R230 million. National Treasury was requested to condone the expenditure. This case represents the bulk of the opening balance disclosed as irregular expenditure.

The total amount of irregular expenditure condoned is R 328 million. In this regard, National Treasury condoned the legacy WAIO irregular expenditure which had a remaining balance of R 278 million in the books. The Accounting Officer condoned legacy human resource related irregular expenditure of the prior years to the value of R42 million in respect of acting allowances over 12 months. In addition, the Accounting Officer condoned irregular expenditure for overtime worked in excess of 30% of salaries that was incurred without prior approval during the periods 2009-2012 after establishing that the overtime was worked because of capacity constraints and certain factors beyond the department's control, such as elections, the Fifa World Cup and officials acting in higher posts longer than regulated because of staff capacity issues. Lastly, the Loss Control Committee recommended that the Accounting Officer condone irregular expenditure to the value of R6 million in respect of both current and previous financial years. This irregular expenditure was due to non-adherence to certain SCM prescripts.

5.6 FRUITLESS AND WASTEFUL EXPENDITURE

A total of R 73 000 (against R46 000 for 2017/18) was recorded as fruitless and wasteful expenditure in the current financial year, mainly due to staff no-shows and interest paid on late payments and on arbitration awards. No-shows occur when officials fail to make use of a booking without a valid reason or, at times, where circumstances are beyond their control. These cases have been referred to the Loss Control Committee for its consideration. Depending on the recommendations of the committee, officials responsible for fruitless expenditure are held accountable for the loss. Traffic fines are not recorded on the fruitless and wasteful expenditure register as such expenditure is summarily deducted from the salary of the driver involved.

5.7 FUTURE PLANS OF THE DEPARTMENT

The repositioning programme will enable the department to deliver against its full mandate to empower citizens, contribute to national security and be a powerful enabler of economic development, national security and efficient government. As approved by Cabinet, the repositioning of the department requires locating it within the security system of the state, modernising its systems and implementing new operational, organisational and funding models. In May 2017, a discussion paper was gazetted for input, a series of public engagements were held and the outcomes informed the drafting of a White Paper submitted to Cabinet and the Home Affairs Bill to the Minister in March 2019.

A comprehensive, secure NIS will be at the heart of the department's new operating model. As a stepping-stone to developing the NIS, the department has appointed a service provider to develop ABIS, with the capability of integrating and interfacing with current criminal justice systems. With regards to NIS, the department has appointed

the Council for Scientific and Industrial Research (CSIR) to develop specifications. This will be followed by the process of appointing a service provider.

As reported in the previous financial year, the Cabinet approved the White Paper on International Migration. Subsequently, the Minister has approved the Immigration and Refugee bills for submission to Cabinet and Parliament after consultation with relevant stakeholders, including the public. This provides South Africa with a new policy paradigm shift that will enable the country and the department to respond to current challenges and harness immigration for economic development, while not ignoring security imperatives.

Approval was granted by National Treasury for the request for qualification by bidders to develop the six most important land ports through a PPP, which was advertised in March 2018. Five bidders were pre-qualified / accredited following the RfQ phase and a new Transaction Adviser was appointed. The pre-qualified / accredited bidders will be requested to submit Requests for Proposals (RfP) during the 2020/21 financial year.

The objective of this project is to automate the end-to-end process of applying for a visa to enable foreign nationals to apply for visas online. This will eliminate the manual process and manual paper forms thus leading to improved security. A foreign national will be able to apply online, and where a person is in good standing in our country (low risk) the visa will be issued immediately, electronically. The visitors' photo and fingerprints (biometrics) will then be captured at the port of entry. If a person is deemed to be of high risk, he/she will be prompted to visit the mission, where his photo and fingerprints will be captured and the application will be adjudicated accordingly.

This project is part of the "stimulus package" which had been introduced by the President in September 2018 and in the February 2019 State of the Nation Address.

The system has been developed and is being piloted in a contained environment within the country. The permit system will introduce a complete end-to-end automated process from the online application to adjudication, including viewing the electronic permit/visa on the Biometric Movement Control System (BMCS).

The establishment of the BMA has been delayed by the legislative process. The Bill was passed by the National Assembly in June 2017 and referred to the NCOP for processing. Once the legislative process is concluded, the BMA would be established.

5.8 DISCONTINUED ACTIVITIES / ACTIVITIES TO BE DISCONTINUED

The department did not discontinue any activities during the year under review. However, it is envisaged that the activities currently being performed by the Chief Directorate: Port Control in Immigration Services will be moved to the BMA once the BMA is established. In addition, the department also intends to replace the green barcoded ID books with smart ID cards once it has increased its footprint, by deploying mobile units with the live capture capability, rolled-out the bank branches and modernised more offices. However, the green barcoded ID book will remain valid for those citizens who are in possession of the said book.

5.9 NEW OR PROPOSED ACTIVITIES

The department will commence with the implementation of the repositioning programme in 2019/20 and intends to establish a programme management office as the first step. Besides this, and the initiatives reported on in previous financial years, such as the establishment of the BMA, asylum seeker processing centres, the development of the six key land ports of entry, and building on the partnerships

with the banks, the department does not intend to initiate or propose new activities in the 2019/20 financial year. However, the department will be guided by the incoming administration and Minister in this regard.

5.10 PUBLIC PRIVATE PARTNERSHIPS

5.10.1 Partnership with the banks and the eHomeAffairs platform

As reported in the previous financial year, the department is furthering innovative ways to reach its clients and provide efficient services by, among other things, using online services. The department entered into partnerships with South Africa's four major banks, Absa, First National Bank (FNB), Nedbank and Standard Bank, on a pilot basis with 14 branches collectively, for the application for smart ID cards and passports through the eHomeAffairs platform. Since the inception of the project, the banks have collectively processed 212 101 transactions for smart IDs and 222 406 transactions for passports.

The department registered a public private partnership (PPP) with the banks and National Treasury in 2016. At project conception, the department was advised by Treasury to follow what was called a 'reverse PPP process'. In terms of this process, the department was advised to prepare a concept document to serve as a feasibility study and that contracting with BASA as the association representing the totality of the banking sector would cover the procurement and contracting phases.

The department accordingly prepared a Concept Document that was signed by BASA and the four major banks. In this regard, it must be noted that the banks agreed to provide the department with space, staff, equipment and connectivity to allow for the issuance of smart ID cards and passports. The department will provide banks with access to the live-capture system in a controlled, secure environment. This is different

from the current pilots with the banks where the department procured the equipment and deployed its own staff to outlets provided by the banks.

Based on the advice from the Competition Commission, the department appointed an independent audit firm to determine the 'convenience fee' to be charged by the banks. This convenience fee will be uniform across the participating banks and will be paid by the clients wishing to use the bank channels. The convenience fee is a mechanism that will allow the banks to recover their costs for providing the service. The interaction with the Competition Commission was important as the department always had the intention to provide the opportunity to participate in this public private partnership (PPP) to all banks under the umbrella of the Banking Association of South Africa (BASA). As BASA represents the banking industry in South Africa, it would cover the total banking sector should the department contract with BASA and subcontract with the individual banks. It therefore would eliminate the need to embark on a competitive bidding process as BASA represents all registered banks in South Africa. An existing relationship with the banks on online verification provided the opportunity, and security considerations influenced the decision, to use the banking sector as part of the current footprint expansion. However, this does not exclude other channels such as the South African Post Office.

At a meeting held with Treasury officials on 14 February 2018, the department was advised to appoint a transaction adviser in order to conduct a formal feasibility study, to test the market, and should there be no response to the market test, to proceed to contracting with the Banking Association of South Africa (BASA) and the banks.

The then Minister of Home Affairs met with the Minister of Finance on 5 June 2018 to, *inter alia*, discuss the way-forward for this PPP. However, it was agreed at the meeting that the department must proceed with the appointment of a transaction

adviser and test the market. This meeting followed the granting of TA I and TA IIA approval by National Treasury on 10 May 2018. In accordance with the instruction of National Treasury to appoint a transaction adviser, the department issued a bid for the appointment of a transaction adviser. This bid closed on 29 June 2018.

Utho Capital was appointed as Transaction Advisor on 5 October 2018 and signed a Service Level Agreement on 12 December 2018. The Transaction Advisor has finalised the feasibility study and this was submitted to National Treasury for TA IIB approval on 30 April 2019. Once Treasury grants TA IIB approval, the department will be in a position to conclude PPP agreements with the individual banks and implement the collaborative effort.

5.10.2 PPP for the redevelopment of six land ports of entry

Historically, South African land ports of entry were not designed and build to facilitate the movement of large volumes of people and goods resulting in great inefficiencies at these ports of entry. In rectifying this present reality, the department has embarked on a project to redevelop six of the busiest land ports of entry into modern, cost-effective and efficient ports. The following ports have been earmarked for redevelopment:

- Beit Bridge
- Lebombo
- Maseru Bridge
- Kopfontein
- Ficksburg
- Oshoek

The objectives of the project are to:

- Develop modern, cost effective and efficient port of entry redevelopment master plans;
- Determine prospects for socio-economic development and job creation that can be implemented for the communities surrounding the ports;
- Determine the institutional mechanisms to be put in place to implement the project;
- Develop a land port of entry redevelopment model that can be applied across other land ports of entry with minor modification;
- Pursue an intergrated border management approach;
- Take into account the corridor development (linked to access roads to these ports) and
- Balance four (4) policy imperitives
 - » Economic development
 - » National security
 - » Efficient managemnt of people
 - » Human rights and humanitarian approach to dealing with people

Considering the size of the project and the fiscal constraints faced by the country and government, the department registered the project as a PPP with National Treasury. A KPMG-led consortium was appointed as Transaction Advisor in 2015. The project received conditional TA I approval in August 2017 and TA IIA approval was granted on 20 March 2018. At the onset of the project, the department had initially envisaged issuing a Request for Proposals (RfP) to the market without having undertaken a

Request for Qualification (RfQ) process. As per the advice of National Treasury, the department decided to separate both processes and to issue a RfQ first to test the appetite of the market on the project and to further pre-qualify bidders. The RfQ was issued in March 2018 and solicited ten responses. These responses were evaluated and five consortia were recommended to be pre-qualified. National Treasury approved on 15 April 2019 that the department prepare the Request for Proposals (RfP) for its consideration.

In the meantime, the contract of the KPMG-led consortium transaction advisor ended. A new Transaction Advisor (Ernst & Young-led consortium) was appointed.

5.10.3 PPP for the establishment of a refugee reception centre at Lebombo

The department is responsible for the processing of all asylum seekers presenting themselves in the Republic of South Africa. It has taken a policy decision that refugee processing centres be established at or near the ports of entry of South Africa. This policy decision was taken after a comprehensive pre-feasibility study was undertaken which looked at the concept of establishing such centres at or near the ports of entry.

The department has further determined that the first of these centres be established near Lebombo, in the Mpumalanga Province. Working with the Department of Public Works (DPW), the custodian of government property, the department has identified a suitable site in the area, which is owned by government. The refugee processing centre is a new concept slightly different from the current refugee centres. Its concept is envisaged as a kind of 'one-stop shop' facility that will receive and process asylum applications, determine the credibility and veracity of alleged asylum grounds, hear appeals to the Refugee Appeals Board, alternatively to the Standing Committee for Refugee Affairs. This model will make available, on the same premises in as much as possible, every kind of support required by asylum seekers, including interpreters and

counselling and access to legal counsel, in the event of a review application to the High Court.

The project was registered as a potential PPP by the National Treasury on 6 July 2017. The DHA subsequently appointed Turner & Townsend (Pty) Ltd as Transaction Advisor (TA) to undertake a feasibility study and possible procurement of a private party to undertake the design, build, finance, operation and maintenance of the Lebombo Refugee Processing Centre on behalf of the DHA through a Public-Private Partnership (PPP).

The Transaction Advisor undertook a needs analysis as the first step in undertaking a comprehensive feasibility study for the development of a refugee processing centre near the Lebombo border post and submitted it to the department on 31 July 2018. The purpose of the needs analysis is to identify the DHA's need to develop a refugee processing centre in Lebombo in order to provide the required services to be delivered in terms of its statutory mandate. In addition to identifying the need, it was necessary to assess the DHA's current operational capacity to deliver the project (including legal capacity) and the budget currently available to do so. In this regard, the Transaction Advisor indicated that the unitary payment (if a PPP) will amount to approximately R37 million (including VAT) per annum, in nominal terms, and that the departmental budget will need to be increased to cover this expenditure. The department will request additional funding required during the 2019 MTEF process.

5.10.4 PPP for the building, operating and transfer of a new Head Office complex for the department

The department's head office operations are currently located in six different buildings in and around Tshwane, namely (FSI (Ministry), Hallmark, New Corporation Building (BVR), Heyvries (Records), Rosslyn (Archives) and Brits (Archives). Apart from FSI and BVR, these buildings are leased. In order to improve operational efficiency, the Minister

approved the consolidation into a single campus, preferably on State owned land.

The Department of Public Works was approached to assist with the proposed consolidation and development. A suitable site was identified within the inner city boundaries of Tshwane. This is in line with the Cabinet's decision that the national, provincial and local government offices should be located within the Tshwane Inner City boundaries. As such this initiative will form part of the Tshwane Inner City Regeneration programme.

The project was registered as a potential PPP by the National Treasury on 14 June 2018. Utho Capital (Pty) Ltd was appointed as Transaction Advisor. It is expected that the Transaction Advisor will finalise the feasibility study in the 2019/20 financial year.

5.11 SUPPLY CHAIN MANAGEMENT

Continuous strides are being made to improve the SCM environment. To this end, the department submitted the departmental procurement plan to the National Treasury and reported quarterly on achievements against the targets set in the procurement plan. The procurement plan is linked to the allocation of the budget and the annual performance plans of the various business unit. However, the department is struggling with the drafting of bid specifications and had to cancel bids given inconsistencies in the bid specifications. In this regard, the disjuncture between the business requirements and the rigors of the audit process against the evaluation criteria specified had led to bids being cancelled and consequently delayed some procurement processes. In addition, the department finds itself contracted to service providers long embedded in providing critical system support and maintenance or purpose-fit facilities. Breaking out of these relationships is proving to be difficult. To ensure the SCM prescripts are applied correctly, the Bid Adjudication Committee has requested Internal Audit to

conduct pre-award reviews of certain bids.

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

The department approved Treasury Regulation 16A6.4 deviations (sole supplier contracts) to the value of R602 million during the financial year under review. The bulk of these deviations emanate from the IT environment and cover the procurement of licences from sole suppliers and support and maintenance for systems. In this regard, the department requested National Treasury for approval to deviate and appoint NEC Africa and Bytes as substitutes for Marpless for the maintenance and support of the HANIS system for a twenty four month period, while the new ABIS system is being developed and implemented. The deviation was requested on the basis that Marpless had given the department formal notice of its intention to terminate its South African operations by 31 March 2019. This would have left the department without maintenance and support of its HANIS system. The deviation is for a 24 month period and the contract value is R298 million. National Treasury supported the deviation. Linked to this deviation was the substitution of Marpless with Dimension Data for maintenance and support of the NIIS system for a period of twenty four months in the amount of R51 million per annum. The third major deviation that was approved is for the renewal of the Microsoft Enterprise licensing Agreement in the amount of R219 million.

SCM processes and systems are in place to prevent and detect irregular expenditure. Training was provided to SCM practitioners and Bid Adjudication Committee members. Where non-compliance is detected, progressive discipline is applied. SCM practitioners have disclosed their financial interests and have signed a code of conduct.

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

Table 7 indicates gifts and donations in kind or cash that the department received from non-related parties.

Table 5: GIFTS AND DONATIONS RECEIVED FROM NON-RELATED PARTIES

Donor/sponsor	Description	Amount
Vodacom	Mandela Day donations	R18 000
UNODC	Sponsored for survey on illegal immigrants	R500 000
Procter & Gamble SA	Donations for new born babies	R16 000
EOH	Cisco Switches	R108 000
OTHERS	Sponsored events and assets	R37 000
Total		R679 000

5.13 EXEMPTIONS AND DEVIATIONS RECEIVED FROM THE NATIONAL TREASURY

The department did not receive any exemption from the PFMA or Treasury Regulations or deviation from the financial reporting requirements received for the current financial year.

5.14 INVESTIGATIONS

5.14.1 Who am I online (WAIO)

As reported in the previous financial years, the department commissioned an investigation into the WAIO tender award and requested the condonement of

expenditure for the implementation of WAIO from the Minister of Public Service and Administration. While the department proceeded with its investigations, it received a letter from the Office of the Public Protector indicating that it would be investigating the matter. It was therefore prudent for the department to suspend its investigations to avoid a duplication of efforts, pending the outcome from the Office of the Public Protector. The department provided the Public Protector with all the relevant documentation pertaining to the awarding of the bid on 14 July 2011. We await the report from the Public Protector.

In addition, on 24 April 2013, the department was informed of the Special Investigating Unit's (SIU) intended investigation into the settlement of the WAIO contract. All the necessary documentation was submitted and we await the report from the SIU.

5.14.2 Hallmark Building

As reported in the previous financial years, the department had occupied the Civitas building as its head office, situated on the corner of Struben and Andries streets in the central business district (CBD) of Tshwane. During 2004, the Department of Labour declared the building unsuitable for human occupation in terms of the Occupational Health and Safety Act. The department had to seek alternative accommodation through the DPW, which eventually found accommodation in Waltloo, Silverton. In 2008, DPW secured the Hallmark Building in the Tshwane CBD as head office for the department. The lease of the Hallmark Building expired on 31 October 2017 and the contract is now running on a month-to-month basis. Prior to the contract expiring, the department requested DPW to procure alternative office accommodation. The DPW has not been able to do so to date.

Subsequent to occupation of the Hallmark Building, the department was informed that the procurement of the Hallmark Building was being investigated by the Office

of the Public Protector and the SIU. In this regard, a response was received from SIU dated 19 February 2018 indicating that investigations have been finalised and a report will be submitted to the President by 31 March 2018. The department has not been provided with the SIU report and was advised that DPW will attend to the report.

5.15 CONTINGENT LIABILITIES: R2.088 BILLION

Litigation and legal enquiries: R1.994 billion

The department is frequently cited as a respondent in civil suits and has disclosed contingent liabilities of R1.994 billion. Most of these civil matters are old with no movement on the part of the plaintiffs. Where matters do end up in court and judgment is given against the department, the amount awarded as damages is significantly less than the damages claimed.

Immigration Services' claims arise mainly out of the unlawful arrest and detention of illegal foreigners, as well as damages arising from the department's failure to make timely decisions on visas and permits. There are 7 major claims (all R10 million and above) out of the 170 claims in total under Immigration Services up to the end of March 2019, amounting to R529,9 million, which accounts for 78% of the total Immigration Services' claims of just over R679,4 million.

Civic Services' claims arise mainly from the fraudulent issuing of death certificates, the non-issuing of unabridged birth certificates and ID documents and the fraudulent use of ID documents and passports, resulting in the arrest and detention of the lawful owners. There are 6 major claims (all R5 million and above) out of the 21 claims in total under Civic Services up to the end of March 2019, amounting to R467,6 million, which account for just under 98.2% of the total Civic Services' claims of just over R476 million.

As far as Tenders and Contracts are concerned, there are 4 major claims (all R10 million and above) out of the 18 claims in total under Tenders and Contracts up to the end of March 2019, amounting to just over R812 million, which account for just under 98% of the total claims in respect of Tenders and Contracts of just under R829 million.

Other claims against the department that cannot be categorised under Immigration Services, Civic Services or Tenders and Contracts relate to motor vehicle collisions, personal injuries and contumelia. The total amount of these claims, of which there are 55, as at the end of March 2019, is just over R9,7 million.

Labour disputes: R94 million

This amount relates to labour disputes or awards granted against the department but where appeals were lodged or where the matters are still in the arbitration process. During the year under review, cases to the value of R4,1 million were ruled in favour of the department and cases to the value of R3,8 million were ruled in favour of the claimants. Furthermore, the department received additional cases to the value of R2,9 million.

5.16 SERVICES RENDERED BY THE DEPARTMENT

5.16.1 Citizen Affairs

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

5.16.2 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.

5.16.3 Inventory

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

Table 6: INVENTORY

CATEGORY	AMOUNT 2018/19	AMOUNT 2017/18	METHOD OF COSTING
	R'000	R'000	R'000
Controlled stationery	12 680	13 748	Actual cost

5.16.4 Tariff policy

The department charges clients prescribed fees for enabling documents. The department did not obtain approval from National Treasury to implement the new tariffs proposed for the 2018/19 financial year, but continued to use the approved tariffs set in 2011/12. In this regard, National Treasury requested the department to ensure tariffs are reviewed annually and aligned with the ENE and budget process to ensure that approval is obtained prior to the beginning of the financial year taking into account financial viability, cost effectiveness and efficiencies as well as social and economic factors for affordability and cost recovery. The department will appoint a service provider in the new financial year to develop a scientific methodology to be

used in determining and calculating the proposed tariffs.

The department provides free services in terms of the Identification Act, 1997, in respect of the first issue of ID, birth, marriage and death certificates. It also issues free official passports. Furthermore, the Minister has the right, in terms of both the Identification and the Immigration Acts, to waive the charging of the prescribed fees for enabling documents under certain circumstances. Such free services are disclosed under Gifts / Donations by the State in the Annexures to the Annual Financial Statements.

5.17 FINANCIAL MANAGEMENT IMPROVEMENTS

The department continued to entrench its financial management improvement programme to ensure that it achieves its goal of a clean audit opinion. Commitments were submitted to the Auditor-General (AG) aimed at ensuring that recommendations made by both Internal Audit and the AG are implemented. An audit action plan based on the findings issued was prepared and implemented. The monthly compliance checklist continued to be implemented, monitored and revised in certain areas; however, it still 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. Internal Audit performed an audit during 2018/19 on the compliance checklist submitted and found some discrepancies that were addressed with officials. 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 the Executive Committee (EXCO) and the Ministerial Management Meeting (MMM). In this regard, all managers' performance agreements were amended to include improving audit outcomes as a compulsory key result area. Another amendment of the performance agreements introduced a compulsory five-day coalface deployment. Individual performance is

therefore directly linked to the departmental audit outcome as informed by practical experience at the front office.

A concern, however, is the loss of capacity in offices and in the Finance and SCM environments in particular. Three provinces lost their Directors: Finance and Support during the year under review, while others lack sufficient numbers of staff to enforce segregation of duties in critical areas such as SCM. At head office, the Finance and SCM branch operates at 51.8 % capacity with 223 posts on the approved organisational structure not filled and unfunded.

During 2018/19, the management of payments within 30 days significantly improved, as required in treasury regulation 8.2.3, and as demonstrated by the drop in the payables that exceeded the payment term of 30 days from R30 thousand (2017/18 financial year) to zero in the year under review.

The process of allocating budget has also been strengthened to ensure that every unit has an approved allocation for COE, contractual obligations and projects before the commencement of the financial year, and the allocations are aligned to set targets. Furthermore, the responsible managers will receive a letter of allocation of their budgets at the beginning of the financial year.

The management of assets has improved significantly, as there is a better understanding of using the Barcoded Auditing (BAUD) asset management system. The department continues to investigate the existence of unverified assets before considering write-offs in which nobody can be held accountable.

Progress against the audit action plan is monitored through the back-to-basics meetings, and progress made is reported to the 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 the communication of audit findings. During the year, a constant effort was made to respond to all audit findings prior to 2018/19 and, where they could not be resolved, to transfer them to the risk register, with clear mitigating interventions. Furthermore, the failure to adhere to turnaround times was followed up and officials who failed to submit information or responses on time received letters of poor performance. These letters appear to have the desired effect.

5.18 EVENTS AFTER THE REPORTING DATE

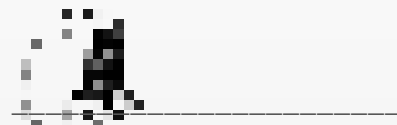
The department is not aware of any events (adjusting and non-adjusting), favourable and unfavourable, that occurred after the reporting date and the date of approval of the Annual Financial Statements.

5.19 ACKNOWLEDGEMENT/S OR APPRECIATION

The Department wishes to thank the Minister, Dr Cwele, MP, the Deputy Minister, Mrs Chohan, MP, the Portfolio Committee on Home Affairs, the Audit and Risk Committees and the AGSA for their guidance and support. We wish to acknowledge the leadership and guidance provided Mr Mkuseli Apleni, the former Director-General. In conclusion, I would like to acknowledge and thank the staff of the department for their hard work during the year in achieving our strategic goals, and for the continued support of my Executive Committee.

5.20 APPROVAL AND SIGN OFF

The Annual Financial Statements set out on pages 209 to 300 have been approved by the Accounting Officer.



BT Mavuso

Accounting Officer (Acting)

Department of Home Affairs

Date: 31 May 2019

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

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

All information and amounts disclosed throughout the annual report are consistent.

The annual report is complete, accurate and is free from any omissions.

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

The Annual Financial Statements (Part E) have been prepared in accordance with the modified cash standard and the relevant frameworks and guidelines issued by the National Treasury.

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

The Accounting Officer is responsible for establishing and implementing a system of internal control that has been designed to provide reasonable assurance as to the integrity and reliability of the performance information, the human resources information and the annual financial statements.

The external auditors are engaged to express an independent opinion on the annual financial statements.

In my opinion, the annual report fairly reflects the operations, the performance information, the human resources information and the financial affairs of the department for the financial year ended 31 March 2019.

Yours faithfully



BT Mavuso
Acting Director-General
Department of Home Affairs
Date: 31 May 2019

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 management 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 department executes or participates in the execution of the following mandates in order to fulfil its mission:

8.1 BIRTHS, MARRIAGES AND DEATHS

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

8.2 IDENTITY DOCUMENTS AND IDENTIFICATION

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

8.3 CITIZENSHIP

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

8.4 TRAVEL DOCUMENTS AND PASSPORTS

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

8.5 LEGISLATIVE MANDATE: IMMIGRATION

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

8.6 OTHER PRESCRIPTS RELEVANT TO THE MANDATE OF HOME AFFAIRS

- The Universal Declaration of Human Rights as adopted by the General Assembly of the United Nations on 15 December 1948;
- The basic agreement between the Government of the Republic of South Africa and United Nations High Commissioner for Refugees (UNHCR), 6 September 1993;
- The 1951 United Nations Convention Relating to the Status of Refugees;
- The 1967 Protocol Relating to the Status of Refugees;
- The Organisation for African Unity Convention Governing Specific Aspects of Refugee Problems in Africa, 1996; and

- The UNHCR Handbook and Guidelines on Procedures and Criteria for Determining Refugee Status, 1997

8.7 OTHER LEGISLATIVE MANDATES

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

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

- The Electoral Commission (IEC)
- The Government Printing Works (GPW)
- The Representative Political Parties' Fund (RPPF)

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

9. ORGANISATIONAL STRUCTURE



10. ENTITIES REPORTING TO THE MINISTER

The table below indicates the entities that report to the Minister

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



PART B:

PERFORMANCE INFORMATION

1. AUDITOR GENERAL'S REPORT: PREDETERMINED OBJECTIVES

The AGSA currently performs certain audit procedures on the performance information to provide reasonable assurance in the form of an audit conclusion. The audit conclusion on the performance against predetermined objectives is included in the report to management, with material findings being reported under the Predetermined Objectives heading in the Report on other legal and regulatory requirements section of the auditor's report.

Refer to page 202 to 208 of the Report of the Auditor General, published as Part E: Financial Information.

2. OVERVIEW OF DEPARTMENTAL PERFORMANCE

2.1 SERVICE DELIVERY ENVIRONMENT

Over the last five (5) years, the Department of Home Affairs (DHA) has made significant efforts towards the establishment of a single, secure National Population Register with reliable data on the official identity and status of citizens and other clients. Core systems are now more secure and efficient through the use of biometrics, among other measures. Great strides have also been made in the immigration environment. Key developments include, among others, the simplification of visa requirements such as the extension of the implementation of Long-Term Multiple Entry Visas to various categories of frequent travellers. The department has improved its visa adjudication turnaround times; this is largely due to the replacement of the manual adjudication system with a more advanced electronic adjudication system.

While these efforts have resulted in most citizens and non-citizens having a positive experience when applying for Home Affairs services, and banks relying on biometric checks against the Population Register, many people experience difficulties when accessing DHA services. The problem confronted by the DHA is that it is currently positioned as delivering routine services of little strategic or security importance. This is reflected in the DHA remaining with a legacy operating, organisational and funding model that does not allow it to fully deliver its mandate to manage official identity, status and international migration according to its constitutional and related international commitments.

The department currently operates in an environment that presents many challenges with regards to meeting service delivery standards consistently. A major factor is that its footprint is only partially aligned to the location and size of communities. A related factor is that front offices are almost all rented by the DPW and the quality of infrastructure provision such as office space, networks and access, also vary widely. This prevents the department from modernising all its offices and compels it to retain systems that are inefficient and insecure, such as the production of the green barcoded ID books. Nevertheless, by March 2019, out of approximately 400 frontline offices, 193 were converted to use a fully digital process for issuing smart ID cards and the new secure passports.

Modernisation is at a stage where systems are not yet integrated and fully digitised. Thus, more recent records are on databases but older records must be retrieved manually. The DHA has the largest client base than any other department – all citizens and foreign nationals, including those applying to enter the country. However, it has the lowest staff to client ratio, few specialists and professionals, and large gaps at supervisory and management levels. The situation has been exacerbated by the inability to fill vacant critical posts due to budgetary constraints. Both clients and staff

are negatively affected by this situation, which is made worse by the fact that the department had to close its offices on Saturdays. This has created additional pressure on services during the week. One result has been the reappearance of long queues outside certain offices.

The department is confronting challenges outlined above by implementing short, medium and long-term strategies. Short-term strategies include realising the gains made by the ongoing modernisation programme. These include improved performance against targets and work on an end-to-end digital permitting system, which is improving service delivery. The department launched the “War on Queues” campaign as part of the efforts to ensure that clients who visit Home Affairs offices are served in a dignified and timely manner. Another important initiative is the phased replacement of the ageing fleet of mobile offices with refurbished and new units fitted with digital systems. The details of short and medium term initiatives are reported in the Service Delivery Improvement Plan (SDIP).

In the longer term (five to ten years) the goal is to fully reposition the department within the security system of the state as a modern, secure department managed strategically by professionals. Initiatives begun in the reporting period, to realise this vision, will greatly improve service delivery in the coming years. As part of its modernisation programme, the department is introducing new systems and technology with the end state of achieving an integrated National Identification System (NIS) supporting biometric data at ports of entry as well as a seamless interface across Immigration and DHA systems.

In order to deliver seamless services to the clients, the department requires an uninterruptable and stable network solution. Thus, the department has developed the strategy and investment plan to ensure dedicated network connectivity. Another

step is to develop mobile and portable solutions that can be fitted into suitcases or kiosks and be located at service points in places such as shopping centres. All these solutions depend on replacing the current outdated NPR with the new NIS and fully replacing all green barcoded ID books with smart ID cards. In this reporting period, a service provider was appointed to ensure smooth migration of data from AFIS to ABIS.

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.

Main services and standards

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Quantity				
Birth Registration	South African citizens and permanent residents	386 635 births were registered within 30 calendar days (April to September 2017) 385 400 births were registered within 30 calendar days (October 2017 to March 2018)	810 000 of birth registered within 30 calendar days	816 698 births were registered within 30 calendar days
	South African citizens and permanent residents	62.21% of UBCs were issued within 8 weeks	70% of Unabridged Birth Certificates (UBCs) issued within weeks	58.91% of UBCs were issued within 8 weeks
Personal Amendments	South African citizens	No Track and Trace functionality was available for measuring of Personal Amendments	70% of Personal Amendment applications finalised in 8 weeks	A change request for the enhancement of the Track and Trace system was developed and not implemented as yet. Hence, the measurement of the turnaround time is not possible at this point. However, DHA measures the number of personal amendments from the NPR. The total number of personal amendments processed for the age group 0 - 15 years was 97 971. The branch will develop a change request for the extraction of amendment information for adults as this data is currently not available

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Permanent Residence Permit	Foreign nationals	97% (7 810 of 8 049) of permanent residence applications adjudicated within 8 months for applications collected within the RSA	85% of permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application) (Above applications refer to: critical skills (s27b), general work (s26a) and business (s27c) only)	95.1% (8 991 out of 9 452) permanent residence applications adjudicated within 8 months for applications collected within the RSA
Quantity				
Birth Registration	SA citizens	2 952 896 birth images were digitised Access tool for images digitised by Stats SA deployed	Digitisation of Birth, Marriages and Death records	From inception in 2016/17, a total of 11 488 736 images were digitised The access tool has not yet been developed but images are available
	SA citizens	Signed SOPS for Birth and Death registration process	Signed SOPS for Birth and Death registration process	Standard operating procedures for the new live capture processes will be finalised after the Hematite pilot is finalised
Personal Amendments	SA citizens	Enhance Track and Trace functionality in order to measure end-to-end Personal Amendment process	Enhance Track and Trace functionality in order to measure end-to-end Personal Amendment process.	A change request was developed but was not implemented
Personal Amendments	SA citizens	Utilise end-to-end measurements to improve operations management	Utilise end-to-end measurements to improve operations management	Whilst the branch does not have an end-to-end measurement in place, we measure the number of amendments of children between 0-15 years
Personal Amendments	SA citizens	Signed SOPs for Personal Amendment process	Signed SOPs for Personal Amendment process	No new SOPs can be developed until the Track & Trace enhancements are finalised
Permanent Residence Permit	Foreign nationals residing within and outside SA who require permanent residency in the country	Feasibility study conducted at 3 foreign missions (Harare, Europe and Asia)	Feasibility study conducted at 3 foreign missions (Harare, Europe and Asia)	Not done

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Permanent Residence Permit	Foreign nationals residing within and outside SA who require permanent residency in the country	e-Permitting solution implemented. Number of applications finalised	e-Permitting solution implemented. Number of applications finalised	Full e-Permitting solution not yet implemented, pilot will be concluded in the 2019/2020 financial year

Batho Pele arrangements with beneficiaries (Consultation access etc.)

Consultation		
Current/actual arrangements	Desired arrangements	Actual achievements
<p>Communication strategy reviewed and implemented</p> <ul style="list-style-type: none"> • 46 media engagements produced • 6 Ministerial Izimbizo conducted • 1 budget vote event conducted • 13 publications on Ministerial Home Affairs Today produced • 16 Notes from the DG's Desk produced • 3 campaigns conducted 	<p>Communication interventions of the communication strategy as outlined in APP implemented in respect of Corporate Communication, Media Relations and Public Awareness Engagements</p>	<p>Communication strategy and action plan implemented with a focus on:</p> <ul style="list-style-type: none"> • Corporate Communication Services • Media Relations • Public Awareness Engagements <p>4 Publications of Ikhaya internal Newsletter; 79 media engagements; 8 Izimbizo conducted; 1 Budget Vote Communication event; 4 Publications of Ministerial Home Affairs Today; 10 Notes from the DG's desk produced and 2 Campaigns (1 war on queues campaign and 1 Travel ready campaign)</p>
<p>70,03% of front offices (257 of 367) report to have complaint/suggestion boxes in place and 29,97% (110 of 367) report that no suggestion boxes are in place</p> <p>68,94% of front offices (253 of 367) report that they have standard questionnaires in place for feedback/complaints and suggestions</p> <p>31,03% (114 of 367) report that they do not have standardised forms for feedback/complaints or suggestions</p>	<p>Complaint/Suggestion boxes placed in all front offices with standard feedback form to capture client's suggestions and feedback</p>	<p>Provinces report consistently that all offices have implemented complaint / suggestion boxes</p> <p>However, not all provinces have standard forms. Western Cape, for example, reports that they use the "client satisfaction rating card" with Gauteng reporting that feedback forms are not in place. The branch will work closely with Channel Management to formalise customer rating forms</p>

Consultation		
Current/actual arrangements	Desired arrangements	Actual achievements
Lack of consultation with the public about the services they are entitled to receive from the department	Communication strategy to inform the public and Home Affairs staff about services and products through training and campaigns developed and implemented which focus on Corporate Communication, Media Relations and Public Awareness Engagements	<p>December 2018-February 2019: The Birth registration, Smart ID and Travel ready advertising plan was implemented in various mediums including airport screens, at stadiums during PSL Soccer tournaments/matches, and placement in print publications</p> <p>April 2019: During Easter period, Travel Ready advertising plan was implemented in the digital media</p> <p>July 2018-May 2019: The Apply and Collect ID integrated communication plan was implemented through supporting DHA office opening and hosting Izimbizo in KZN , E.Cape, W.Cape, N.Cape. This was also reinforced through placement of advertisements in print publications and radio. This was intended to align to the national election communication strategy compiled by GCIS and IEC</p>
<p>This process has seen extensive consultation around the drafting of new legislative amendments within the Immigration Bill (including the Refugees Amendment Bill). These amendments introduce the key constructs necessary for the new policy to take administrative effect</p> <p>The proposed amendments have now been approved by the Minister and the department will proceed into the 2018 reporting cycle by undertaking consultation at the level of Parliament</p>	Immigration and Refugees Bills submitted to Parliament for approval	The Draft SEIAS for the Immigration Bill has been drafted and will be finalised in the 1st Quarter of 2019/2020 Financial year. A Draft Immigration Bill has also been developed and subjected to Inter-Departmental consultations. The Draft Bill will be finalised in the 2019/2020 Financial year

Service Standards		
Current/actual arrangements	Desired arrangements	Actual achievements
The Birth Evaluation Study was finalised by Genesis Analytics	Improving service delivery standards through optimising the use of existing health facilities for registration of birth	Birth Optimisation Strategies for each of the nine (9) provinces were approved during the financial year for implementation during 2019/20
Online verification scanners not available in all connected health facilities and 3G network challenge in connectivity	Improving service standards through business process engineering with rolling out online verification, provision of access to systems, inherent biometric features and system integration	Interim biometric functionality was installed in 10 ports of entry in 2017/18 and there was no further roll out
Manual application process for Birth and Death registration at offices and health facility service points	Increase the number of offices and health facilities registering births and deaths using the new automated process	<p>Birth, Marriage and Death registration phase 1 module has been automated onto Live Capture. The module has been rolled out to 26 modernised offices</p> <p>Automated birth registration could not be piloted in the two health facilities identified because the network is not compatible with Hematite requirements</p>
62.21% of Unabridged Birth Certificates were issued within 8 weeks	70% of Unabridged Birth Certificates (UBCs) issued within 8 weeks	58,91% of UBCs were issued within 8 weeks
No Track and Trace functionality was available for measuring of Personal Amendments	Enhance Track and Trace functionality in order to measure end-to-end Personal Amendment process	<p>The Track and Trace system developed and completed, awaiting business to implement</p> <p>A change request was developed but was not implemented</p>
No Track and Trace functionality was available for measuring of Personal Amendments	Utilise end-to-end measurements to improve operations management	Whilst the branch does not have an end-to-end measurement in place, we measure the number of amendments of children between 0-15 years.
No Track and Trace functionality was available for measuring of Personal Amendments	70% of Personal Amendment applications finalized in 8 weeks	A change request for the enhancement of the Track and Trace system was developed and not implemented as yet. Hence, the measurement of the turnaround time is not possible at this point. However, DHA does measure the number of personal amendments from the NPR. The total number of personal amendments processed for the age group 0 - 15 years was 97 971. The branch will develop a change request for the extraction of amendment information for adults as this data is currently not available

Service Standards		
Current/actual arrangements	Desired arrangements	Actual achievements
97% (7 810 of 8 049) of permanent residence applications adjudicated within 8 months for applications collected within the RSA	85% Permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is in scan at VFS Centre – office of application) (Above applications refer to: critical skills (s27b), general work (s26a) and business (s27c) only)	95.1% (8 991 out of 9 452) permanent residence applications adjudicated within 8 months for applications collected within the RSA
Spouse Permanent Residence permits not in line with turnaround times	Spouse Permanent Residence applications permits will be adjudicated within eighteen (18) months within the Republic of South Africa from the date of receipt of application until outcome is known	Target is outside the APP – The 18 months as proposed has not been implemented as it requires EXCO/MMM approval. It will only be presented for approval in the current financial year (2019/2020)

Access		
Current/actual arrangements	Desired arrangements	Actual achievements
98% of health facilities were assessed during the 2017/18 financial year	Optimisation of 391 health facilities registering births and deaths enables birth and death registration environment	The Birth Optimisation Implementation Plan was piloted at Baragwanath and Femina Hospitals as per recommendations in the approved provincial state of readiness plans SITA awarded a bid to service provider. Contract signed, and SLA signed between DHA and SITA
Only manual registration processes were in place at the beginning of the 2018/19 financial year	Optimisation of Birth and Death registration using the new automated process in DHA service points (front offices, health facilities, mobile units and foreign missions)	Birth, Marriage and Death registration phase 1 module has been automated onto Live Capture. The module has been rolled out to 26 modernised offices The automated processes for birth registration were piloted during the review period. A total of 2924 births were registered during this pilot. It has since emerged that piloting the automated processes at health facilities cannot be implemented at this stage due to network compatibility issues

Access		
Current/actual arrangements	Desired arrangements	Actual achievements
Mobile solution piloted in 9 offices, one per province	Mobile solution rolled out to 190 offices	16 mobile units procured and equipped with IT equipment. All mobile units awaiting connectivity from SITA
Signage (internal and external) inadequate	Signage (internal and external) in all front offices	For the financial year under review the department has installed at its front offices 33 internal and 7 external signage
Accessible ramps with rails in some of our front offices	Accessible ramps with rails in all front offices	The majority of offices have adequate facilities to cater for access to people with disabilities. The Department of Public Works (DPW), which is responsible for procurement of offices, was provided with specifications to adhere to whenever new offices are procured or built. In offices where there is non-compliance, DPW moves the department to more compliant offices, as and when they become available. is adequate funding
Directional signage installed for some of our front offices	Directional signage installed for all front offices	For the financial year under review the department has installed at its front offices 7 external signages
No Track and Trace functionality was available for measuring of Personal Amendments	Personal Amendment application process at 412 front offices and head office measurable and operations management improved	A change request for the enhancement of Track and Trace was developed but was not implemented
Applications are done online at 12 VFS Global Visa Facilitation Centres within South Africa as well as mobile application services	Applications are done online via newly appointed service provider in South Africa	Applications are still undertaken online through VFS in South Africa
Three (3) Premium VFS Global Visa Facilitation Centres in Gauteng, Western Cape and KZN are operational to receive and process applications	Applications are done at 3 Premium Visa Facilitation Centres within South Africa	Premium Visa Facilitation Centres in Gauteng, KZN, and Western Cape are operational and continue to accept applications
The development of the e-Permitting system is now at an advanced stage and will be piloted in 2018	e-Permitting solution implemented Number of applications finalised	Phase 1 solution (TRVs) developed and tested. Pilot has commenced Full e-Permitting solution not yet implemented, pilot will be concluded in the current financial year (2019/2020)

Courtesy		
Current/actual arrangements	Desired arrangements	Actual achievements
1 166 managers (819 junior, 308 middle and 39 senior) were trained and developed in management development programmes	100% of nominated staff trained (500) for leadership and management development programmes	The annual target of 500 managers (junior, middle and senior) trained in leadership and management development programmes to improve performance and professionalism has been achieved in that 567 (Senior = 45, Middle = 213, junior = 309) have been trained
Service charter on service rendered not displayed in front offices	Service Charter displayed in all Front offices	81.5% of front offices (297 of 367) reported to have service charters displayed compared with 18.5% (68 of 367) of offices reporting that their service charters are not displayed in public spaces
79,02% of front offices (290 of 367) reported to have service charters displayed compared with 20,98% (77 of 367) of offices reporting that their service charters are not displayed in public spaces	Service Charter published in the department's website	Not done
Updated top management details displayed on the department's website and front offices	Updated top management details displayed on the department's website and front offices	<p>Top management update on the website - Executive management profiles regularly updated on the DHA website. Office contact details are regularly updated when information is received from provinces</p> <p>The images of top management are regularly updated and installed at front offices when request are received from provincial and office managers</p>
Home Affairs Contact Centre (HACC) solution implemented as per project plan but standard complaint and redress mechanism to be implemented	Approved Three Year Rolling Plan for HACC enhancement implemented	Home Affairs Contact Centre solution implemented as per project plan. Standard complaints and redress mechanisms implemented in line with the Home Affairs Contact Centre framework. Revised complaints and redress mechanisms not yet approved and rolled out to the front offices. The revised mechanisms will be approved and rolled out in the 2019/20 year to the front offices
Service Charter on service rendered not displayed in VFS offices	Service Charter displayed in all VFS / or new service provider offices	VFS displayed Service Charter on services rendered in their offices
DHA Contact Centre standard functionality implemented as per the project plan	DHA Contact Centre solution implemented as per the project plan	DHA Contact Centre advanced functionality implemented as per the project plan

Openness & Transparency		
Current/actual arrangements	Desired arrangements	Actual achievements
46.32% of front offices (170 of 367) reported that officials are in possession of name tags compared with 53,68% (197 of 367) that reported that name tags are not in place	Wearing of name tags by all officials and displaying of name plates at counter level	<p>The situation remained unchanged from the previous financial year. 46% of front offices report that officials are in possession of name tags. To bolster these figures, a new project will be launched</p> <p>Immigration officials are issued with name shields which have been handed to a significant number of officials. Officials at ports of entry have also been issued with name badges and all Port Managers ensure that officials wear name tags/badges during the execution of their official duties</p>
Haphazard wearing of name tags worn by service provider and head office	Wearing of name tags by all officials and displaying of name plates at counter level by service provider	<p>The design of immigration name shields was finalised in 2018/19</p> <p>Red and Gold DDG and CD IMS Support as follows:</p> <p>Black and Gold for Inspectorate;</p> <p>Green and Gold for Permitting; and</p> <p>Blue and Gold for Asylum Seeker Management</p>
Service provider call centre number and email address displayed through DHA website	Service provider call centre number and email address displayed through DHA website	The VFS Call Centre number and email address in respect of visa applications are displayed on the DHA Website through a VFS link
Customer satisfaction devices in all VFS offices	Customer satisfaction devices in all VFS offices	For Immigration Services, VFS has a customer satisfaction survey known as Voice of Applicant (VOA)

Redress		
Current/actual arrangements	Desired arrangements	Actual achievements
47,14% of front offices (173 of 167) report that leadership charts are in place compared with 52,86% (194 of 367) that report that leadership charts are not in place in public spaces	Leadership charts in all front offices and escalation resolved	<p>Due to the changes in the top management structure during 2018/19 review period, the leadership charts are outdated and will need to be replaced. The levels of compliance have therefore declined since the previous report</p> <p>Immigration Services has an escalation mechanism where inquiries are conducted through the contact centre which liaises with a dedicated inquiry unit within Permitting</p>
Contact Centre systems integrated into the National Population Register for birth, marriage, death, ID, passport, citizenship and personal amendment applications. Self-service functionality integrated into the National Population Register for marriage status and dead/alive status. Home Affairs Contact Centre standard functionality implemented. Home Affairs Contact Centre framework, including the complaints handling and redress mechanisms in place	Approved Three Year Rolling Plan for HACC enhancement, inclusive of redress mechanism in line with the Service Charter implemented	The three-year rolling plan for HACC enhancement was not completed. Only the automated quality management system, automated e-mail system, web supervisor dashboard and reporting system, server upgrades and Qlik sense analytical and reporting system were implemented. Integration of contact centre systems with core business systems was not completed as IS branch indicated lack of capacity to implement the outstanding interfaces. Redress mechanisms were reviewed but not approved. Complaints were handled and redressed in line with the existing contact centre framework

Redress		
Current/actual arrangements	Desired arrangements	Actual achievements
<p>The average turnaround time for query management improved, with 80% of cases logged with the department resolved within the specified turnaround time. Challenges with the contact centre systems led to a huge number of dropped calls and escalations to management</p> <p>Enquiry Unit established to handle all permitting enquiries. The unit reports to the Ministry weekly</p>	<p>Approved timeline of 25 working days for the resolution of a query or complaint</p>	<p>The average turnaround time for query management improved, with above 90% of cases logged with the department resolved within the specified turnaround times. The contact centre servers were upgraded and Qlik sense analytical and reporting system together with the quality assurance system developed and deployed in the centre to assist with reducing the number of abandoned calls.</p> <p>The Inspectorate Unit in the department has a unit standard of 28 days, 60 days and 90 days for investigations</p> <p>This is determined by the complexity of cases; for example:</p> <p>Undesirable Cases – 28 days</p> <p>Prohibition, Good Cause and Deportation Appeals – 90 days</p> <p>Status verification investigations - 28 days</p> <p>Special Investigations – fraudulent documents, fraudulent practices, fraudulent marriages – 90 days</p> <p>Human trafficking and human smuggling – 90 days</p>
<p>The HACC continued to manage the website enquiry tool that is available on the internet</p> <p>The tracking functionality on the website was not implemented during the review period</p>	<p>Clients can follow process of application through the department website</p>	<p>The tracking functionality on the website was not functional during the review period.</p> <p>The VFS Visa Application System provides for a tracking functionality and applicants can monitor the status of their applications online. Applicants can also submit inquiries to the Chief Directorate: Permits for further attention in cases of long pending applications</p>

Redress		
Current/actual arrangements	Desired arrangements	Actual achievements
<p>The department inspires implementation of suggestion boxes at front offices as redress mechanisms for customers</p> <p>70.03% of front offices (257 of 367) reported to have complaint/suggestion boxes in place and 29.97% (110 of 367) report that no suggestion boxes are in place</p>	Redress mechanism developed in line with the Service Charter	<p>Suggestion/complaint or compliment boxes are implemented at front offices. However, we have identified a need to standardise the customer experience questionnaire going forward</p> <p>In respect of visas, applicants can follow up with the contact centre and direct their unresolved cases to the Chief Director: Permitting for a resolution. Applicants have a further redress mechanism in terms of the Immigration Act where rejected applications can be appealed or decisions taken for review</p>

Value for money		
Current/actual arrangements	Desired arrangements	Actual achievements
62.21% of UBCs were issued within 8 weeks	70% of Unabridged Birth Certificates delivered according to set standards	58.91% of UBCs were issued within 8 weeks
Unabridged Birth Certificates for new birth issued in a day	Unabridged Birth Certificates for new birth issued in a day	816 698 UBCs were issued on the spot to new born babies
High level of queries (approximately 15% of the total queries received) reduced related to or as a result of Personal Amendment applications	Reduced level of queries related to or as a result of Personal Amendment applications	As indicated above, a change request was developed for the enhancement of the Track and Trace that currently does not measure end-to-end. To accurately account from end-to-end, the implementation of the Track and Trace is critical
<p>Immigration Services conducts regular sessions with VFS to ensure that amendments to or actions arising from Immigration Directives are timeously communicated.</p> <p>There are also governance processes in place to ensure that client queries directed to the department on service standards delivered through VFS can and must be addressed in prescribed turnaround periods</p>	Improve quality of adjudicated files. In-house quality assurance before dispatching	Regular engagements with VFS takes place through the established governance structure which is Steerco

Time		
Current/actual arrangements	Desired arrangements	Actual achievements
62.21% of Unabridged Birth Certificates were issued within 8 weeks	70% of Unabridged Birth Certificates issued within 8 weeks	58.91% of UBCs were issued within 8 weeks
Unabridged Birth Certificates for new birth issued in a day	Unabridged Birth Certificates for new birth issued in a day	816 698 UBC were issued on the spot to new born babies
No Track & Trace functionality was available for measuring of Personal Amendments	Personal Amendment applications finalized in 8 weeks	A change request for the enhancement of the Track & Trace system was developed and not implemented as yet. Hence, the measurement of the turnaround time is not possible to this point. However, DHA measures the number of personal amendments from the NPR. The total number of personal amendments processed for the age group 0 - 15 years was 97 971. The branch will develop a change request for the extraction of amendment information for adults as this data is currently not available
97% (7 810 of 8 049) of permanent residence applications adjudicated within 8 months for applications collected within the RSA	Permanent Residence Permit issued with eight (8) months	95.1% (8 991 out of 9 452) permanent residence applications adjudicated within 8 months for applications collected within the RSA
Spouse Permanent residence permits not in line with turnaround times	Spouse Permanent residence permits will be issued within eighteen (18) months	Target is outside the APP – The 18 months as proposed has not been implemented as it requires EXCO/MMM approval. It will only be presented for approval in the current financial year (2019/2020)

Cost		
Current/actual arrangements	Desired arrangements	Actual achievements
First issue of Unabridged Birth Certificate is issued free of charge	First issue of Unabridged Birth Certificate issued free of charge	First issue of Unabridged Birth Certificate is issued free of charge
R75 charged for Unabridged Birth Certificate	R75 charged for Unabridged Birth Certificate	R75 charged for Unabridged Birth Certificate
Re-issuance of Unabridged Birth Certificates is R75	R70 charged for re-issue of Unabridged Birth Certificate	Re-issuance of Unabridged Birth Certificates is R75
Amendment to the birth register: R70	Amendment to the birth register: R70	Amendment to the birth register: R70
Change of the forenames or surname of a minor: R70	Change of the forenames or surname of a minor: R70	Change of the forenames or surname of a minor: R70

Cost		
Current/actual arrangements	Desired arrangements	Actual achievements
Change of the forenames of major: R140	Change of the forenames of major: R140	Change of the forenames of major: R140
Change of the surname of major: R325	Change of the surname of major: R325	Change of the surname of major: R325
All rectifications where the department is at fault: Free	All rectifications where the department is at fault: Free	All rectifications where the department is at fault: Free
R 1 520 DHA Processing Fee	R 1 520 DHA Processing Fee	The charge remains the same (R1 520)
R1 320 handling fee charged for application through VFS for all temporary residence permit	R1 350 handling fee charged for application through VFS	The charge remains the same (R 1 350)
R 500 for applications at Premium VFS Centres (optional)	R 500 for applications at Premium VFS Centres (optional)	The charge is (R 1 850), which consist of the normal charge plus extra R500 (R 1 350 + R 500)

Service delivery information tool

Information		
Current/actual information tools	Desired information tools	Actual achievements
No changes to the birth and death registration requirements were made and therefore the information applicable to the review period remained in place	Updated information about the Birth and Death registration distributed through pamphlets and posters displayed in all DHA service points	The requirements in respect of birth and death registration have remained the same throughout the financial year and the existing information distributed to provinces is still applicable, except for the automated birth registration process that is being piloted. These changes will be distributed once the piloting phase is complete
The service charter went through the process of revision in the 2017/18 financial year as required by the Public Service Act and Regulations	Citizens are given complete and accurate information about the services they are entitled to receive by the display of the departmental service charter at all offices and other targeted electronic channels	The rollout of the new service charter is still in progress
Information about the permanent residence application services available on the department's and VFS website	Information about the Permanent Residence application services on the department's website and VFS websites	Both DHA and VFS websites have information on visa and permit applications

Customers follow process of application through the VFS website	Customer can follow process of application through the Service provider website	Clients can follow the process through the service provider website until the application is handed over to DHA. Client will then follow the process from VFS Dispatch Hub at Hallmark until VFS Office of application
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Complaints mechanism

Current/actual complaints mechanism	Desired complaints mechanism	Actual achievements
<p>The department inspires implementation of suggestion boxes at front offices as redress mechanisms for customers</p> <p>70.03% of front offices (257 of 367) reported to have complaint/suggestion boxes in place and 29.97% (110 of 367) report that no suggestion boxes are in place</p>	Redress mechanism developed by Home Affairs Contact Centre in line with the service charter	<p>Suggestion / complaint or compliment boxes are implemented at front offices. However, we have identified a need to standardise the customer experience questionnaire going forward</p> <p>In respect of visas, applicants can follow up with the contact centre and are also able to direct their unresolved cases to the Chief Director: Permitting for a resolution. Applicants have a further redress mechanism in terms of the Immigration Act where rejected applications can be appealed or decisions taken for review</p>
Suggestion boxes placed in all front offices	Analysis of suggestions received from clients for improved services	Suggestions received from clients are automatically received through the system, analysed, areas of improvement identified and solutions for improvements implemented
Complaints and compliments registered manually in books availed in all front offices	Analysis of complaints and compliments registered for improved services	Suggestions received from clients are automatically received through the system, analysed, areas of improvement identified and solutions for improvements implemented
Automated devices for measuring services received installed in all front desks in VFS offices	Feedback used to improve officials' performance and client experience	Feedback from clients on the overall satisfaction analysed on monthly basis and improvement strategies implemented
Automated devices for customer satisfaction installed in all VFS offices	Feedback used to improve officials' performance and customer experience	Feedback from clients on the overall satisfaction analysed on monthly basis and improvement strategies implemented
Complaints and suggestion boxes not installed in all ports of entry	Complaints and suggestion boxes installed in all ports of entry	The process for the identification and installation of suggestion and complaint boxes in identified ports of entry not yet commenced

2.3 ORGANISATIONAL ENVIRONMENT

The department uses physical office infrastructure as the main delivery channel for its services. There is therefore a dependency on the Department of Public Works (DPW) for the acquisition and maintenance of offices. Currently, the department is accommodated in 412 Civic Services front offices across the country, which is inadequate considering that the department provides civic services to all SA citizens, permanent residence holders and refugees. The footprint of the DHA does not meet the minimum accessibility norms (distance to be travelled by clients to access services) of 50 km in the Northern Cape and 25 km in other provinces, as set out by the Department of Public Service and Administration (DPSA).

The department continued to be faced with long queues caused by high volumes, unpredictable walk-ins, the discontinuation of Saturday working hours, inadequate front office space, unstable systems, inefficient workflow processes and uncoordinated communication strategies. This led to client frustration and negative publicity. The 'War-on-Queues' strategy assisted to some extent to manage these queues and reduce waiting times.

In January 2016, the department was informed of the reduction of the Compensation of Employees (COE) budget due to fiscal constraints, which resulted in a loss of 1433 vacant funded positions over the MTEF period.

Three provinces lost their Directors: Finance & Support during the year under review, while others lack sufficient numbers of staff to enforce segregation of duties in critical areas such as SCM. At head office, the Finance & SCM branch operates at 51.8 % capacity with 223 posts on the approved organisational structure not filled and unfunded.

- Thirty-eight (38) Offices are at risk of closure due to lack of capacity and 20 of these offices are without office managers. Furthermore, the capacity in the department at SMS level was negatively affected by the loss of a critical position, of Director General.
- The department implemented its modernisation programme, which includes migration into a paperless environment by automating its processes, the capture of the information of citizens through live capture systems and the application for DHA products online and in real time. This modernisation programme depends on a reliable and uninterruptable network infrastructure. Unfortunately, system downtimes remain prevalent. System downtimes frustrate clients as DHA services cannot be sourced anywhere else. In this regard, the department is reliant on SITA as the provision of network services is a mandatory service as prescribed by the SITA Act. Furthermore, a strategy and investment plan to ensure dedicated network connectivity was developed to implement recommendations in the new MTEF.

2.4 KEY POLICY DEVELOPMENTS AND LEGISLATIVE CHANGES

In 2017 the repositioning programme was initiated with the aim of repositioning Home Affairs as a secure, modern department that is located within the security system of the state and is able to deliver on its full mandate. The first step towards a repositioned DHA depends, to a large extent, on the approval of the White Paper and Act that will lay policy and a legal basis for a modern and secure Home Affairs. In December 2018 the Cabinet approved the publication of the White Paper for public comments. The White Paper was gazetted for public comments on 18 January 2019. The public was given until 18 February 2019 to submit comments.

Following the Cabinet approval of the White Paper for public consultation, the department began with the process of developing a Home Affairs Bill. The Bill, inter alia, provides for the repositioning of the DHA within the security system, defines the DHA's mandatory obligations and frames the mandate and principles by which subsidiary legislation must be drafted or amended. A revised White Paper and draft Bill were submitted to the Minister for approval on 29 March 2019. It is anticipated that the final White Paper will be submitted to Cabinet for approval by 30 June 2019. A high-level roadmap for the implementation of the repositioning programme is included in the White Paper. In the 2019/20 APP, the department has included two critical targets under the repositioning programme. That is, the submission of the final draft of the DHA Bill to Cabinet for approval for public consultation, and the submission of the Identification Policy Framework to Cabinet for approval for public consultation.

3. STRATEGIC OUTCOME ORIENTED GOALS

The DHA contributed directly to the following Medium Term Strategic Goals (MTSF) 2014 to 2019:

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

The DHA developed three strategic outcome-oriented goals or outcomes to support the national outcomes and its own priorities. The three outcomes dealt with the core business branches (Civics and Immigration Services) and support branches (the various programme 1 branches). The outcomes are the following:

- Secured South African citizenship and identity

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

Each of the three outcomes are supported by strategic objectives with five-year targets, outputs and performance indicators and targets. The achievements highlighted below were identified among the milestones of the 2014-2019 MTSF.

During the 2014-19 MTSF period, the department issued more than 11.9 million smart ID cards, thereby contributing to social cohesion and nation building. The smart ID cards target for the period under review was 3 000 000. The department exceeded this annual target by issuing 3 127 217 smart ID cards. In securing the identity and status of citizens, it is crucial to ensure there is early registration of birth. The birth registration target for the review period was to register 810 000 births within 30 days of birth event. The department exceeded this annual target by registering 816 698 births within 30 days. The turnaround times for key enabling documents in the immigration environment also improved significantly, especially on the targets contributing to economic development. The adjudication of selected categories of permanent residence applications, business and general work visas and critical skill visas varied between 89% and 97% in 2018/19. The department recorded over 42,1 million movements through the 72 ports of entry.

As part of the modernisation programme, the department continued to roll out the live capture system to enable processing of smart ID cards and passports. The live capture system was rolled out to nine (9) more offices and one (1) bank. The system was previously rolled out to four (4) banks, ABSA, Standard Bank, FNB and Nedbank. The footprint has increased with the successful roll out to one more bank, which is Discovery bank. Key modernisation projects for the immigration services included the development of the improved Biometric Enhanced Movement Control System (BMCS)

as well as the e-Permitting system. A prototype of the BMCS was launched at the end of March 2019 with roll out of the pilot to be prioritised at Lanseria and Cape Town International Airports in the FY2019/20.

In March 2018 Cabinet approved the White Paper on International Migration as a new policy framework that should guide future legislation. The process of drafting a new Immigration Bill is underway. The process has seen extensive consultation around the drafting of new legislative amendments within the Immigration Bill (including the Refugee Amendment Bill). These amendments introduce the key constructs necessary for the new policy to take administrative effect.

In December 2018 Cabinet approved the publication of the Home Affairs White Paper for public comments. The White Paper was gazetted for public comments on 18 January 2019. The public was given until 18 February 2019 to submit comments. Twenty-two (22) formal submissions were received by the DHA by the deadline. Comments were taken into consideration during the revision of the White Paper which was submitted to the Minister for approval in March 2019. The White Paper contends that a number of key enablers must be in place for the DHA to reposition completely from its legacy model to a new model. This will be divided into two phases: in the first phase, the enabler will be improved or developed while the old model is still in operation; in the second phase the enabler will begin operating as part of the new DHA model.

4. PERFORMANCE INFORMATION BY PROGRAMME

4.1 PROGRAMME 1: ADMINISTRATION

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

Sub-programmes:

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

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

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

Strategic objectives

- 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.

4.1.1 Management Support Services

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

Policy and Strategic Management

The Chief Directorate of Policy and Strategic Management is responsible for the facilitation of policy development, strategic planning and monitoring and evaluation. In addition, the Chief Directorate is responsible for managing the current phase of the repositioning programme. In 2018/19, this involved the submission of the White Paper on Home Affairs to Cabinet for approval for public consultation. The first draft of the Home Affairs Bill was also submitted to the Minister for approval for further development.

Policy development

The directorate is responsible for the development of policies that are aligned to the DHA constitutional mandate and government priorities. With regard to policy interventions in the period under review, the directorate,

- Undertook a study on the impact of illegal migration on social services (basic education, social welfare and health). The study informed the development of the concept paper on the policy and strategic interventions that must be undertaken in order to curb illegal migration and its impact.
- Led the South African delegation that oversaw the conclusion of the negotiations

for the Tripartite (SADC-EAC-COMESA) Free Trade Area agreement on the movement of business persons.

- Supported the development of the Home Affairs White Paper and draft Bill.
- Undertook further research and updated the Admissions and Departures concept paper to include privately owned POEs and terminals.

Strategic Planning

The directorate is responsible for the facilitation and coordination of the strategic planning process in the DHA. It ensures that the management of the strategic planning function is aligned to the priorities and strategies of government and the department and provides guidance to business units within the DHA in compiling their respective inputs and plans. Key achievements of the directorate are summarised below:

- Compliance with all relevant strategic planning prescripts was ensured with the submission and tabling of the annual performance plan of the department. The annual performance plan is aligned to the medium term strategic framework of government (MTSF) and the estimates of national expenditure (ENE). As part of MPAT 1.8, the DHA received scores of four (highest mark allocation) for the sections dealing with strategic planning and annual performance planning.
- The required level of compliance and improvement in the quality of strategic planning were achieved through the implementation of the departmental strategic planning framework which is reviewed on an annual basis. For the 2018/19 financial year, specific focus was placed on achieving the various DHA commitments in support of the MTSF 2014 to 2019 as well as improvement of the linkage between strategic planning and other elements required for

integrated planning, for example, budgeting, procurement, risk management, human resource planning and reporting.

- A concerted effort was made to ensure that all levels of management and staff were involved in the strategic planning process, thereby ensuring that the priorities of government and the DHA are cascaded throughout the organisation.

Monitoring & Evaluation

The directorate is responsible for the management of monitoring, reporting and evaluation functions in the department. Key initiatives that were undertaken by the directorate are summarised below:

- DHA Annual report for 2017/18 financial year was tabled in Parliament and presented to the Portfolio Committee on Home Affairs on 11 October 2018.
- The four DHA performance reports for 2018/19 financial year were approved and signed by the DG and submitted to DPME as per National Treasury prescripts.
- Monitoring and Evaluation successfully coordinated the MPAT 1.8 process during the period under review.
- On 21 November 2018, the Acting Director-General directed that a Project Acceleration Support Task Team (PASTT) be established to address poor organisational performance recorded during the first two quarters of the 2018/19 financial year, namely 65% and 66% for quarters 1 and 2 respectively. The directorate was highly involved in the work of the Project Acceleration Support Task Team in monitoring and reporting progress on APP targets at risk of not being achieved.
- The primary purpose of PASTT was to identify poorly performing APP targets, to propose appropriate remedial and mitigating interventions and to monitor

these interventions to achieve improved performance compared to the 2017/18 financial year.

Legal Services

Purpose of the sub-programme: The Chief Directorate: Legal Services drafts legislation [both primary legislation (Acts of Parliament) and secondary legislation (Regulations to be made in terms of the relevant Act), as well as amendments to existing Acts and Regulations] administered by the department based on information received from the relevant line functions, Immigration Management Services (IMS) and Civic Services (CS) and in line with the Constitution and policy decisions of Government and the department. Legal opinions are also provided on the interpretation of legislation administered by the department, and legal support provided to line and other support functions in dealing with International Agreements and Memoranda of Understanding (MOUs). It also offers legal support to line and other support functions on the drafting and/or vetting of commercial contracts / service level agreements to be entered into by the department, including legal opinions on same (when requested). As far as litigation instituted against or by the department is concerned, legal support is provided to the Minister and the Director-General in all such civil litigation (actions and applications).

The **Drafting Directorate** assisted in ensuring that the Border Management Authority Bill, the Immigration Amendment Bill (Committee Bill) and the Civil Union Amendment Bill (Committee Bill) were processed through the National Assembly and the National Council of Provinces. It also rendered legal support in finalising for signature the Memoranda of Understanding between the department and the Western Cape Provincial Government, Consumer Credit Profile, LawTrust Third Party Services, Business Integrated Connection, Cancom, Exerian, South African Bankers Services (Bankserv), ASISA Southern African Fraud Prevention Service and Auditor-General South Africa (with regard to verification of personal information) and the Ethekewini

Municipality (for co-operation on the national population register). International Agreements on the Waiver of Visa Requirements were entered into between the Government of the Republic of South Africa and the Governments of the Republic of Liberia, Republic of Uganda, Republic of Niger and Republic of Mali.

With regard to Commercial Contracts and/or Service Level Agreements, the **Directorate: Commercial Contracts** provided legal support (drafting, scrutiny, vetting, legal opinions) on 112 matters received. A significant percentage of the work orders drafted and vetted under the various contracts pertaining to the department's Information Systems Modernisation Project were necessary for the continued successful implementation of the Who Am I Online (WAIO) project. All the matters received during 2018/19 (112) were finalised within one month of receipt. This Directorate is however still facing severe capacity constraints, there still only being one Legal Official in this Directorate to deal with all the commercial contracts / service level agreements involving the department.

The directorate dealing with Litigations will continue with its responsibility of defending the department in Court as far as civil litigation matters are concerned. The Directorate: Litigation received 3718 cases for the financial year. This Directorate is also still facing severe capacity constraints to deal with all the civil litigation involving the department.

The opening balance on **Contingent Liabilities, claims against the department, Litigation and Legal Enquiries** is R1,972,620 billion and the closing balance as at 31 March 2019 is R1,994,125 billion.

Intergovernmental relations

Parliamentary Engagements 2018 - 2019 Financial Year

There were 35 parliamentary meetings of Parliament oversight committees with the

department and /or its entities during the 2018 - 2019 financial year.

The Portfolio Committee on Home Affairs held 27 meetings and the Select Committee on Social Services held eight (8) meetings. The department also attended a meeting with the Standing Committee on Economic Opportunities, Tourism and Agriculture in the Western Cape Provincial Legislature.

Committees of Parliament conducted two oversight visits during the financial year:

- On 31 August 2018 the Portfolio Committee on Home Affairs did an oversight visit in Gauteng to assess Fireblade Aviation operations at OR Tambo International Airport. The visit related to the court findings on an ad hoc international customs and immigration service at the private terminal. The Committee also visited the Desmond Tutu Refugee Reception Office (DTRRO) to assess the services being offered at the centre.
- The Portfolio Committee on Home Affairs conducted an oversight visit to the Electoral Commission on 8 March 2019 to assess the state of readiness for 8 May 2019 National and Provincial Elections. The Committee also visited Statistics South Africa in relation to the capturing of addresses of voters.

The department participated in the NCOP Taking Parliament to the People Programme in Gauteng from 19 to 22 November 2018. The programme focused primarily on the impact of migration on service delivery in the various key sectors such as Education, Health, Infrastructure, Safety and Security. Various site visits and concurrent public hearings were undertaken in the following municipalities:

- City of Johannesburg • City of Ekurhuleni • West Rand District Municipality • City of Tshwane.

The department's Budget Vote Debate took place in the National Assembly (NA) on 16 May 2018 following the tabling of the department's Annual performance Plan 2018/2019 in Parliament on 8 March 2018.

DHA Annual Report 2017/2018 was submitted to Parliament on 18 September 2017.

On 24 October 2018 the department shared South Africa's experience and challenges in dealing with irregular and mixed migration at a parliamentary workshop held to extensively brief the South African parliamentary delegation attending the 26th SA-EU Inter-Parliamentary Meeting.

In September and October 2018 the Portfolio Committee on Home Affairs held interviews with the Minister, the Accounting Officer of the DHA, officials of interest and various other respondents regarding the early naturalisation of members of the Gupta family. The Portfolio Committee tabled its final report on the inquiry into the granting of early citizenship to non-South Africans on 14 March 2019 in the National Assembly.

Signed Visa Exemption Agreements between the Government of RSA and Governments of the Republic of Uganda, Republic of Liberia and Republic of Chile were tabled in Parliament in 2018.

Upon the recommendations of the Portfolio Committee on Home Affairs taken on 28 August 2018, Parliament approved three candidates to fill the vacancies in the Electoral Commission in September 2018.

The Electoral Laws Amendment Bill [B 33B – 2018] (National Assembly – sec 75) was passed by Parliament on 10 January 2019 and was assented to by the President.

International relations

The business unit coordinated bilateral and multilateral engagements as follows:

Bilaterals Coordinated: Iran, Mexico, India, China, Canada, United Kingdom, Ethiopia, Zimbabwe, Lesotho, Mozambique, Swaziland, Kenya, Zambia and Korea.

Multilaterals Coordinated: European Union – RSA Co-operation, African Union Summit and Southern Africa Development Community.

Agreements signed with the following countries: Liberia, Uganda, Niger, Mali and China (Relaxation of requirements for tourists).

Initiated negotiations on visa waiver for Official and Diplomatic passport holders with the following countries: Ethiopia, Equatorial Guinea, Burundi, United Arab Emirates, Iran, India, Congo Brazzaville and Saharawi Arab Democratic Republic.

Channel management

The Chief Directorate: Channel Management was established as part of the department's turnaround strategy to develop an overall footprint strategy in order to drive and manage the acquisition and use of multi-channels for the delivery of the department's services in an effort to ensure that the department meets the service delivery needs of the population. The purpose of the Chief Directorate is to develop and facilitate a strategic channel management that will ensure optimal placement and utilisation of the department's service points, as well as ensuring equitable access and provision of the department's services. Furthermore, the Chief Directorate is responsible for service delivery improvement programmes of the department and ensures adherence on legislative frameworks on government service delivery within the public service. The Chief Directorate comprises three directorates, namely, Footprint

Development and Hospitals, Mobile Units and Home Affairs Contact Centre.

Building on the progress already made in the implementation of the footprint strategy, the Chief Directorate continues to support Civic Services on the expansion of footprint to meet the needs of citizens according to acceptable norms. During the period under review, the Chief Directorate continued to support business in the accelerated rollout of live capture to banks through partnership with the four major banks. In addition to the conceptual document on Live Capture roll-out to the banks which provides a single, common framework for engagements with banks, the Chief Directorate provided the ideal bank office model based on all aspects of an office, including eHomeAffairs (eChannel) business process, office layout and infrastructure requirements and continued to monitor the implementation thereof. Channel management began the process to improve geographic access to the department's services during the period under study. The process involved procurement of external services to conduct geographic accessibility study on behalf of the department in order to assess the provision and geographic location of the department's facilities in relation to where people live and work with the aim of determining the optimum number and location of facilities required for the department to meet the service delivery needs of the people. The preferred service provider to conduct geographic accessibility study on behalf of the department was appointed.

The Directorate: Footprint Development and Hospitals continued to manage and co-ordinate the implementation of the footprint strategy. Another Footprint Development activity relates to the "Look and Feel Project", with an overall aim of ensuring a conducive working environment for both personnel and the public. During the period under review, the directorate monitored the implementation of the footprint strategy through verification and approval of need assessments for the acquisition of new offices and relocation of offices in accordance with the footprint strategy, as well

as maintaining the footprint database for the department.

Furthermore, the directorate played a crucial role in ensuring effective coordination and implementation of the footprint strategy for the modernisation of nine (9) offices during the period under review. This activity involved liaison and collaboration with various services providers appointed by the department for refurbishment of offices for modernisation, where the directorate provides facility specifications as well as the monitoring adherence to the specifications. In addition, the directorate conducted physical assessment for the approval of office layout in line with the office model and office readiness assessment prior to the official opening of the offices by the Minister. These assessments ensure that offices are modernised in accordance with the department's office model which takes into consideration business processes, facility standards, infrastructure standards and building specifications.

The directorate is also responsible for the operations management framework which aims at ensuring that the department delivers quality services to the public in a simplified and integrated manner. The task entailed the development of the Service Delivery Improvement Plan, the Service Charter, Service Delivery Model and Service Standards for the department. Under this programme, the directorate developed the Service Delivery Improvement Plan for 2018-2021 where three key services, that is, birth registration, personal amendments and permanent residence permits, were identified for improvement for the MTEF cycle. The SDIP clearly outlines strategies adopted to progressively remove barriers to services thereby sustaining service delivery improvements. The directorate continues to monitor the implementation of the SDIP through quarterly performance and ensures adherence to the submission of the SDIP annual report to the Department of Public Service and Administration (DPSA) with regard to the progress made in improving the services under review. In addition, the directorate ensured the installation of the service charter in nine (9) modernised

offices during the period under review.

The Directorate: Mobile Units forms part of the multi-channel strategy adopted by the department in the delivery and improvement of services. The mobile service delivery unit is part of Civic Services Footprint that enables the department to take its services closer to the people, especially those who live and work in areas remote from permanent service points. Furthermore, the mobile service delivery unit provides services to high density urban and peri-urban locations where citizens concentrated in specific locations benefit from the presence of the mobile units. Since inception of modernisation, the directorate focused efforts on capacitating mobile units with the Live Capture system in a manner that would facilitate efficient and secure ways of accessing services. The mobile solution for mobile units was developed and tested during the period under review where an uninterruptable network solution for mobile units was sought. By the end of the period under review, the directorate had procured and revitalised sixteen (16) mobile units, of which nine (9) were deployed to provinces. Mobile Units will continue to deploy a three tier strategy which comprises campaign-focused programmes, rural focused programmes and project accelerated focused programmes. Furthermore, mobile service delivery units will continue to provide services in rural and poor areas and areas with high population density as well as serving as complimentary service points to reduce pressure in offices with high volumes once modernisation of these units are completed.

In an endeavour to fulfil regulatory requirements which make provision for the development of the complaints management system or mechanism linked to the contact centre, the **Directorate: Home Affairs Contact Centre** developed a Customer Complaints Management Framework that ensures the streamlining of processes for effective and efficient handling and administration of complaints and compliments from clients, service providers and staff. The framework further ensures

an integrated complaints management structure, covering all areas of both Civics and Immigration Services, which aims at reducing duplication of work and increasing efficiency gains. Furthermore, the framework made it possible for the Home Affairs Contact Centre to adopt a clearly defined process flow between first, second and third line for resolution of customer complaints, enquiries and queries.

During the period under review, the directorate resolved 94% of cases at first complaints resolution phase, where queries and complaints are resolved immediately of which 6% were escalated to the second and third case resolution phases where further investigation is conducted and resolution sought within prescribed turnaround times. Over and above the complaints and queries received directly from clients, the directorate deals with complaints from Chapter 9 institutions as well as the presidential hotline queries and complaints. The directorate managed to maintain satisfactory performance level with regards to the resolution of queries and complaints within specified timeframes and further resolved approximately 96% of the complaints from the presidential hotline.

4.1.2 Corporate services

Communication services

Purpose: To develop and implement the 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 2018/19 financial year, the Branch: Communication Services continued with its efforts aimed at enhancing the image of the department positively by profiling the programmes, initiatives and interventions of the department. To this end, the branch

extensively supported the “War on Queues Campaign” which was spearheaded by Civic Affairs, through the provision of a proactive media engagement and multi-media communication approach.

In embodying the spirit of a caring department, Communication Services assisted the department to undertake a customer satisfaction survey following a public outcry about the long queues which plagued our front-line offices, and this process proved to be critical in receiving direct feedback from the public on the interventions which were being implemented to reduce queues, thereby also assisting the department to adopt a pro-active approach in dealing with the issue.

The launch of the Automated Biometric Identification System (ABIS) Project – during the Budget Vote 2018/19 – is a good example of a project that ensured a flow of positive media coverage and feedback. Communication Services leveraged on the launch of ABIS by using the positive media spin-offs to profile key programmes with a view of creating awareness on matters pertaining to service delivery long after the Budget Vote had ended. Media coverage on the announcement of South Africa's nomination to host the 2019 ID4Africa Annual Meeting further bolstered the department's digitisation initiatives in being recognised as a player within the fourth industrial revolution.

On Immigration Affairs matters, Communication Services collaborated with the branch on the opening of the Port Elizabeth Refugee Centre. In addition, Communication Services supported the World Refugee Day event which further affirmed the department's commitment in assisting refugees and asylum seekers with legitimate claims.

Under the leadership of the Ministry, the Branch Communication Services arranged and coordinated the departmental women's event at the Lakes Hotel, on 24 August 2018. The aim of the event was to meet with DHA women on issues that affect them

in the workplace and to celebrate the life of Mama Albertina Sisulu's Centenary. Good coverage was received on social/digital media for the event.

Another highlight to note was that Communication Services successfully co-ordinated and supported the various Ministerial Izimbizo programmes. Of highlight was the annual Valentine's Day Mass Marriages on Robben Island on 14 February 2019. The aim of this programme was to educate the public about the various marriage forms administered by the department, in terms of South African law.

Other issues which were noted positively by the media included:

- Home Affairs Minister's meeting with his Lesotho counterpart, Mr. Tsukutlane AU, to strengthen co-operation between the two countries in areas of migration;
- Home Affairs Minister and Ambassador of Mali HE Mahamane Auoudou Cisse signing of a reciprocal Visa Waiver Agreement for Diplomatic Service;
- Home Affairs Deputy Minister's attendance and participation in the General Debate at the 69th Session of the Executive Committee of the UNHCR in Geneva, Switzerland;
- New requirements for children travelling through South African ports of entry;
- The Minister's visit to Home Affairs operations at OR Tambo International Airport and on the UN Conference on Global Compact on Migration;
- The Minister's briefing to the media on traveller statistics and extended hours at front offices; and
- The White Paper on Home Affairs repositioning.

Communication Services' strategic imperative has been about empowering citizens with relevant information that enables them to access the services of the department.

This has been achieved through a sustained multi-media approach by way of:

- Co-ordination of the izimbizo programme, ensuring unmediated, face-to-face communication, which saw the Minister and Deputy Minister interacting directly with the public to listen to their fundamental concerns around issues of service delivery,
- Public awareness campaigns implemented via various platforms such as community media, posters, flyers and activations,
- collaboration and networks with the media, ensuring that Home Affairs information becomes accessible to the mass audience and,
- Internal communication channels namely: Home Affairs Today, Notes from the DG's Desk, internal newsletter (Ikhaya), and Home Affairs Now, which continued to engage internally with staff in support of major DHA activities and campaigns.

In conclusion, the Branch: Communication Services' targets in the Annual Performance Plan for 2018/19 were all fully achieved.

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 narrative report regarding Counter corruption and Security Services is on page 128.

Human resources support

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

Financial Services

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

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

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

Financial and asset management

Assets are managed on the Barcoded Auditing (BAUD) system and additions are reconciled to the Basic Accounting System (BAS) monthly. Obsolete and redundant assets were disposed off during the financial year by means of public auctions. Asset verifications were conducted for each quarter during the year and investigations were

performed where assets were not verified.

Payment of suppliers within 30 days continued to be a challenge and was highlighted as an area where compliance with regulations is lacking. Subsequently, robust measures were taken to improve compliance with the legislative requirement. All directorates in the payment value chain, from receipt of invoice until payment is effected, were relocated to a central place to facilitate the quick resolution of queries and payment. In this regard, 97.83 % of the 35 873 invoices paid during the year under review were paid within 30 days of date of receipt of the invoice. We will continue to implement corrective measures to improve on this performance.

Revenue and budget management

The department spent 99.9% of its final appropriation of R9.047 billion. The budget directorate played a crucial role in ensuring that no unauthorised expenditure was incurred. Monthly budget versus expenditure reports were submitted to the executive and management, and quarterly budget reviews were conducted.

Departmental receipts received for the year amounted to R884 million (excluding foreign revenue of R246 million). DIRCO deposited R137 million into the National Revenue Fund as foreign revenue collected on behalf of the department on the agent/principal basis. The revenue collected is paid into the National Revenue Fund. The department uses the Integrated Receipting Engine (IRE) system to record the local revenue received. This system allows for integration into BAS and enables the department to match a transaction with a deposit.

Supply chain management

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

Seventeen bids were awarded by the department during the year under review. These bids are for the appointment of a construction project manager; electrical service providers for the installation and maintenance of generators and UPS; transaction advisers; guarding services; supply and installation of signage; travel management services; storage area networks; telephonic interpretation services; media monitoring; supply and installation of terminal seating; a corporate lodge card; network points and supply and maintenance of routers and switches.

Transversal information technology management

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

DHA Dedicated Network connectivity

In the effort to reduce the queues in the DHA district offices which was the outcry from the public and continued effort to improve service delivery, the department took an initiative to investigate all main causes of system down times. Network connectivity was also identified as a challenge and a concerted effort with SITA was planned. A tripartite agreement was signed between the Department of Home Affairs, SITA and a service provider to improve DHA network performance and related service management. A new network reference architecture was then approved which will guarantee high availability and performance. Furthermore, a strategy and investment plan to ensure dedicated network connectivity was developed to implement recommendations in three FY phases.

Automated Biometric Information System (ABIS)

The aim of developing the system is to enable effective e-Government and e-Commerce initiatives, with all departments and government entities that require instant identification

and verification during service delivery having central access to ABIS. This system is a cornerstone of the National Identity System with multi modal biometrics providing a unique person identification and verification during transactions.

A service provider was appointed to develop and rollout the ABIS system, a project that commenced in November 2017. The phase 1 of the ABIS programme was to go live in the first anniversary which is November 2018. During April 2018, the department experienced difficulty in the migration of HANIS data and all archive files to be handed to the current ABIS service provider. Subsequently, the DHA procured services of a competent service provider with skills and experience to extract large data and the exercise was completed smoothly in October 2019. This led to a delay and a new Go Live date other than November 2018 had to be agreed upon. Reduplication and final migration of data from AFIS to new ABIS is still ongoing with Go Live rolled over to the coming financial year (2019/20).

National Identity System (NIS)

The replacement and integration of Biographic Databases, this is, National Population Register, National Immigration Information Systems and sub-systems, is a mammoth task and the main component of modernisation of DHA systems. The total replacement of all these disparate, legacy systems to an integrated, agile and scalable system will enable both Civics and Immigration processes.

Progress on the project is as follows: SITA has appointed the CSIR to undertake the review of the current system, gather the comprehensive requirements from all stakeholders, design and develop system specification. The next FYs will focus on procurement of service provider/s and development and rollout of the new integrated Population Register. The new system, once integrated or powered by the ABIS, will enable a new National Identity System for SA and thus usher in an era of full

modernisation of the DHA, with goals on front and back-end systems achieved.

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

The department continues to roll out the Live Capture system to enable the processing of smart ID cards and machine-readable passports. The system was rolled out to nine more offices and one bank. The system was previously rolled out to fourteen (14) banks sites, ABSA, Standard Bank, FNB and Nedbank. The footprint has increased with the successful roll out to one more bank, the Discovery bank.

The automated processes of Birth, Marriage and Death registration have been completed and the module has been rolled out to 27 DHA offices that have been modernised. The enhancement and additions of more functions to the module are still in progress.

The e-HomeAffairs (e-channel) portal, inclusive of a booking system, continues to be a channel preferred by those with internet access, as being recommended through social media platforms.

Biometrics Movement Control System at the ports of entry

The department has developed a new Biometrics Movement Control system that complies with immigration policy requirements. The system will be integrated on Live Capture to ensure integration to the new ePermit system and single view of all travellers and citizens. The system was tested at Lanseria International Airport. Currently the system is monitored to ascertain all integrations and functionalities before pilot.

ePermit developed onto Live Capture System

Live capture was enhanced and ePermit (Phase 1: Temporary Residence Permit (TRV)) module was developed and is currently under Pilot.

Challenges

Departmental projects are delayed due to inadequate IT structure and resources. While the project is funded for development of systems, the ring-fenced funding does not consider or include human resources capabilities required which poses a major challenge in the delivery of modernisation projects and maintenance of all departmental systems. Most of the hardware in the department is due for technology/ hardware upgrade however the departmental operations budget has been shrinking on a year to year basis which increases the backlog in Technology Refresh.

Property and facilities management

During the 2018/19 financial year, one new office was opened, four offices were moved to alternative office accommodation and ten offices were reconfigured as part of the smart ID card roll-out plan. The reconfiguration involved the modification of DHA frontline offices by changing the layout, providing server rooms, and installing generators and uninterrupted power supply units.

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 1.1: Eligible citizens are issued with enabling documents relating to identity and status						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
SITA provided with plan for dedicated network connectivity for DHA	1.1.1	New PI	Dedicated DHA network connectivity for WAN and LAN ensured	Achieved Uninterruptable network strategy and investment plan completed, presented to EXCO, sent to the Minister and signed off by the DG to ensure dedicated DHA network connectivity for WAN and LAN and stabilisation of the network	None	None	Transversal Information Technology Management

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 1.2: An integrated and digitised National Identity System (NIS) that is secure and contains biometric details of every person recorded on the system						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Automation of Asylum Seeker Management process as per specifications	1.2.1	Achieved Citizenship and amendment module developed and undergoing testing at quality assurance environment	Asylum Seeker Management process developed onto live capture	Not Achieved Business requirements developed and signed off	Uncertainty on the agreement between DHA and SARS which expired on 31 December 2018	ASM technical specification and development to be done by contracted service provider	Transversal Information Technology Management
Approval of NIS specifications by the DG	1.2.2	Achieved Citizenship and amendment module developed and undergoing testing at quality assurance environment	Specifications for NIS approved by DG	Achieved Specification for NIS approved by DG	None	None	Transversal Information Technology Management
Approval of Trusted Traveller programme business requirement specifications by DDG:IMS	1.2.3	New PI	Business requirement specifications for Trusted Traveller programme approved by DDG: IMS	Achieved Business requirements specifications for Trusted Traveller programme approved by DDG: IMS	None	None	Transversal Information Technology Management

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 1.2: An integrated and digitised National Identity System (NIS) that is secure and contains biometric details of every person recorded on the system						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
AFIS data migration into ABIS completed	1.2.4	Impact analysis report signed off by DDG: CS and DDG: IMS	Migration of AFIS data into ABIS completed	<p>Not Achieved</p> <ul style="list-style-type: none"> Fibre Channel (FC) links in the data centres were installed. HANIS data retrieved and handed over to Data Migration team. Data Audit and data investigation were conducted during the Q2 and pilot was completed by end of Q3. 	Overall project delay due to unavailability of data centres and delays due to copying of HANIS data	<p>The target will be achieved in May 2019</p> <p>Team is implementing four parallel instances to accelerate NIST import into MBIS</p>	Transversal Information Technology Management
				<ul style="list-style-type: none"> Conversion of HANIS Data into NIST file commenced in Q4. Due to the low throughput and challenges relating to network and power outage at NCB, the NIST file conversion is still in progress, import of NIST File into MBIS not started/ delayed 			

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 1.3: Ensure that systems are in place to enable the capturing of biometric data of all travellers who enter or exit SA legally						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Full biometric solution piloted as per signed business requirements	1.3.1	Not achieved Technical specifications approved and development has commenced	Biometric MCS (full biometric solution) piloted at one port of entry	Not Achieved Biometric Movement Control System (BMCS) was developed at Quality Assurance for user testing	Delays in the interface between HANIS and BMCS. The importance of HANIS interface is verification which allow speedy processing of travellers	The pilot at one port of entry will be rolled over to 2019/20	Transversal Information Technology Management
Number of ports of entry with interim biometric functionality equipped	1.3.2	New PI	62	Not Achieved IT equipment was procured for the roll out. Interim biometric functionality was installed in 10 ports of entry in 2017/18 and there was no further roll out	The challenge was the type of network used in ports of entry that is managed by SARS not DHA. The focus was changed to piloting Live Capture Biometric Movement Control System	Network lines in ports of entry will be upgraded and continue to pilot Biometric Movement control system	Transversal Information Technology Management

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.1: Secure, effective, efficient and accessible service delivery to citizens and immigrants						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Number of managers (junior, middle and senior) trained in leadership and management development programmes to improve performance and professionalisation	3.1.1	Achieved A total of 1 166 managers were trained: 819 junior, 308 middle and 39 senior managers trained in leadership and management development programmes to improve performance	500	Achieved The annual target of 500 managers (junior, middle and senior) trained in leadership and management development programmes to improve performance and professionalism has been achieved in that 567 (Senior = 45, Middle = 213, junior = 309) have been trained	67	The department has taken a decision to intensify leadership development and training for purposes of professionalising DHA. As a result, the demand for management and leadership training grew exponentially. The Learning Academy was able to train more managers in order to support the Moetapele initiative	Corporate Services
Phased implementation of a repositioned DHA as a modern and secure department: Fourth phase: First draft of DHA Bill submitted to the Minister for approval	3.1.2	Achieved Final draft of the White Paper on Home Affairs submitted to the Minister for approval on 29 March 2018	First draft of DHA Bill submitted to Minister for approval	Achieved The first draft DHA Bill was submitted to the Minister for Approval on 29 March 2019			Corporate Services

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.1: Secure, effective, efficient and accessible service delivery to citizens and immigrants						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Approval of DHA Access Model by EXCO	3.1.3	New PI	DHA Access Model approved by EXCO	<p>Not achieved</p> <p>Quarter 1:</p> <ul style="list-style-type: none"> - Appointment of Bid specification and evaluation committee. - Development and presentation of tender specification to BAC <p>Quarter 2:</p> <ul style="list-style-type: none"> - Approval of tender specifications for the appointment of the service provider to conduct geographic study for the development of DHA Access Model. - Advertisement of the tender for the appointment of the service provider. 	<p>Only Quarter 1 target was achieved, however, it was only achieved during the fourth quarter.</p> <p>The target was rolled over to 2019/20 financial year</p>	<p>The tender processes proved to be lengthy and could not be completed within a quarter.</p> <p>The attainment of the DHA Access Model target was dependent on the appointment of the service provider and given that the service provider was only appointed during the last quarter, it was not possible to achieve the target as planned.</p> <p>The lesson learnt from this experience is to allow a period of a year to only SCM processes if the target is dependent on the appointment of the service provider.</p>	Corporate Services

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.1: Secure, effective, efficient and accessible service delivery to citizens and immigrants						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
				<ul style="list-style-type: none"> - Tender cancelled due to preferred product stated in the advertisement which was regarded as discriminatory - Tender re-advertised and compulsory briefing conducted <p>Quarter 3:</p> <p>Bid evaluation conducted and finalised</p> <p>Bid evaluation outcome for the appointment of the preferred bidder presented to BAC.</p> <p>BAC referred to Bid evaluation outcome to Internal Audit for pre-award compliance check prior to awarding of the tender</p>			

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.1: Secure, effective, efficient and accessible service delivery to citizens and immigrants						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
				Quarter 4: Pre-award compliance report finalised by internal audit. Appointment of the service provider to conduct geographic accessibility for the development of the DHA Access Model			

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.2: Good governance and administration						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Vacancy rate maintained at a set percentage or lower	3.2.1	Achieved 31 March 2018 – 4,4%	Vacancy rate maintained at 10% or below by 31 March 2019	Achieved Department vacancy rate recorded at - 31 March 2019 – 0,34%	None	None	Corporate Services
Compliance with Treasury Regulations in respect of entering into a PPP for the redevelopment of ports of entry	3.2.2	Achieved The RfQ for the Redevelopment of six priority land ports of entry through a PPP was issued to the market on 29 March 2018	Preferred bidder appointed for the redevelopment of 6 priority ports of entry	Not achieved A Request for Qualification (RfQ) Evaluation Report was submitted to National Treasury wherein five (5) bidders were recommended for pre-qualification. At the end of the fourth quarter, feedback on the Report had not been received from National Treasury	A preferred bidder/private party for the redevelopment of six ports of entry was not appointed.	In 2017, the department took a decision to undertake a Request for Qualification (RfQ) process before the Request for Proposal (RfP) process on advice from National Treasury (NT) in order for the department to test the market on aspects of the project and to pre-qualify bidders This affected the overall timeframes for the project and as such, the annual target and quarterly targets could not be achieved	Corporate Services

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.3: Ethical conduct and zero tolerance approach to crime, fraud and corruption						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Number of awareness initiatives on ethics, fraud prevention and counter corruption conducted	3.3.1	Achieved 50	20	Achieved 23	3	A demand from Provinces to train officials with regard to Counter Corruption	Corporate Services
Percentage of reported cases on fraud and corruption finalised within 90 working days	3.3.2	Achieved 70,3%	66%	Achieved 75,4%	9.4	Training and guidance available from the Director Investigations	Corporate Services
Number of Threat and Risk Assessments (TRAs) conducted in accordance with the requirements of Minimum Information Security Standards (MISS) and / or Minimum Physical Security Standards (MPSS)	3.3.3	Achieved 89	80	Achieved 83	3	Resources were redirected	Corporate Services

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.3: Ethical conduct and zero tolerance approach to crime, fraud and corruption						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Number of vetting files referred to State Security Agency (SSA) for evaluation	3.3.4	Achieved 701	470	Achieved 538	68	The over achievement is due to increased efforts during Quarter two and three wherein more files were submitted to SSA and in order to make up to the non-achievement of Quarter one. Prompt responses by some officials to requests for appointments by investigators have also added to the over-achievement	Corporate Services
Percentage of reported misconduct cases submitted to a presiding officer for consideration	3.3.5	Not achieved 209 of (473) cases were submitted to presiding officer for consideration. Thus 44,18% of cases were submitted to presiding officer for consideration	70%	The annual progress Population 113 + 104 + 77+ 96 =390 Achievement 35 + 90 +57 + 96 = 278 278/390*100 = 71.28%	Solicitation of human resources from other departments. Implemented enhanced monitoring measures	Capacitation through securing human resources at minimal costs Sustain enhanced monitoring measures	Corporate Services

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.4: Collaboration with stakeholders in support of enhanced service delivery and core business objectives						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Number of communication interventions implemented in support of communication strategy and action plan	3.4.1	Achieved 4 Publications of Ikhaya internal newsletter produced	Communication strategy and action plan implemented with a focus on: <ul style="list-style-type: none"> • Corporate Communication Services • Media Relations • Public Awareness Engagements 4 Publications of Ikhaya internal newsletter	Achieved 4 Publication of Ikhaya internal newsletter produced			Corporate Services
		Achieved 46 Media engagements organised	28 media engagements - Ministry and DG	Achieved 79 media engagements/ statements conducted	Overachieved media engagements by 51 activities from the planned annual target	The overachievement on media engagements was due to the following additional activities which needed to be communicated to the public through media: In Quarter 2: <ul style="list-style-type: none"> • Court judgement on muslim marriages 	Corporate Services

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.4: Collaboration with stakeholders in support of enhanced service delivery and core business objectives						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
						<ul style="list-style-type: none"> • Resignation of DHA Director-General • Ministerial meeting with LGBTI community representatives • Visa amendments and an engagement with migrant communities related thereto <p>In Quarter 3:</p> <ul style="list-style-type: none"> • The naturalisation of the members of the Gupta family and the Parliamentary inquiry related thereto • Opening of Port Elizabeth Refugee Centre whose date was only confirmed closer to the event 	

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.4: Collaboration with stakeholders in support of enhanced service delivery and core business objectives						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
						<ul style="list-style-type: none"> • Minister's meeting with his Kenyan counterpart • Resignation of the former Minister which could not have been anticipated • Statement following the appointment of the new Minister of Home Affairs • Announcement on the publication of the first amendment to the Immigration Regulations, 2014 • Alexandra fire disaster <p>In Quarter 4: Special announcements</p>	

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.4: Collaboration with stakeholders in support of enhanced service delivery and core business objectives						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
						<ul style="list-style-type: none"> • January 2019 extension of office hours for front offices • Unannounced Ministerial visit to Umgeni Home Affairs office • Ministerial visits to Johannesburg based offices • eHomeAffairs system downtime • System upgrades of the Live Capture system <p>Breaking news and crisis communication:</p> <ul style="list-style-type: none"> • Tongaat cellphone incident involving two officials 	

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.4: Collaboration with stakeholders in support of enhanced service delivery and core business objectives						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
						<ul style="list-style-type: none"> • The Deputy Minister's visit to victims of a fire disaster in Wuppethal • Ministerial meeting with Mayor of Johannesburg • Ministerial meeting with Lesotho Minister of Home Affairs • Ministerial visit to congratulate Scottburgh Office Manager 	
		Achieved 6 Ministerial Izimbizo organised	6 Izimbizo - Ministry and DG	Achieved 8 Izimbizo conducted	Overachieved by 2 Izimbizo from the planned annual target	Overachievement on Izimbizo was based on the need for DHA to open more offices in support of the general election on 08 May 2019	Corporate Services

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.4: Collaboration with stakeholders in support of enhanced service delivery and core business objectives						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
		Achieved 1 Budget vote communication event conducted on 17 May 2017, Cape Town in Parliament	1 Budget Vote Communication event	Achieved 1 Budget Vote Communication event	Not applicable	Not applicable	Corporate Services
		Achieved 13 Ministerial Home Affairs Today produced	4 Publications of Ministerial Home Affairs Today	Achieved 4 Publications of Ministerial Home Affairs Today	Not applicable	Not applicable	Corporate Services
		Achieved 16 Notes from the DG's Desk produced	8 Notes from the DG's desk	Achieved 10 Notes from the DG's desk produced	Notes from the DG's desk Overachieved by two	More internal administrative matters necessitated communication to staff, such as: the unfilled vacancies, BMD automated signal change arose in Q1	Corporate Services

Programme Name	Programme 1: Administration						
Strategic objective	Strategic Objective 3.4: Collaboration with stakeholders in support of enhanced service delivery and core business objectives						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
		Achieved 2 campaigns conducted: • 1 birth registration campaign • 1 smart ID card campaign	2 Campaigns	Achieved 2 Campaigns	Not applicable	Not applicable	Corporate Services

Linking performance with budgets

Sub-programme expenditure

Sub- programme name Administration	2018/19			2017/18		
	Final appropriation	Actual expenditure	(Over)/under expenditure	Final appropriation	Actual expenditure	(Over)/under expenditure
	R'000	R'000	R'000	R'000	R'000	R'000
Ministry	38 327	38 327	-	28 633	28 633	-
Management support services	181 026	181 026	-	253 517	253 517	-
Corporate Services	722 851	722 752	99	727 511	727 501	10
Transversal Information Technology Management	886 458	886 457	1	1 095 336	1 095 139	197
Office Accommodation	497 394	497 394	-	411 429	411 429	-
Total	2 326 056	2 325 956	100	2 516 426	2 516 219	207

4.2 PROGRAMME 2: CITIZEN AFFAIRS

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

Sub-programmes:

- Citizen Affairs Management
- Status Services
- Identification Services
- Services to Provinces
- Government Printing Works
- Electoral Commission

DHA Outcome 1: Secured South African citizenship and identity

Strategic objectives

- 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.
- Ensure that systems are in place to enable the capturing of biometric data of all travellers who enter or exit SA legally.

SUMMARY OF MAIN ACHIEVEMENTS PER SUB-PROGRAMME:

4.2.1 Status Services

Birth Registrations

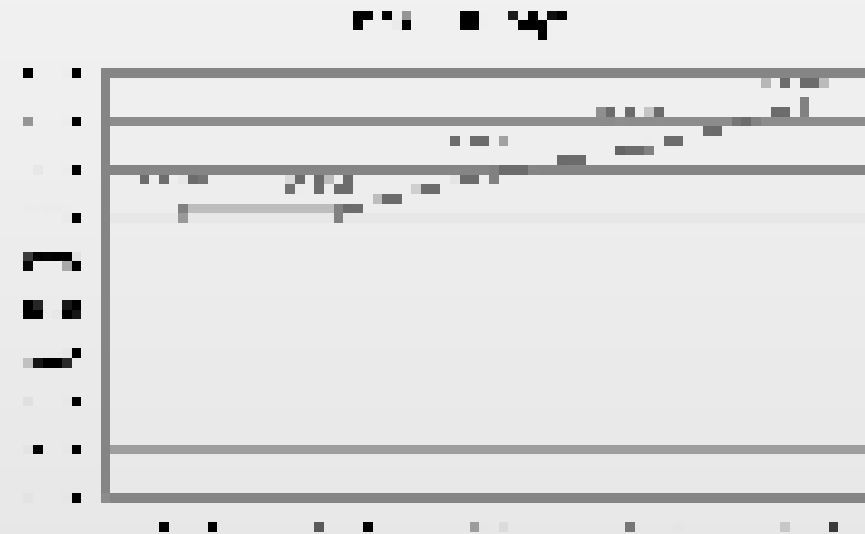
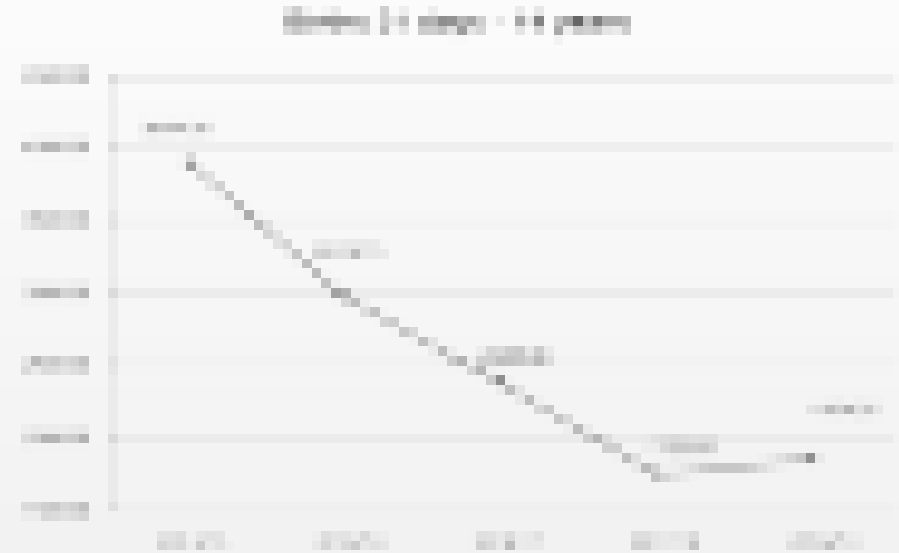
A key strategy coordinated by Civic Services is to ensure a credible, accurate and secure National Population Register (NPR) with a single point of entry within 30 days of birth. To drive this strategy, the department has enhanced the methods and practices introduced for the National Population Registration Campaign launched in 2010 and pursued some of the following initiatives:

- Conducting outreach programmes in rural areas, schools, farms and informal settlements,
- Development and implementation of provincial birth optimisation programmes,
- Intensification of birth registration at health facilities,
- The piloting of online birth registration at select live capture offices, and
- Daily performance updates on births registered to Provincial and Office Management.

The birth registration target for the review period was to register 810 000 births within 30 days of birth event. The department exceeded this annual target by registering 816 698 births within the stipulated timeframes. This was essentially achieved through a continuation of the NPR campaign initiatives. Through these initiatives, we have managed to register a total of 1 028 119 births of all age groups of which 79.43% of these were registered within the legislated period of 30 days (this is marginally up from 79.41% in the previous financial year)¹.

¹ To ascertain the percentage of births registered within 30 days, divide the total "Births 0-30 days" by the corresponding total under "All Birth Registrations".

The graphs below depict registration gains witnessed between 2014/15 and 2018/19.



From the graphs above, it is evident that all categories of births (i) within 30 days, (ii) 31 days to 14 years and (iii) 15 years and above have marginally increased year-on-year. The category 15 years and above saw the smallest percentage increase in volume

(2,1%) compared against increases exceeding 5% in the other categories. This is encouraging and is consistent with the outcomes of the NPR Campaign in general by reducing the number of late registrations over time and increasing the number of births registered within 30 days of a birth event.

Record Digitisation

Digitisation of birth registers continued during the financial year. The project started during the 2016/17 review period and by the end of 2017/18, a total of 9 343 262 records had been digitised. Due to a delay in the starting of phase 2 of the project, digitisation continued during the review period. By 31 March 2019, a total of 11 488 736 images were scanned (since inception) and this totals to 2 000 800 records.

The total number of records digitised to date is over-shadowed in relation to the estimated number of 200 million manual birth, marriage and death records in the repositories of the department. If this project is to make a meaningful impact on service delivery to citizens in the near future, access to funding is a critical necessity and would have to be re-visited. The relations forged with Statistics South Africa for scanning and indexing of the records has been tested since inception of the project in 2016/17 and can be enhanced, strengthened and improved where necessary.

4.2.2 Identification Services

Issuance of Smart ID Cards to citizens

Since the launch of the Smart ID card on 18 July 2013, the number of permanent Home Affairs offices with live capture technology has increased to 193 offices. Fifteen (15) banks also operated during the review period. One mobile unit linked to modernised systems was also tested during the review period. This brings the cumulative total number of offices or banks with the live capture system to 208 facilities by the end of

the review period (this is an increase of 10 additional service locations compared to the previous financial year). Commensurate with this increase in service locations, the branch achieved the target of 3 million smart ID cards issued that was set two years ago but not achieved during 2017/18. The number of smart ID cards issued during the review period is depicted in the graph below:

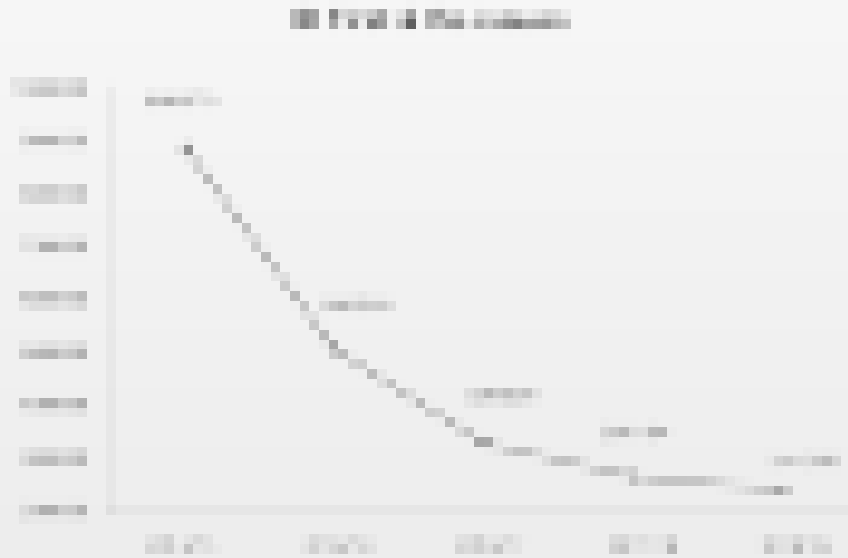


ID First and Re-issues

Demand for the green barcoded identity documents continued to decline during the review period. Between 2014/15 and 2018/19, demand had declined as much as 72%. Continued expansion of live capture functionality to additional service locations and the rollout of mobile technology for the collection of smart ID card applications are likely to continue gradually reducing the number of green barcoded identity documents

issued over the medium term. This will create the ideal environment to implement the ID Discontinuation Strategy and phase out the issuance of these enabling documents by 2024/25, as approved in the strategy.

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



Programme Name	Programme 2: Citizen Affairs						
Strategic objective	Strategic Objective 1.1: Eligible citizens are issued with enabling documents relating to identity and status						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Number of births registered within 30 calendar days	1.1.2	Achieved 772 035 births were registered within 30 calendar days of a target of 750 000	810 000	Achieved 816 698 births registered within 30 calendar days	6 698	<ul style="list-style-type: none"> • Deployment of head office staff to health facilities to assist with birth registration from 20 December 2018 to 31 March 2019 • Voluntary services by provincial and head office staff during the weekend and holidays, where a total of 15 195 births were registered 	Status Services Service Delivery to provinces

Programme Name	Programme 2: Citizen Affairs						
Strategic objective	Strategic Objective 1.1: Eligible citizens are issued with enabling documents relating to identity and status						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Number of smart ID cards issued to citizens 16 years of age and above	1.1.3	Not achieved 2 864 111 smart ID cards were issued to citizens aged 16 years and older against a target of 3 000 000	3 million	Achieved 3 127 217 ID Smart cards were issued to citizens 16 years and above	127 217	<ul style="list-style-type: none"> Monitoring of office performance through daily and monthly reports to provinces and offices Continuous deployment of Back Office personnel to support Gauteng offices with capturing of applications (this is where highest demand for smart IDs is present) Roll-out of additional offices during the last quarter of the 2018/19 Support by GPW to implement the overtime shift to increase printing work and to eradicate backlog 	Identification Services

Programme Name	Programme 2: Citizen Affairs						
Strategic objective	Strategic Objective 1.1: Eligible citizens are issued with enabling documents relating to identity and status						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Percentage (%) of machine readable passports (new live capture system) 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)	1.1.4	<p>Achieved</p> <p>97,11% of machine readable passports (new live captured system) were issued within 13 working days</p> <p>850 977 MRPs (live capture process) were issued within 13 working days and 25 307 above</p> <p>876 284 MRPs were issued during the period under review</p>	90%	<p>Achieved</p> <p>91.88% of machine readable passports (new live capture system) issued within 13 working days for applications collected and processed within the RSA</p>	1.88%	<ul style="list-style-type: none"> • Overtime by Government Printing Works (GPW) on a 24hr basis on the printing of passports • To support the printing by GPW, DHA deployed staff to Passport Distribution Centre (PDC) • Separation of the target in quarter 4 (minors from adults passports) due to delays in printing of minors passports following the hematite release. (Approval obtained to amend this Indicator since new system change i.e. October 2018) 	<p>Status Services</p> <p>Service Delivery to provinces</p>

Changes to planned targets

The indicator regarding the **percentage (%) of machine readable passports (new live capture system) 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)** was reformulated during the financial year. The reformulation resulted from the change in the business process for the issuance of children's passports. The insertion of the details of the parents in children's passports necessitates additional production stages resulting in the increase in the turnaround time for a child's passport to approximately five days.

Linking performance with budgets

Sub-programme expenditure

Sub- Programme Name Citizen affairs	2018/19			2017/18		
	Final appropriation	Actual expenditure	(Over)/under expenditure	Final appropriation	Actual Expenditure	(Over)/under expenditure
	R'000	R'000	R'000	R'000	R'000	R'000
Citizen affairs management	34 333	34 333	-	23 274	23 274	-
Status services	1 113 788	1 113 678	100	1 051 156	1 051 156	-
Identification services	153 566	153 566	-	275 002	275 002	-
Service delivery to provinces	2 031 445	2 031 445	-	1 896 645	1 896 437	208
Electoral Commission	1 965 004	1 965 004	-	1 299 912	1 299 912	-
Represented Political Parties Fund	149 394	149 394	-	141 204	141 204	-
Total	5 447 520	5 447 420	100	4 687 193	4 686 985	208

4.3 PROGRAMME 3: IMMIGRATION AFFAIRS

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

Sub-programmes:

- Immigration Affairs Management
- Admission Services
- Immigration Services
- Asylum Seekers

DHA Outcome 2: Secured and responsive immigration system

Strategic objectives

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

Immigration Services is mainly responsible for the implementation of the Immigration Act 13 of 2002 and the Refugees Act 68 of 1998, complemented by the White Paper on International Migration. In 2018/19, Immigration Services commenced with the drafting of a revision to the Immigration Act in support of the White Paper on the Management of International Migration, approved by Cabinet on 29 March 2018. It is envisaged that drafting of the new Immigration Bill will be completed in 2019/2020, considering the need to conclude the Social Economic Impact Assessment System

and consultations with key relevant stakeholders.

The DHA is now located within the Justice, Crime Prevention and Security Cluster which strategically enables the department to execute its mandate as a stakeholder of government that must uphold the integrity of the State. In the year under review, the Immigration Services achieved the following:

1. POLICY

a. Engagements at bilateral, multilateral and SADC levels

In the reporting period, Immigration Services attended to a number of bilateral and multilateral engagements that had an impact on the management of international migration in South Africa. The strategic engagements focused in areas that include visa waivers for the African States, in particular: Liberia; Kenya; and Uganda in line with the spirit of the African Union Protocol on Free Movement of Persons. Negotiations were also finalised in respect of the Global Compact for Safe, Orderly and Regular Migration and the Compact for Refugees.

Post the adoption of the African Union Protocol on Free Movement of Persons in Africa by the African Union Assembly of Heads of State and Government in 2018, the department undertook consultations with relevant Clusters which include the Justice Crime Prevention and Security Cluster; the International Cooperation Cluster, Trade and Security Cluster; Governance and Administration Cluster; and the Social Cluster, to finalise South Africa's position on the adoption of the Protocol. The country's position will be submitted to the next Cabinet in 2019, and will serve as a policy advisory to Cabinet to decide on whether South Africa should sign and ratify the protocol.

b. Global Compact on Safe, orderly and Regular Migration and the Global Compact on Refugees

On negotiations of the Global Compact on Safe, orderly and Regular Migration and the Global Compact on Refugees: The DHA and DIRCO participated in the negotiations of both Compacts respectively until their final adoption by the United Nations General Assembly in December 2018. The Compacts set the scene for the first ever global negotiated non-legally binding International Agreements on management of International Migration.

2. ASYLUM SEEKER MANAGEMENT

The Chief Directorate Asylum Seeker Management derives its mandate from the Refugee Act of 1998 that is a domestication of the international legal instruments which include the UN Convention Relating to the Status of Refugees (1951); the UN Protocol Relating to the Status of Refugees (1967); the OAU Convention Governing the Specific Aspects of Refugee Problems in Africa (1969); and the Universal Declaration of Human Rights as adopted by the general Assembly of the United Nations on 15 December 1948.

The 2018/19 financial year has further demonstrated a continuation of the decline in the registration of new Asylum Seekers (new comers), although at a reduced rate. The implementation of additional measures such as a fingerprint search to prevent duplicate applications as well as adjudicating 75% of applications within 30 days, is further assisting in reducing the abuse of the asylum process.

The efforts undertaken within the mandate of the Standing Committee for Refugee Affairs (SCRA) represents a significant performance through the reduction of its backlog of active review applicants awaiting outcomes as demonstrated in the graph below:



The department also undertook amendments to the Refugee Act of 1998, focusing on unblocking the appeals and review processes at the statutory bodies and introduction of additional exclusions and disqualifications to refugee status. The amendments further focused on flexible employment of members to the committees and the board, informed by the caseloads, introduction of integrity measures and provision for indigent asylum seekers amongst others. The Amended Act was signed into law by the President of the Republic in December 2017 to pave way for the implementation of the new provisions.

In October 2018, the Department opened the Port Elizabeth Refugee Reception office and commenced with registering new applicants. The Port Elizabeth Refugee Reception office is equipped with new computers, queue management system, as well as security equipment. An **Automated Booking Terminal (ABT)** was installed at the office to assist with an efficient, seamless process in managing extension of permits and booking new applicants.

Security enhancements in the form of biometric verification have been introduced where applicants' fingerprint biometrics are enrolled upon application and then used again for verification. This is referred to as a "10P search" and the innovative solution was also introduced to identify asylum applicants who may be attempting to exploit the system through multiple applications under different identifies once they realise that their initial asylum applications have been rejected. The department also launched an improved Refugee Travel Document with enhanced security features that complies with the UNHCR requirements as well as the ICAO standards.

3. INSPECTORATE

The Inspectorate is mandated to detect, investigate, detain and deport and prosecute transgressors of departmental legislations. The Inspectorate also assists other law enforcement agencies in the investigation and prosecution of trans-national organised crime to promote national security.

In this reporting cycle, the Inspectorate undertook **24,266** deportations. However, the contract between the department and the Africa Global Operations (AGO) (also trading as Bosasa) on the services agreement for the management of the Lindela Holding Facility was placed at risk following AGO's announcement that it would go into voluntary liquidation. Besides operational implications, the future status of AGO as a trading entity was placed under focus and this has implications for the department, as well as for other departments that have contracts with AGO. The current contract will end in November 2020 and the department will explore alternative business solutions and/or private partnerships regarding the purchase or the development of a new holding facility for undocumented migrants. This process commenced in April 2019. In addition, the Auditor General of South Africa (AGSA) conducted a performance review of Lindela and the cost efficiency of the current contract. Concerns were raised

by the AGSA in terms of how the payment model for this contract is structured in order to achieve best cost efficiency for the department and recommendations have been made in the published audit report which the department must take into consideration when finalising a new contract for a deportation facility.

The Inspectorate met its published APP target of completing 2,880 undesirable appeals within 28 days. However appeals against probation, good cause and deportations remain a challenge as the appeal process requires in-depth investigations. Under Special Investigations and Joint Operations, the Inspectorate at national level was able to exceed its targets for inspections/operations and has conducted a total of **221** inspections/operation. These inspections were conducted at selected business premises where particular elements of the business, service and hospitality industry are suspected of using or exploiting undocumented migrants for purposes of labour or in contravention of minimum employment standards.

The Inspectorate has pursued its efforts at combatting illegal migration in areas where there is an existence of borderline communities. The management of the Tshidilamolomo Community Crossing Point (as reported in the 2017 Annual Report) and the development of a new Community Crossing Point at Gate 6 in Manguzi, Kwa-Zulu Natal, are case studies that will define best practise on how to dynamically manage and assist communities that are split by territorial demarcation that originate from our colonial past. While it was anticipated that Gate 6 Crossing Point would open in the third quarter of 2018/19, it has not been opened as there is still a need for a legal and policy framework to be concluded between the RSA and the Republic of Mozambique.

In order to empower Immigration Officers to execute their mandate, the Minister of Justice signed the declaration of Inspectorate officials as **Peace Officers** in March

2019. A government gazette to that effect was issued in March 2019. This will allow the Inspectorate to operate as fully fledged law enforcement officials under the Criminal Procedure Act, 1977 (Act 51 of 1977). This declaration can be found under Government Gazette 42338.

As reported in last year's annual report the department managed to secure funding under the terms of the Prevention of Organised Crime Act, (Act 121 of 1998) (POCA) for an amount of R28 million for funding of Inspectorate and Deportation vehicles, as well as a further R10 million for the enhancement to the Inspectorate's Case Management System (CMS). In 2018/19 a total of 126 vehicles were procured and allocated across the department's national and provincial Inspectorate. This has contributed to the Inspectorate's capacity to conduct its operations and marked an improvement on their already limited resources.

The development of the Case Management System enhancements is envisaged to include development and procurement of hand-held devices that are linked to other departmental systems which will seamlessly integrate with other elements of the department's systems. This will include capability to capture fingerprints whilst conducting inspections, and to determine, in real-time whilst deployed in the operational field, whether individuals under detention hold legal status in South Africa. The procurement process commenced in 2018/19, but could not be completed in the year due to the Inspectorate needing to undertake additional research in this arena. A key element is to ensure that the design is aligned and fully compatible with other systems and new technologies being undertaken under the Modernisation Programme.

4. PERMITTING

The Chief Directorate Permitting completed its migration process from the manual adjudication system to a more advanced electronic adjudication system insofar as Temporary Residence Visas and Permanent Residence Permits are concerned. This has brought about efficiency in the Business Unit through the leveraging of online systems. As such, the Business Unit achieved all three (3) annual targets for the year 2018/2019, which are: Permanent Residence Permits finalized within 8 months (Critical Skills, General Work and Business), Business and General Work Visas finalised within 8 weeks, Critical Skills Work Visas finalized within 4 weeks. Detailed achievement information is as follows:

- a. **95.1% (8 991 out of 9 452)** of permanent residence applications adjudicated within 8 months for applications collected within the RSA;
- b. **97.9% (1 717 out of 1 754)** of business and general work visas adjudicated within 8 weeks for applications processed within the RSA; and
- c. **88.5% (5 900 out of 6 666)** of critical skills visas adjudicated within 4 weeks for applications processed within the RSA (from date of receipt of application until outcome is received at the office of application).

The development of the e-Permit system is at an advanced stage; work sessions between key stakeholders are continuing during this critical development stage. This is to ensure that functional specifications are aligned to the intended deliverables and to ensure that developers receive support during system development. An e-Permit solution is integral to the department having a future, best practise model that operates in sync with accepted international standards designed to ensure an efficient and effortless migration experience. It must offer capability for travellers to

submit visa applications online which will then be adjudicated centrally back in South Africa. The outcome is to ensure a single view of the travellers from point of inception when making a visa application, the person's arrival at a port of entry, through to law enforcement checks and finally verification at the time of departure from the RSA.

With regard to **Long-Term Multiple Entry Visas**, the Department has extended the implementation of Long-Term Multiple Entry Visas to various categories of travellers, such as frequent travellers (for business meetings and tourism purposes. In the 2017/18 financial year, a total of 9,454 multiple entry visas were issued. The **Top Five Missions** which issued such multiple entry visas are reflected below:

SA HIGH COMMISSION	Count
Nigeria (inclusive of Lagos and Abuja)	3 868
India	1 107
Ghana	354
UAE	688
China	548
Total	6 565

The department has prioritised the simplification of visa requirements and as such has granted visa waivers in respect of Russia (ordinary passports), Angola (ordinary passports), and Madagascar; whilst holders of diplomatic, official and service passports from the Democratic Republic of Congo, Indonesia, Liberia and Uganda, have been recognised. Visa waivers are intended to boost intra-regional trade; attract investment for development; promote cross-regional infrastructure projects; and remove the costs of overlapping regional memberships by harmonising integration programmes.

Whilst automation of the Visa Application System (VAS) has been achieved in these

important, economic-centric categories of permits and visas, there is still an important area of development remaining in the areas of appeals. The department has been unable to introduce automation in this category of the permitting mandate and the reliance on manual systems has contributed to a slow and tedious response to achieving acceptable turnaround times on appeals. This area will be given attention in the new reporting cycle to bring the full permitting value chain on board and create a seamless and more efficient capacity within the department to manage this highly critical area in its contribution to the growth of the economy.

5. PORTS OF ENTRY

The facilitation of legal entry and departure of all persons into and out of the Republic of South Africa through our designated air, maritime and land ports of entry remain the core focus of Port Control. For the period under review, the department recorded over **42,1 million** movements through our ports of entry. Disaggregated, this meant the department processed **11,2 million citizens** and **30,9 million foreign nationals**.

Within the 2018/19 reporting cycle, infrastructure improvements at three (3) ports of entry (Mananga, Pafuri and Derdepoort) were completed. The infrastructure programme has been a multi-year project that has seen a systematic improvement of office, port-residential and operational improvements been made at key ports of entry associated with high-volume processing demands. Emphasis has been given to the improvement of land ports where deterioration of facilities implied a reduced level of service delivery standards to citizens and foreign travellers alike. Investment has also been made at air and maritime ports, although the latter has been selective given constraints over jurisdiction and leasing rights within the maritime ports.

In parallel, but as a separate project, the department has driven an adventurous rebuild project focusing on the six primary land ports of entry with our neighbouring

states. This programme has been initiated under a Public Private Partnership (PPP) as approved by National Treasury. In order to ease facilitation and promote trade with neighbouring states, one stop border posts (OSBP) will be created at these selected ports earmarked for redevelopment that play an important role in serving the trade corridors. Expansion of infrastructure programmes at maritime ports continues but remains a challenge due to limited extra infrastructure availability and the dependencies on other stakeholders to conclude lease agreements. The PPP driven programme will continue into the next reporting cycle.

As part of its Modernisation Programme, the Department is introducing new systems and technology with the end state of achieving an integrated National Identification System (NIS) supporting biometric data at ports of entry as well as a seamless interface across immigration and DHA systems. In 2018, the department opted not to continue with the phase 1 rollout of the biometric system at the remaining ports of entry to focus on the development of the improved Biometric Enhanced Movement Control System (BMCS) as well as the e-Permitting System. A prototype of the BMCS was launched at the end of March 2019 with roll out of the pilot to be prioritised at Lanseria and Cape Town International Airports in the FY2019/20.

The BMCS will advance our technology platform with improved features that support integrated systems and will serve as an interface with the e-Visa solution to give way to the implementation of e-gates and a Trusted Traveller Programme to allow travel via automated self-services gates. In order to support implementation of South Africa's International Migration Management Policy which is Afrocentric in its approach, Port Control focused on a special project with Lesotho to ease congestion at Maseru Bridge Port of Entry. A task team comprising officials from both countries to develop and implement an intervention plan to ease congestion at this port of entry was constituted.

This initiative paves the way to implement a 'test case' for Trusted Travellers leveraging on particular categories of travellers (as Lesotho is a land locked country dependent on South Africa for movement of its nationals). The period under review also saw the launch of the Maseru Bridge Intervention Plan (Collaborative Plan between South Africa and Lesotho) by the respective Ministers of Home Affairs from South Africa and Lesotho to ease travel between the two countries for students, LSP permit holders, mineworkers and diplomatic passport holders. The implementation commenced in November 2018.

10 YEAR PERFORMANCE AUDIT

Immigration Services underwent an additional audit to the rest of the department this year, with AGSA conducting its third-round performance audit (2000, 2007 and current) on the immigration environment. Whilst the focus rested on deportation and transportation of undocumented migrants, it also addressed key developments in the area of asylum seeker management, the boards of RAB and SCRA, as well as the management of migration through designated ports of entry. In total, we responded to 66 areas of comments and/or recommendations where our management teams either agreed, accepted, or alternatively raised particular conditions or operational circumstances feeding into the environment under which their mandates are fulfilled.

A report will be published by AGSA for Parliament to consider the outcome of the performance audit. It is expected to be released after the national elections on 8 May 2019. The published report will contain summary findings of the audit, and will communicate an overall conclusion that generally there has been a decline in the capability of the branch to manage migration and contain illegal movements in the country. It will also highlight the under-development of our systems over the past 10 years and this, when coupled with a declining front and back office work-force, has

contributed to a status where the capacity of the state to enforce immigration controls, has been weakened.

Whilst the outcome of the audit was anticipated and it raised issues we may well be aware of, it does not limit the impact of the finding(s). A conclusion of the audit is that where a department incurs sustained attrition of its human and intellectual capacity, it should be off-set through a compensatory action such as an accelerated development of systems, network and technology designed to reduce the impact where manual systems once prevailed but are now under pressure. Whilst attention is now being directed to immigration systems, its legacy systems prevail. The launch of pilots offering new technologies such as a biometric movement control system (fully developed solution) and e-visas, will still take time before the benefits of system and data integration find synergy. It will take at least another 12-18 months before system roll-out beyond the pilot stages takes effect.

In response to the Performance Audit outcome, we have developed a detailed audit action plan that will in due course be presented to the Minister for his approval.

Border Management Authority

In 2013, Cabinet formally adopted a new policy paradigm of integrated border management when it endorsed the establishment of a Border Management Authority (BMA) in South Africa in light of the ineptness of the country's border management system, of cooperation and coordination between various stakeholders, to circumvent the challenges that prevail in the border environment. The BMA will incrementally assume responsibility for border law enforcement functions at ports of entry, the land and maritime border environment and will be characterised by a single command and control structure; and have its own organisational identity and culture.

In the 2018/19 financial year the BMA Project Management Office (PMO) reported against three targets in the department's Annual Performance Plan (APP).

The first target relates to the Redevelopment of six (6) Priority Land Ports of Entry through a Public-Private Partnership. The department embarked on a flagship project to re-develop six of the country's busiest land Ports of Entry into modern, cost-effective and efficient One-Stop Border Posts (OSBPs), which will support the functioning of the BMA. The Ports of Entry are as follows:

- i) Beit Bridge Port of Entry (bordering with Zimbabwe);
- ii) Ficksburg Port of Entry (bordering with Lesotho);
- iii) Kopfontein Port of Entry (bordering with Botswana);
- iv) Lebombo Port of Entry (bordering with Mozambique);
- v) Maseru Bridge Port of Entry (bordering with Lesotho); and
- vi) Oshoek Port of Entry (bordering with eSwatini).

The project is aimed at improving efficiencies at these Ports of Entry with regard to the movement of persons and goods. The project is being pursued as a Public-Private Partnership (PPP).

The PPP process entails four (4) stages:

- i) Feasibility phase;
- ii) Procurement phase;
- iii) Contractual phase (Commercial & Financial Close); and
- iv) Commencement of Construction / Redevelopment.

The first phase of the project has been completed with conditions from National Treasury which are being addressed. The department's 2018/19 APP target was the appointment of a Preferred Private Party however, the target could not be achieved as the project is currently in the first of two stages of the Procurement Phase, this is, pre-qualifying prospective bidders through a "Request for Qualification" (RfQ) process. The aim of the RfQ is to test the market on aspects of the project and to pre-qualify bidders for the second stage of the procurement phase, which is the issuance of a Request for Proposals (RfP).

The RfQ was issued to the market in March 2018 with bids closing in May 2018. The ten (10) bids received were evaluated over an extensive period which culminated in the pre-qualification of five (5) bidders. An Evaluation Report was subsequently submitted to National Treasury in November 2018 and feedback was received in April 2019.

The Department seeks to appoint a preferred bidder by the end of the 2020/21 financial year.

The second target relates to the establishment of the BMA. The 2018/19 target, of BMA established, was not achieved as enabling legislation for the BMA (the BMA Bill, 2016) was still under consideration in Parliament in the Select Committee of Social Affairs in the NCOP when the 5th Parliament rose in March 2019. Notwithstanding this, the BMA Project Management Office continues to undertake extensive technical preparations towards the establishment of the BMA. Notable progress in this regard included:

- i) Supporting the processing of the BMA Bill in Parliament;
- ii) Preparation of a draft Section 97 Presidential Proclamation on the Transfer of Border Law Enforcement Functions from Organs of State to the Minister of

Home Affairs;

- iii) Finalisation of a BMA Blue Print, 2032 which outlines the vision and ideal end state of the BMA over a 15-year trajectory;
- iv) Finalisation of the BMA Road Map (2017-2032) which articulates the various phases and milestones of the BMA's establishment;
- v) Preparation of a draft BMA Change Management Strategy which focuses on change management tasks and activities to ensure the smooth transition in the transfer of resources to the BMA; and supports the BMA Road Map with regards to the operationalization of the BMA;
- vi) Securing a preliminary budget for the BMA for the 2019 MTEF period; and
- vii) Undertaking preparatory work for the roll-out of the BMA Pilots Project which was aimed at, inter alia, piloting and establishing an integrated border management approach between key operational border law enforcement organs of state deployed within identified Ports of Entry. In November 2018 the Pilot Project was placed in abeyance.

One of the key principles informing the establishment of the BMA is that the authority should balance the facilitation of legitimate trade and travel functions while simultaneously addressing security risks; and in order to execute this mandate, a National Targeting Centre (NTC) will be established to support the functioning of the BMA. In the 2019/20 financial year, the BMA PMO will focus on the development of a Business Case for the NTC.

The third target relates to the Integrated Border Management Strategy (IBMS) (2017 – 2021). The IBMS was approved by the JCPS Cluster of Directors-General and the

Minister of Home Affairs in early 2017. The purpose of the Strategy is to:

- i) Focus on what needs to be done in the South African context to strengthen border management;
- ii) Outline the current domestic, regional, continental and global border management challenges facing South Africa;
- iii) Elaborate the main pillars, principles and envisaged outcomes of integrated border management;
- iv) Highlight key interventions and actions required in the border environment;
- v) Map out the requisite institutional arrangements, capacity building requirements, monitoring and evaluation framework and implementation roadmap;
- vi) Provide the basis for the preparation of follow-up detailed strategies and action plans by the BMA on border law enforcement, the South African National Defence Force (SANDF) on border protection and other relevant organs of state in the border environment.

The department is responsible for monitoring the implementation of the strategy by various organs of state and duly submitting quarterly reports to the Minister of Home Affairs. The 2018/19 annual target was achieved, with four (4) reports submitted to the Minister. It should be noted that the achievement of this target is largely dependent on the submission of implementation reports by organs of state.

The department will continue to monitor the implementation of the strategy during the 2019/20 financial year.

Programme Name	Programme 3: Immigration Affairs						
Strategic objective	Strategic objective 2.1: Refugees and asylum seekers are managed and documented efficiently						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Compliance with Treasury Regulation 16 in respect of establishing public-private partnerships	2.1.1	Achieved The feasibility report for TA I approval was submitted to National Treasury	Request for Qualification (RfQ) issued to the market	Target discontinued	Target has been discontinued	The annual target could not be achieved as the preconditions for TA1 approval could not be met due to unavailability of financial commitment to the project. That has led to the department's request to rescind the target for the remainder of the reporting period	Immigration Affairs Management

Programme Name	Programme 3: Immigration Affairs						
Strategic objective	Strategic objectives 2.2: Movement of persons in and out of the country managed according to a risk based approach						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Number of law enforcement operations / inspections conducted to ensure compliance with immigration and departmental legislation	2.2.1	Achieved 219 inspections/ operations conducted	140	Achieved 221 Inspections	The unit achieved an increase of 36.6% over the target	The unit has scheduled dates for Inspections each month as well as increased operations during festive periods. Furthermore, there were requests to conduct other inspections and operations which were in addition to what is on the KPI sheets	Immigration Affairs Management

Programme Name	Programme 3: Immigration Affairs						
Strategic objective	Strategic objectives 2.2: Movement of persons in and out of the country managed according to a risk based approach						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
BMA established as per project plan	2.2.2	Achieved The BMA Road Map was approved by the former Minister of Home Affairs, Ms Ayanda Dlodlo, in February 2018	BMA established	Not achieved The BMA Project Management Office continues to undertake preparatory work towards the establishment of the BMA. Progress in this regard includes: i. The preparation of a draft Presidential Proclamation on the Transfer of functions from relevant organs of state to the BMA; ii. Extensive preparations for the roll-out of the BMA Pilot Project; and iii. The allocation of a preliminary budget for the BMA subject to the Authority's establishment	The BMA was not established	The target could not be achieved as enabling legislation for the BMA, i.e. BMA Bill, 2016, was still under consideration in Parliament when the fifth Parliament rose in March 2019	Immigration Affairs Management

Programme Name	Programme 3: Immigration Affairs						
Strategic objective	Strategic objectives 2.2: Movement of persons in and out of the country managed according to a risk based approach						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Monitoring of phased implementation of Integrated Border Management Strategy through quarterly reporting to the Minister	2.2.3	Not achieved 3 of 4 progress reports on the implementation of the IBMS have been submitted to the Minister	Phased implementation of Integrated Border Management Strategy monitored through quarterly reports	Achieved Four (4) Implementation Progress Reports on the Integrated Border Management Strategy were submitted to the Minister	Not Applicable	Not Applicable	Immigration Affairs Management
Submission of Immigration and Refugees Bills to Parliament for approval	2.2.4	Achieved The Minister approved the bills for further consultation	Immigration and Refugees Bills submitted to Parliament for approval	Not Achieved	The Draft SEIAS commenced late (second quarter) in the reporting cycle and being an essential prerequisite to the next phases for the drafting of the Immigration Bill, and its subsequent consultation process with the identified clusters, the target could not be achieved in Quarter three – which then meant that the Q4 submission outcome could also not be achieved	Business realised the extent of dependency that SEIAS processes entail in working across Legal Services, DPME and identified consultation departments The target has been carried over to the new reporting cycle in 2019/20, but with sufficient time allocation allowed for the engagement of the Cluster Departments	Immigration Affairs Management

Programme Name	Programme 3: Immigration Affairs						
Strategic objective	Strategic objectives 2.2: Movement of persons in and out of the country managed according to a risk based approach						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Number of selected ports of entry with either improved residential or improved office accommodation or both as per set standards	2.2.5	Achieved 5 ports of entry completed Musina Refugee Centre renovations: The target was achieved. Renovations were undertaken, focusing on the following areas: Generator installation, staff training, office painting, UPS, server room, RRO Counters, ABT area, inspectorate transport, partitioning, terminal and meeter greeter counters	3	Achieved Ports of Entry Mananga and Pafuri were improved with additional office infrastructure as per set target. Derdepoort was improved with additional office infrastructure as per set target	Not Applicable	Not Applicable	Admission Services

Programme Name	Programme 3: Immigration Affairs						
Strategic objective	Strategic objectives 2.2: Movement of persons in and out of the country managed according to a risk based approach						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Number of selected refugee reception offices with improved infrastructure as per implementation plan	2.2.6	<p>Achieved</p> <p>5 ports of entry completed Musina Refugee Centre renovations: The target was achieved. Renovations were undertaken, focusing on the following areas:</p> <p>Generator installation, staff training, office painting, UPS, server room, RRO Counters, ABT area, inspectorate transport, partitioning, terminal and meeter greeter counters</p>	1	<p>Achieved</p> <p>Port Elizabeth Refugee Reception Office was re-opened and infrastructure improvements on the new premises were undertaken</p>	Not Applicable	Not Applicable	

Programme Name	Programme 3: Immigration Affairs						
Strategic objective	Strategic Objective 2.3: Enabling documents issued to foreigners efficiently and securely						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	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 in scan at VFS Centre – office of application) (Above applications refer to: critical skills (s27b), general work (s26a) and business (s27c) only)	2.3.1	Achieved 97% (7 810 of 8 049) of permanent residence applications adjudicated within 8 months for applications collected within the RSA	85%	Achieved 95.1% (8 991 out of 9 452) permanent residence applications adjudicated within 8 months for applications collected within the RSA	10.1% over-achievement against the target	There is separation of the population of applications that are critical to the strategic performance of the department. This plan ensures that each team concentrates on matters within their area of operation. The strategy will continue as per the plan to achieve the target	Admission Services

Programme Name	Programme 3: Immigration Affairs						
Strategic objective	Strategic Objective 2.3: Enabling documents issued to foreigners efficiently and securely						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Percentage (%) of business and general work visas adjudicated within 8 weeks for applications processed within the RSA (from date of receipt of application until outcome is in scan at VFS Centre - office of application)	2.3.2	Achieved 98% (1 572 of 1 609) of business and general work visas adjudicated within 8 weeks for applications processed within the RSA	90%	Achieved 97.9% (1 717 out of 1 754) of business and general work visas adjudicated within 8 weeks for applications processed within the RSA	7.9 % over-achievement against the target	There is a dedicated team that works on Business and General Work visas only. The team receives applications daily and the management monitors performance of the team on a daily basis The strategy will continue as per the plan to achieve the target	Admission Services

Programme Name	Programme 3: Immigration Affairs						
Strategic objective	Strategic Objective 2.3: Enabling documents issued to foreigners efficiently and securely						
Performance Indicator	Annual Target No.	Actual Achievement 2017/2018	Planned Target 2018/2019	Actual Achievement 2018/2019	Deviation from planned target to Actual Achievement 2018/2019	Comment on deviations	Sub-programme
Percentage (%) of critical skills visas adjudicated within 4 weeks for applications processed within the RSA (from date of receipt of application until outcome is in scan at VFS Centre - office of application)	2.3.3	Achieved 89% (5 935 of 6 684) of critical skills visas adjudicated within 4 weeks for applications processed within the RSA (from date of receipt of application until outcome is received at the office of application)	85%	Achieved 88.5% (5 900 out of 6 666) of critical skills visas adjudicated within 4 weeks for applications processed within the RSA	3.5 % over-achievement against the Target	There is a dedicated team that works on Critical Skills visas only. The team receives applications daily and management monitors performance of the team on a daily basis. Management performs reconciliation of applications received online with a Report from VFS The strategy will continue as per the plan to achieve the target	Admission Services

Changes to planned targets

The indicator **Compliance with Treasury Regulation 16 in respect of establishing public-private partnerships** which is supported by the target **“Request for Qualification (RfQ) issued to the market”** was discontinued during the implementation of the APP 2018-19. The request to discontinue with the indicator arose from unforeseen funding demands from National Treasury. The PPP process could not continue due to preconditions for TA1 approval which could not be met due to unavailability of financial commitment to the project. That has led to the department’s request to rescind the target for the remainder of the reporting period.

Sub-programme expenditure

Sub- Programme Name Immigration Affairs	2018/19			2017/18		
	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure
	R’000	R’000	R’000	R’000	R’000	R’000
Immigration Affairs Management	42 493	42 493	-	6 925	6 925	-
Status Services	816 413	816 413	-	769 514	769 514	-
Identification Services	228 385	228 385	-	243 969	243 724	245
Access to Services	186 572	186 572	-	178 312	178 312	-
Total	1 273 863	1 273 863	-	1 198 720	1 198 475	245

5. TRANSFER PAYMENTS

5.1 TRANSFER PAYMENTS TO PUBLIC ENTITIES

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

5.2 TRANSFER PAYMENTS TO ALL ORGANISATIONS OTHER THAN PUBLIC ENTITIES

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

The table below reflects the transfer payments made to the IEC and the Represented Political Parties Fund for the period 1 April 2018 to 31 March 2019:

Name of transferee	Type of organisation	Purpose for which the funds were used	Did the dept. comply with s 38 (1) (j) of the PFMA	Amount transferred (R'000)	Amount spent by the entity	Reasons for the funds unspent by the entity
Independent Electoral Commission	Constitutional institution	Elections	No	1 965 004	1 965 004	N/A
Represented Political Parties Fund		Fund political parties	No	149 395	149 395	N/A

6. CONDITIONAL GRANTS

6.1 CONDITIONAL GRANTS AND EARMARKED FUNDS PAID

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

6.2 CONDITIONAL GRANTS AND EARMARKED FUNDS RECEIVED

The department did not receive any conditional grant.

7. DONOR FUNDS

7.1 DONOR FUNDS RECEIVED

The department did not receive any donor funds for the year under review. However, the department received a R70 million allocation from the Criminal Assets Recovery Account (CARA) in the 2017/18 financial year. This allocation provides for the procurement of vehicles for the Inspectorate, a case management system for the Inspectorate, biometric systems at ports of entry, and equipment for refugee reception centres.

8. CAPITAL INVESTMENT

8.1 CAPITAL INVESTMENT, MAINTENANCE AND ASSET MANAGEMENT PLAN

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

- R101 million was spent on the rollout of the office refurbishments and modernisation infrastructure projects. This entails the reconfiguration of the layout of the offices, which includes changes to the public area, modification of counters and installation of new counters, power skirting, painting and signage. In addition, other major items are the construction of server rooms, the installation of back-up power generators, uninterrupted power supply units and air-conditioning in the server rooms.
- R1.4 million was spent on general maintenance of offices throughout the country.

- R20 million was spent by the DPW on the construction of new offices and general improvements to state-owned properties. The DHA refunded the DPW monthly.

The department has submitted its User Asset Management Plan (UAMP) to the DPW and National Treasury outlining leasing and capital requirements until 2020/21.

Infrastructure projects	2018/19			2017/18		
	Final appropriation R'000	Actual expenditure R'000	(Over)/under expenditure R'000	Final appropriation R'000	Actual expenditure R'000	(Over)/under expenditure R'000
New and replacement assets (Park homes)	460	460	0	21 265	21 265	0
Existing infrastructure assets	0	0	0	0	0	0
Upgrades and additions	0	0	0	0	0	0
Rehabilitation, renovations and refurbishments	101 578	101 578	0	28 483	28 483	0
Maintenance and repairs	1 478	1 478	0	1 724	1 724	0
Infrastructure transfer	0	0	0	0	0	0
Current	0	0	0	0	0	0
Capital	0	0	0	0	0	0
Total	103 516	103 516	0	51 472	51 472	0

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



PART C:

GOVERNANCE

1. INTRODUCTION

The Department of Home Affairs is committed to continuously strengthening compliance, managing risks and upholding good governance within the governance, risk, and control environment. Good governance is fundamental to the management of public finances and the assurance that the utilisation of the Department of Home Affairs resources is effective, efficient and realises optimum value for money. This, in turn, further enables the Department of Home Affairs to deliver on its mandate with an accessible, service-centered and solutions-orientated delivery approach. The department strives to achieve objectives and continuously drive improvement, as well as maintain legal and ethical standing with all stakeholders including the wider community. It manages risks and uses resources responsibly and with accountability. Good governance is achieved through both performance and conformance.

2. RISK MANAGEMENT

The department has a risk management policy and a risk management strategy approved by the DG on 16/08/2016 and 18/08/2017 respectively. The Risk Management Policy is currently under review for further improvement. The risk management strategy governs risk management activities within the department and is reviewed on an annual basis. Both the policy and the strategy are presented to the risk management committee to recommend for approval by the DG of the department.

On an annual basis, the department conducts risk assessments to review the existing risk profiles and to identify new and emerging risks. The Risk Registers thereof are used to inform internal audit efforts and priorities as well as prioritisation of resources by management.

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

The committee reviews the risk mitigating strategies and progress on the implementation of risk action plans for each prioritised risk during each quarterly meeting throughout the financial year.

The chairperson of the risk management committee also attends quarterly ordinary meetings of the audit committee, at each meeting of the audit committee the risk management committee Chairperson and the Chief Risk Officer table a report of the RMC. The audit committee reviews the RMC report and provides feedback on the issues reported therein.

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

Although there is no tool currently to measure the value add of risk management in the department, the performance of the department has been improving gradually from 81% in 2015/16, 84% in 2016/17, to 86% in 2017/18. The achievement rate only declined in 2018/2019 to 73% due to a number of challenges experienced during the performance year. To ensure the improvement of achievement rate going forward, the Risk Management unit is currently supporting management in identifying the operational risks that may affect the achievement of annual targets. This will ensure management of the risks before they materialise. During the year under review, the department achieved 73% of its APP targets with 85% (6/7) of the reasons for non-achievement being the inadequate performance of third parties the department highly depends on. This risk has been escalated to be managed at EXCO level for the 2019/20 APP.

The department is in the second stage of implementing a risk management software that will improve risk management operations across the department. The department has conducted full training and supports the risk nodal points on risk management software across the department.

3. FRAUD AND CORRUPTION

Purpose: The mandate of the Branch: Counter Corruption and Security Services is to prevent and combat corruption in order to protect 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.

Despite many human and financial resource challenges in the 2018/19 financial year, the branch overachieved on all its targets, as displayed in the graphic representation below:

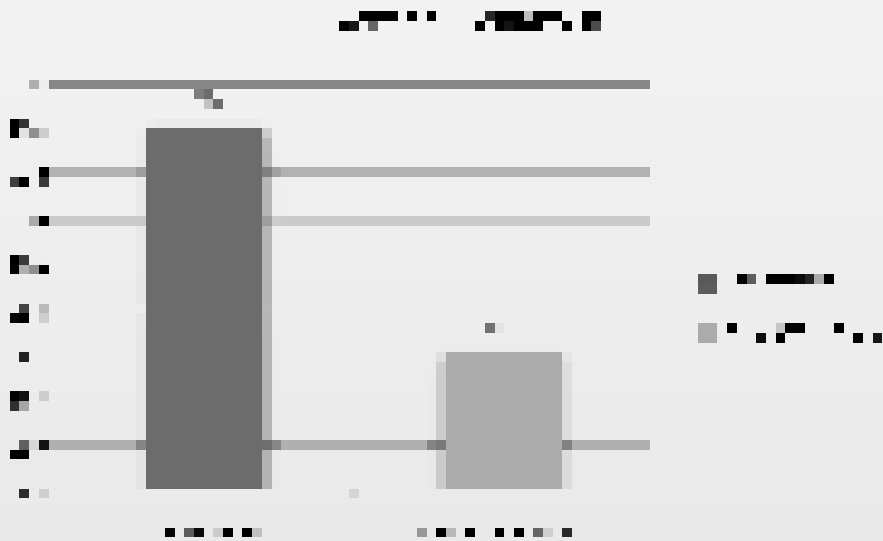


The Directorate: Prevention is responsible for raising awareness within the department with regards to ethics, fraud prevention and counter corruption. These awareness initiatives are a critical element in the fight against corruption and are aimed at ensuring an ethical workforce and decreasing instances of fraud and corruption. The directorate conducted twenty-three (23) awareness initiatives for the 2018/19 financial year in the form of training on ethics, circulars, electronic posters, emails, articles in Ikhaya magazine (the departmental internal publication) and posts on social media. There was an over achievement of targets due to demand from offices for Counter Corruption training and awareness.

Chief Directorate: Security Services conducted 83 Threats and Risk Assessments (TRA) in accordance with the requirements of both Minimum Information Security Standards (MISS) and Minimum Physical Security Standards (MPSS). The main

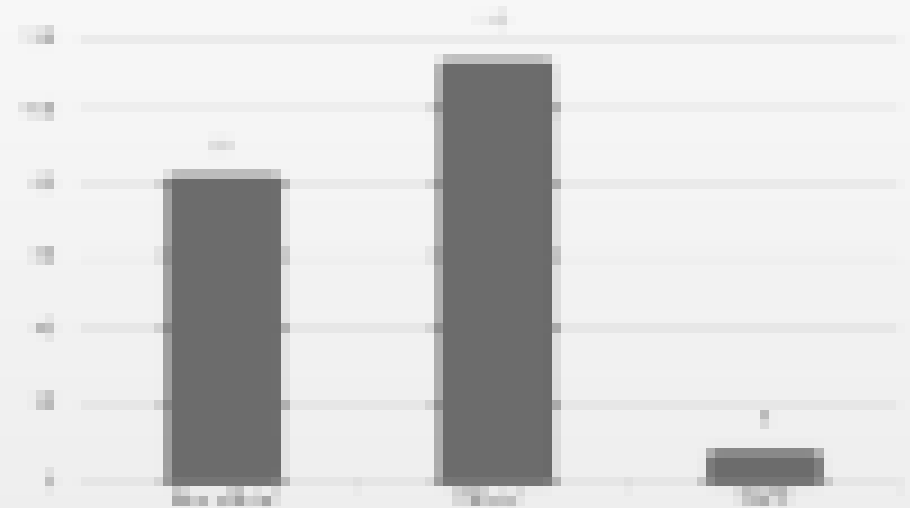
objective of conducting these assessments is to ensure that there are adequate security measures in place to mitigate for any unforeseen risks, and also to ensure that there is compliance in the implementation of the recommendations as contained in the reports.

The Directorate: Vetting has the responsibility of conducting security vetting investigations of DHA employees (both current and prospective) as well as pre-employment screening and to coordinate company screening. Although the target for vetting for the 2018/19 financial year was 417, a total of 538 vetting fieldwork investigations were finalised and submitted to the State Security Agency (SSA). The breakdown of performance is as follows:

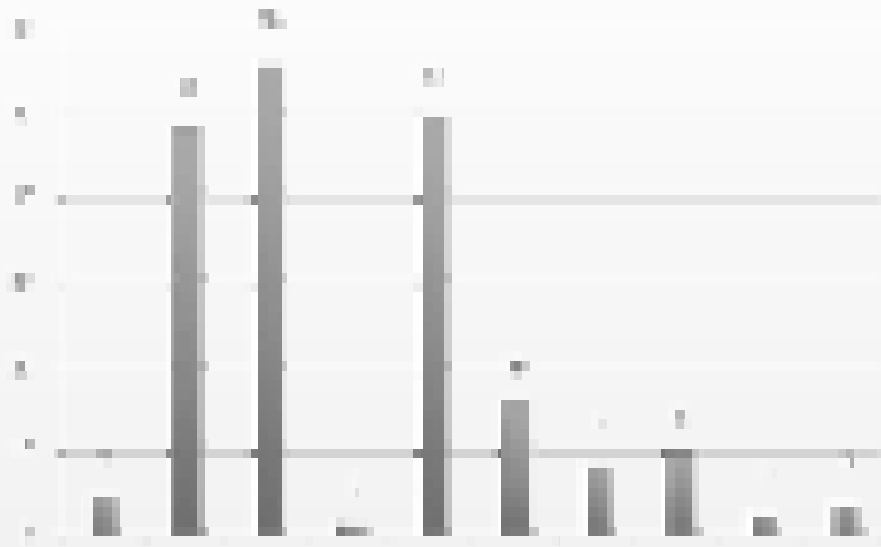


The department received 289 cases and finalised 236, of which 75.4 % were finalised within 90 working days. The department's Operation Bvisa Masina, a project which was launched by the Minister on 24 July 2015, and that gets its name from the Venda

phrase meaning "weed out the rot", has to date resulted in 202 people, comprising 113 Home Affairs officials and eight South African Police Service [SAPS] officials and 81 members of the public, being arrested for various violations of DHA legislation. The breakdown is as below.



Number of arrests to date



Provincial breakdown of arrests to date

4. MINIMISING CONFLICT OF INTEREST

To minimise conflict of interests, SMS members, Deputy Directors on salary level 11 & 12, employees earning the equivalent salary of level 12 and 13 through Occupational Specifications Dispensation (OSD) and Supply Chain Management officials are required to disclose their financial interests, in line with the Public Service Regulations, 2016. Non-SMS members and SMS members are required to obtain approval from Head of Department prior to conducting business outside the department on an annual basis in line with applicable Public Service legislative framework. All officials were informed through a circular that conducting business with organs of state is prohibited and further that permission is required before conducting business outside the department. The department is relying on the Auditor General's office to identify

officials conducting business with organs of state.

During the 2018/19 financial year, 126 (99%) SMS members submitted their financial disclosures on time and 2 (1%) SMS members failed to submit by 30 April 2018. One SMS member was given a Final Written Warning and the other one was subjected to a disciplinary hearing which is ongoing. This was after she was given final written warning for failing to submit her financial interest within 30 days of her appointment. Hundred and thirty three (133) Deputy Directors on salary level 12 (81%) submitted their financial disclosure and four (4) failed to submit their financial interests. Three (3) were subjected to disciplinary hearings and are still pending and one resigned before action could be taken. Thirty two (32) officials (20%) were given final written warnings for submitting their disclosures not on prescribed time. Forty three (43) (79%) Deputy Directors on salary level 11 submitted their disclosure and three (3) failed to submit their disclosures. Two (2) were subjected to disciplinary hearings, which are not yet finalised and one was given a final written warning. Nine (9) (21%) were given final written warnings for submitting their disclosures after the due-date. One (1) (12%) official on OSD disclosed her financial interests on time and seven (7) (88%) were given final written warnings for late submission. All two hundred and nine (209) Supply Chain Management officials, including those from provinces submitted their financial disclosure.

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 without fail. A high standard of conduct is demanded of all officials irrespective of the rank and position held in the department.

During the 2018/19 financial year, out of the 390 cases that the department received 278 (71.28%) cases were presented to the chairperson. A total of 118 cases were finalised and 59 were finalised within 60 days. Out of those cases finalised, 61 were dismissals and 15 suspensions without pay.

During the 2018/19 financial year, out of 52 arbitration awards the Labour Relations division received, 38 (73%) were ruled in favour of the department and 14 (27%) were against the department. The following is a breakdown on the disputes received: 09 (17%) awards ruled against the DHA were taken on review to the Labour Court. Out of the 52 awards, 16 (31%) were based on unfair labour practice and were ruled in favour of the department, 13 (25%) were ruled in favour of the department and 3 (6%) were ruled against the department. Out of the 52 awards, 26 (50%) were based on unfair dismissals, 17 (33%) were ruled in favour of the department, and 9 (17%) were ruled against the department. There was only one sexual harassment dispute and the award was in favour of the department. Disputes about the interpretation of collective agreements were 9 out of 52, and 7 of the awards were ruled in favour of the department; only 2 were ruled against the department.

Out of 44 grievances the department received, 36 (82%) were resolved and 8 (18%) are still pending. Out of 36 resolved grievances, 9 (25%) were resolved within 30 days and 27 (75%) were resolved outside 30 days. 41 grievances were for employees on SL 12 and below and 3 for SMS Members.

6. HEALTH SAFETY AND ENVIRONMENTAL ISSUES

During the year under review, the department implemented and monitored various Occupational Health Safety programmes. The department identified the need to empower and capacitate its employees in order to minimise health and safety risks and occupational injuries in the workplace.

Three hundred and forty-one (341) officials at ports of entry were vaccinated for Hepatitis A, Meningitis and Tetanus. In support of continuous awareness, 30 Safety and Environmental (SHE) committee meetings were held in eight (8) provinces. The department continued with internal assessments aimed at identifying occupational and potential health risks in terms of Section 8 of the Occupational Health and Safety Act, 1993 (Act No 85 of 1993). Audits on Occupational Health and Safety were conducted in seven (7) provincial offices. Occupational injuries have been reported to the Compensation Commissioner for the year under review. SHE Rep Training was conducted in all provinces including Head Office: Hallmark and New Cooperation Building (BVR).

7. PORTFOLIO COMMITTEES

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

No.	Date of meeting	Agenda/topic	Matter raised	How the matter was addressed
1.	Tuesday – 24 April 2018	Deliberation, consideration and adoption of the Terms of Reference (ToR) on the Naturalisation of the Gupta family Consideration of the letter from the Minister of Home Affairs on amending Section 34 of the Immigration Act	No matters were raised with the department as the Portfolio Committee adopted its draft Terms of Reference document Minister and Director-General were invited to the next meeting in order to offer an explanation on why the request was late	The Department noted the PC Terms of Reference Document Minister and Director-General attended a meeting on 8 May 2018 with the Portfolio Committee
2.	Tuesday – 8 May 2018	Briefing by the Minister of Home Affairs and the Director-General on reasons why the DHA delayed to inform the Portfolio Committee on Home Affairs to initiate a Committee Bill on Immigration and the timelines on what the department has done since the court order Briefing by the Minister of Home Affairs and the Director-General on the privatisation of the section of the OR Tambo International Airport to Fireblade Aviation	The committee agreed to proceed with the Committee Bill on Immigration and to approach the National Assembly for permission The committee appreciated the presentation and supported the DHA's appeal to the Constitutional Court on the Fireblade matter The committee would do oversight at the Fireblade private terminal	The department noted that the PC will introduce a Committee Bill in the National assembly The department continued with the appeal application in the Constitutional Court The department participated during the oversight visit by the committee at Fireblade private terminal in August 2018
3.	Tuesday – 29 May 2018	Briefing by the Electoral Commission on the preparedness of the 2019 National and Provincial Elections Consideration of the Committee Bill on Immigration Amendment Bill Update and consideration on progress by research and legal services in Parliament on early naturalisation of the Gupta family	The proposed introduction of amendments to the Electoral Act later in the year was noted Parliamentary Legal Advisor and DHA must do further work on the proposed amendments which will be considered at a further meeting None	The proposed Electoral Laws Amendment Bill was introduced in Parliament on 18 September 2018 Proposed amendments to the Bill were effected No matters were raised for the department to respond to

No.	Date of meeting	Agenda/topic	Matter raised	How the matter was addressed
4.	Wednesday – 30 May 2018	Consideration and deliberation of the Amendments to Section 34 of the Immigration Bill Gupta early naturalisation report by Parliament Researcher	Explanation on identified sections of the Immigration Act which were inconsistent with the Constitution were sort No matters were raised with the department	Department and Parliamentary Legal Advisor responded to clarify seeking questions during the deliberations on the proposed Immigration Amendment Bill
5.	Tuesday – 14 August 2018	Briefing by the Department of Home Affairs on the Fourth Quarter Performance and Budget for 2017/2018 Progress report by the Parliamentary Research and Legal Services on the Naturalisation of the Gupta family	Information was required on: <ul style="list-style-type: none"> • Lindela Contract • Lindela monthly occupancy rates • Deportation numbers and costs • Consultants employed by the department and associated costs No matters were raised with the department	The department forwarded the information to PC on 14 September 2018
6.	Wednesday – 15 August 2018	Briefing by Ms Carter on the Civil Union Bill [B11-2018] Consideration and appointment of the IEC Commissioner	No matters were raised with the department No matters were raised with the department	The department noted the proposed Civil Union Amendment Bill as recommended by the PC This matter would be dealt with by the Portfolio Committee
7.	Thursday – 16 August 2018	Public hearings on the Immigration Amendment Bill, 2018	No matters were raised with the department	Oral submissions were noted, the department would respond on 28 August 2018
8.	Tuesday – 28 August 2018	Deliberations on the Immigration Amendment Bill, 2018 Progress update on delay in effecting Court Ruling to Open Refugee Centres in Cape Town and Port Elizabeth as well as opening of Lebombo Refugee Facility Briefing on family naturalisation and statelessness	A report was requested on the status of court cases and litigation costs The committee resolved to have a joint meeting with the DHA and DPW regarding office accommodation for the department No matters were raised	The department briefed the committee on litigation cases on 27 November 2018 On 26 February 2019 DHA and DPW attended a meeting with the Portfolio Committee to discuss office provisioning for the department

No.	Date of meeting	Agenda/topic	Matter raised	How the matter was addressed
9.	Tuesday – 4 September 2018	Desmond Tutu Refugee Reception Office challenges Portfolio Committee preparations for Inquiry on the Naturalisation of the Gupta family	Ministers of Home Affairs, Police and Chief of Tshwane Metro Police to appear before the PC to discuss the security situation around the Desmond Tutu Refugee Reception Office	The Deputy Minister attended the scheduled PC meeting on 11 September 2018
10.	Tuesday – 11 September 2018	Briefing by Ministers of Home Affairs, Police and the Chief of Tshwane Metro Police on the security situation in and around the Desmond Tutu Refugee Reception Office (DTRRO) The Portfolio Committee preparations for Inquiry on the Naturalisation of the Gupta family	An Action Plan of the various stakeholders to address security issues at DTRRO to be submitted No matters were raised.	An Action Plan still to be submitted
11.	Wednesday – 12 September 2018	Parliamentary Inquiry on the Naturalisation of the Gupta family	All matters raised were taken up with various respondents during their testimonies	Starting of Gupta early naturalisation inquiry
12.	Thursday – 13 September 2018	Parliamentary Inquiry on the Naturalisation of the Gupta family	All matters raised were taken up with various respondents during their testimonies	Gupta early naturalisation inquiry
13.	Tuesday – 9 October 2018	Parliamentary Inquiry on the Naturalisation of the Gupta family	All matters raised were taken up with various respondents during their testimonies	Gupta early naturalisation inquiry
14.	Thursday – 11 October 2018	Briefing by the Auditor-General on the Audit Outcomes of the Department of Home Affairs, the Electoral Commission of South Africa and the Government Printing Works (GPW) Briefing by the Department of Home Affairs on the Annual Report for 2017/2018 Financial Year	A request for DHA to submit the following: <ul style="list-style-type: none"> • 2017/18 AGSA management letter • 2018/19 audit action plan • Status report on irregular expenditure 	Requested information submitted under cover letter dated 22 October 2018

No.	Date of meeting	Agenda/topic	Matter raised	How the matter was addressed
15.	Tuesday – 23 October 2018	Briefing by the Hon. Waters on the Electoral Amendment Bill [B24 - 2018] – Member's Bill Briefing by the Electoral Commission of South Africa [IEC] on the Electoral Laws Amendment Bill [B33 – 2018] Consideration and deliberation on the Immigration Amendment Bill, 2018 Consideration and adoption of the Budgetary Review Recommendations Report (BRRR) on the Performance of the Department of Home Affairs and entities	No matters were raised – Private Member's Bill No matters were raised No matters were raised Recommendations in the BRRR report	None None None The department to consider recommendations once approved by the National assembly
16.	Tuesday – 30 October 2018	Consideration and adoption of the motion of desirability or non-desirability of the Electoral Amendment Bill [B24 - 2018] and the Electoral Laws Amendment Bill [B33 - 2018] Briefing by Fireblade Aviation owners (Oppenheimers) on the operations of the Fireblade Terminal at OR International Airport	No matters were raised as the PC would consider the motion of desirability of the Bill PC to engage the Minister of Home Affairs about the Court Order	 The Minister and DG of Home Affairs briefed the PC on 6 November 2018 regarding the court order on Fireblade matter
17.	Tuesday – 6 November 2018	Briefing by the Content Advisor on the public comments received on the Civil Union Amendment Bill [B11 – 2018] Briefing by the DG of Home Affairs on the agreement between the Department of Home Affairs and Fireblade Aviation on the Terminal at OR International Airport	No matters were raised for the department The department and concerned stakeholders to finalise policy regarding private terminal fix-based operations	 The department is engaging stakeholders – work in progress

No.	Date of meeting	Agenda/topic	Matter raised	How the matter was addressed
18.	Tuesday – 13 November 2018	Briefing by the Parliamentary Legal Advisor on the public comments received on the Civil Union Amendment Bill [B11 – 2018] Consideration and adoption of the Motion of Desirability on the Electoral Amendment Bill [B24 – 2018] – Private Member’s Bill Briefing by the DG of Home Affairs on the incident that happened between the OR Tambo International Airport between the immigration officials and the Southern African Development Community (SADC) dignitaries	No matters were raised on Private Member’s Bill No matters were raised – motion of non-desirability agreed upon DHA to ensure diplomats receive special treatment at ports of entry in future	Department noted
19.	Tuesday – 20 November 2018	Clause by clause deliberation and consideration of the A - list on the amendments on the Civil Union Bill [B11 – 2018] Clause by clause deliberation and consideration of the A - list on the amendments on the Electoral Laws Amendment Bill [B33 – 2018]	No matters were raised as Private Member’s Bill No matters were raised as draft Bill with amendments agreed upon	
20.	Tuesday – 27 November 2018	Clause by clause deliberation on the Civil Union Bill [B11 – 2018] Briefing by the Acting Director-General of the Department of Home Affairs on what is envisaged to happen at the end of the contract between the Department of Home Affairs and Visa Facilitation Service (VFS) Briefing by the Acting Director-General on the litigation cases against the Department of Home Affairs	No matters were raised as Bill was adopted by the PC The department to revisit the contract with VFS No matters were raised	Department noted The department signed a new two-year contract with VFS
21.	Wednesday – 28 November 2018	Adoption of Civil Union Amendment Bill [B11 – 2018]	No matters were raised as draft Bill was adopted with amendments	

No.	Date of meeting	Agenda/topic	Matter raised	How the matter was addressed
22.	Wednesday – 5 December 2018	<p>Deliberation amongst the Portfolio Committee on Home Affairs, Departments of Home Affairs, International Relations and Cooperation (FOC) and the Auditor-General on investigation on the contract awarded to Visa Facilitation Services(VFS) by the Department of Home Affairs</p> <p>Briefing by the Department of Home Affairs on what is envisaged to happen after the lifespan of the Home Affairs National Identification System (HANIS and the involvement of the EOH</p> <p>Briefing by the Department of Home Affairs on the border management plan for the festive season</p> <p>Briefing by the Department of Home Affairs on the ID campaign distribution in preparation for 2019 National and Provincial Elections and the details of Mulowayi case</p>	<p>PC resolved to host a Seminar on Migration in the next year</p> <p>SITA would be invited to brief the PC at another meeting on the procurement processes followed</p> <p>No matters were raised</p> <p>DHA to provide a report on its ID distribution campaign and intervention regarding voter registration in January 2019</p>	<p>Department noted the intention</p> <p>The department supported the decision</p> <p>The department briefed the Committee by way of presentation on 19 February 2019</p>
23.	Tuesday – 12 February 2019	<p>Consideration and adoption of the Report on the Electoral Amendment Bill [B 24– 2018 – Private Member's Bill</p> <p>Briefing by Ministers of Home Affairs and Justice and Correctional Services on the Immigration Bill</p> <p>Briefing by the Electoral Commission of South Africa on the voter registration of 26 and 27 January 2019 and preparations of the 2019 National and Provincial Elections</p> <p>Briefing by the Minister of Home Affairs and DG of Home Affairs on policy on the use of cell phones by frontline office staff at Home Affairs and update on the opening of the Cape Town Refugee Reception Office</p>	<p>The Committee report on the Electoral Amendment Bill was adopted for tabling in the National Assembly</p> <p>Further consultation is needed between DHA and DoJ&CD</p> <p>Committee to conduct oversight visit at the IEC Head Office</p> <p>No matters were raised as report was noted</p>	<p>The department noted</p> <p>The department noted</p> <p>The department attended the oversight visit in February 2019</p>

No.	Date of meeting	Agenda/topic	Matter raised	How the matter was addressed
24.	Tuesday – 19 February 2019	Fireblade Aviation update discussion	No matters were raised	The department to brief the new Minister on the Fireblade matter
		Lanseria International Airport briefing;	No matters were raised	The department fulfilled PC request of 5 December 2018
		Briefing by Department on plans to distribute uncollected IDs for the purpose of elections	No matters were raised	
25.	Tuesday – 26 February 2019	Briefing by Ministers of Home Affairs, Police and Justice and Correctional Services on the consultation on the Immigration Bill	No matters were raised	The department fulfilled consultations with SAPS, Departments of Justice and Correctional Services as recommended by the PC on 12 February 2019
		Briefing by Ministers of Home Affairs and Public Works on the provision of office accommodation by the Department of Public Works to the Department of Home Affairs	Formation of a joint task team between DHA and DPW supported	Department noted
26.	Tuesday – 05 March 2019	Briefing by the Minister of Home Affairs and the Acting Director-General of the Department of Home Affairs on the implementation of the Home Affairs National Identification System(HANIS) and the Automated Biometric Identification System (ABIS) which would Go Live in May 2019	No material matters were raised	
		Briefing by the Minister of Home Affairs and the Acting Director-General of the Department of Home Affairs on the contingency plans to render services at Lindela Repatriation Centre after the voluntary liquidation of Global African Operations(GAO) formerly known as Bosasa	No material matters were raised	
27.	Tuesday – 12 March 2019	Briefing by the Acting Director-General of the Department of Home Affairs on the Visa Facilitation Services (VFS) contract Gupta early naturalisation inquiry - Dombo Testimony	No material matters were raised	The PC noted that the department had signed a 24 month extension with VFS

8. SCOPA RESOLUTIONS

During the 2018/19 financial year there were no resolutions passed by Scopa in regard to the DHA and its entities.

9. PRIOR MODIFICATIONS TO AUDIT REPORTS

The department received an unqualified audit opinion in respect of the 2017/18 financial year. The following matters of emphasis were raised:

- Restatement of corresponding figures (DIRCO account)
- Uncertainty relating to the future outcome of litigation
- Irregular expenditure

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

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

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

- Quarterly reconciliations of the DIRCO accounts were performed and findings raised in respect of the missions followed up.
- The outcome of litigation matters is not always in favour of the department. However, it is also clear from the analysis that litigants in general are opportunistic when issuing letters of demand and or summonses as the judgments awarded against the department are usually for amounts far less than what they claimed originally.
- The opening balance for irregular expenditure was significantly reduced to R253 million from R552 million in the previous financial year and irregular expenditure in the amount of R328 million was condoned. Irregular expenditure incurred in the financial year under review amounts to R27 million.
- In preparation of the year-end financial statements, the year-end plan was developed and communicated to the relevant managers to inform them of reporting requirements and submission dates. The plan was tracked daily to assess the status review of the relevant information that must be included in the AFS.

10. INTERNAL CONTROL UNIT

An Internal Control unit was established at the Branch: Finance and SCM some years ago. The purpose of this unit is to ensure that only valid invoices are paid. It performs the following verification checks on payment vouchers:

- Check whether the invoice amount agrees with the order form
- Confirm that expenditure approval was done by a duly delegated official
- Reconcile the invoice to the order

- Verify if the contract is still valid or not
- Verify that all the supporting documents to the transaction are attached

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

11. INTERNAL AUDIT AND AUDIT COMMITTEES

Key activities and objectives of the internal audit

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

The purpose of the Chief Directorate: Internal Audit Services is to provide independent, objective assurance and consulting services designed to add value and improve the department's operations. It helps the department to 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 DDG: Institutional Planning & Support. 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: Internal 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, among other things, that:

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

Summary of audit work done

The 2018/19 Annual Internal Audit Plan was approved by the Audit Committee on 1 March 2018. Internal Audit has completed 44 audit projects including nine (9) ad-hoc requests during the period under review.

Internal Audit scope of work covered:

- Financial Audits conducted at Finance and Supply chain management branch including bids pre-award reviews and contract management;
- Corporate governance reviews;
- Audits of Performance Information conducted at all branches;
- Operational Audits such as Birth Registration and Late Registration of Birth, ports of entry operations and V-listing processes at core branches;
- Information Communication Technology Audits which includes Project governance reviews, Network penetration test review, EMCS and Visa Adjudication System (VAS) Applications Control reviews and Post implementation review on BMD automation function.

Internal audit has further conducted follow up audits to ensure that efficient and effective internal controls are implemented and to ensure that the commitments made by the accounting officer to resolve the Auditor General's findings are implemented.

Key activities and objectives of the audit committee

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

- The effectiveness of the internal control systems.
- The effectiveness of the internal audit function.
- The risk areas of the department's operations to be covered in the scope of internal and external audits.

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

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

Name	Qualifications	Internal or external	If internal, position in the department	Date appointed	Date resigned	No. of Meetings attended
Mr Sathie Gouden	<ul style="list-style-type: none"> - B Compt.- Unisia - Higher Diploma in Accounting - Chartered Accountant - Professional Accountant - Certificate in Forensic Accounting & Fraud Examination - Executive Leadership Development 	External	N/A	1 May 2012	30 August 2018	Four meetings
Mr Charl de Kock	<ul style="list-style-type: none"> - Master's degree in IT Auditing - Honours degree in Accounting - Certified Information System Auditor - Certified Internal Auditor 	External	N/A	01 January 2016	N/A	Six meetings
Mr Tshepo Mofokeng	<ul style="list-style-type: none"> - Bachelor of Commerce - Bachelor of Accounting - Certified Internal Auditor - CA (SA), SAICA 	External	N/A	20 October 2017	N/A	Five meetings
Ms Mathukana Mokoka	<ul style="list-style-type: none"> - B.Com (Accounting) - CA (SA), SAICA 	External	N/A	20 October 2017	N/A	Three meetings
Ms. Given Refilwe Sibiyi	<ul style="list-style-type: none"> - B.Com (Accounting) - CA (SA), SAICA - Registered Assessor, SAICA - Quality Assessor, IIASA 	External	N/A	26 April 2018	N/A	Six meetings
Mr. Justin Kettle	<ul style="list-style-type: none"> - Chartered Accountant (SA) - SAICA; - Registered Auditor (RA) - IRBA; - B.Com (Honours) 	External	N/A	28 January 2019	N/A	One meeting

**Mr Gouden's contract ended on the 31st August 2018 after serving two consecutive terms.*

12. AUDIT COMMITTEE REPORT FOR THE YEAR ENDED 31 MARCH 2019

The Audit Committee (Committee) hereby presents its report in respect of the financial year ended 31 March 2019 in terms of its obligations according to Paragraph 3.1.13 of the Treasury Regulations issued in terms of section 38(1) (a) and section 77 of the Public Finance Management Act (PFMA), Act 1 of 1999, as amended by Act 29 of 1999.

12.1 AUDIT COMMITTEE MEMBERS, MEETINGS AND ATTENDANCE

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

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

Name of member	Scheduled Meetings	Attended
Mr. Sathie Gounden ² (Chairperson) – Resigned 31 August 2018	4	4
Mr. Tshepo Mofokeng [^] (Chairperson)	6	5
Mr. Charl de Kock	6	6
Ms. Mathukana Mokoka	6	3

² Mr Gounden's contract ended on the 31st August 2018 after serving two consecutive terms.

Name of member	Scheduled Meetings	Attended
Ms. Given Sibiya	6	6
Mr. Justin Kettle (Appointed from 28 January 2019)	1	1

[^]Mr Mofokeng was appointed the chairperson from the 1st of September 2018.

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

12.2 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 report 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.

12.3 EFFECTIVENESS OF INTERNAL CONTROLS

The Department is in the process of modernizing its systems and operations, this comes with a lot of risks at it is positioning itself from being paper-based to being a digitized organization. This has resulted in the improvement of its turnaround time for some of its basic services. These changes have resulted in increased risks for the department as it endeavors to achieve its objectives. The Committee acknowledges the executive authority and management's efforts to strengthen internal controls in

some areas within the Department. There is a great need for change and systems transformational management to enhance efficiency and effectiveness of the Department's service delivery operation to unlock value.

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

The Department has adopted aggressive anti-corruption measures to curb the frequency and magnitude of fraud and corruption. The Committee is still not satisfied with the prevention of fraud and these concerns have been raised with management. The Committee has requested that the detailed fraud prevention plan and progress reports on the action plans for addressing the fraud risks be tabled at each quarterly meeting of the Audit Committee.

Due to the strategic importance of, and massive investment in, the modernisation of information and communication technology (ICT) in the Department, the Committee has monitored the risk register and progress reports on the respective action plans during the year under review. The Committee is still concerned that certain ICT risks, which include obtaining IT specialist capacity, are not yet sufficiently addressed or mitigated in implementing the new systems.

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

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

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

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

12.5 INTERNAL AUDIT FUNCTION

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

12.6 RISK MANAGEMENT

The Committee is responsible for the oversight of the risk management function. The Risk Management Committee reports to the Audit Committee on the Department's management of risk on a quarterly basis. The Risk Management Committee is chaired by a person that is a specialist and is independent of the Department of Home Affairs. The Committee has reviewed the risk register and the reports from the Risk Management Committee and is concerned with the level of maturity of the risk management process.

12.7 EVALUATION OF THE ANNUAL FINANCIAL STATEMENTS

The Committee has:

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

12.8 EVALUATION OF THE FINANCE FUNCTION

Based on management's assertions and from assurance provided by Internal Audit, the Committee is not completely satisfied with the adequacy and effectiveness of the Department's finance function during the year under review.

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

12.9 AUDITOR-GENERAL'S REPORT

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

The Committee confirms that it has been actively involved throughout the audit process

and is thoroughly appraised of the issues giving rise to the audit opinion.

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

On behalf of the Audit Committee



TM. Mofokeng

Chairperson of the Audit Committee

Pretoria

31 August 2019



PART D:

HUMAN RESOURCE MANAGEMENT

1. INTRODUCTION

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

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

The Branch: Human Resource Management and Development as part of Programme 1, responds to **Outcome 12: An efficient, effective and development-oriented public service.** The main function of the branch is to provide and enhance service excellence through value added HR solutions, by attracting, developing and retaining key talent that is disciplined and security conscious.

The Department of Home Affairs has embarked on a repositioning programme as a modern and secure department. This has a significant impact on the way human resource operations are currently conducted.

To enhance, refocus and transition HR, a Refocusing and Enhancement Plan "Galaxy Map" was designed to establish strategic alignment between the HR Strategy 2016-2021 and the DHA repositioning programme.

The following objectives, inter alia, underpinned by a practical, implementable and measurable change management process as well as a Customer Relations Management (CRM) approach, that run a golden thread through the heart beat of high performance, are pivotal to the implementation of the Galaxy Map:

- Establishment of an integrated, effective and efficient branch and a world-

class 21st Century HR Team focused on the Business Value Proposition (BVP), Customer Value Proposition (CVP) and the Employee Value Proposition (EVP);

- Ensure optimal engagement and productivity of employees in line with the DHA Operating Model;
- Improve processes in the delivery of human resource services;
- Ensure the decentralisation of human resource functions;
- Ensure targeted, focused and relevant reporting to enable strategic decision-making.

2. OVERVIEW OF HUMAN RESOURCES

2.1 HUMAN RESOURCES STRATEGY

This Human Resources Strategy intends to drive all people management practices, methods and processes in support of the departmental goals, values and objectives. The HR value chain entails a deliberate approach to align, acquire, compensate, develop, deploy and retain staff throughout their life cycle in the DHA. Central to the strategy is the principle of integrated resource planning that serves to inform planning for resources within the DHA.

The Human Resources Strategic objectives linked to the MTSF remain similar over the five year period (2016-2021). They are reviewed year on year to ensure continuous alignment with the department's strategic focus areas.

The seven key HR priorities listed below, outlined in the strategy, aim to drive organisational culture change, effectiveness and enhance people management practices:

Talent Acquisition: recruiting for competence, qualification, organisational fit, motivation and attitude. Partner with line management and the introduction of an e-recruitment process.

Human Resources Business Process and Systems: Develop and review core and support business processes to ensure alignment with organisational functions, to attain the modernised DHA business processes. Facilitate the implementation of SOPs to ensure consistent application of legislation, policies, and procedures.

Employee Health and Wellness: Facilitate the implementation of Employee Health and Wellness strategies to support employee performance.

Transformation and Change: Drive the change agenda and mainstream gender and disability.

Employee and Labour Relations: Drive a zero tolerance approach towards corruption and ill-discipline. Create awareness on ethical conduct to ensure good conduct and attitude, thereby improving the image of the DHA.

Performance Management: Drive compliance and performance culture to enhance work and performance ethic through contracting, review and recognition of excellent performance (rewards and recognition) – as part of the Moetapele Initiative.

Human Resources Development: Build skill levels and leadership capacity and capability suitable for a service oriented environment.

2.2 ORGANISATIONAL DEVELOPMENT

The process on the review of the organisational structure was necessitated by the need to downsize head office in order to capacitate the core business and also to

ensure alignment to the mandate and the strategic objectives of the department. In the process, the department has also reduced posts in Programme 1 in order to beef up capacity in core business.

On 15 July 2018, the department submitted the proposed organisational structure to the MPSA in order to obtain concurrence in terms of the 2016 Directive on changes to the organisational structures by departments.

The MPSA could not concur with the proposed functional organisational structure of the Department of Home Affairs. The department was advised to address the issues raised and resubmit the amended organisational structure for consultation.

The MPSA on the feedback highlighted issues that need to be addressed before the proposed organisational structure can be implemented. MPSA has further raised concerns in the letter dated 21 October 2018. On 20-22 February 2019, the Directorate: Organisational Development met to address the concerns raised by the MPSA and the submission was drafted and sent on-route to Executing Authority in order for MPSA to issue concurrence letter.

2.3 HUMAN RESOURCES PLANNING

Human Resource Planning forms most integral part of the organisation

The Human Resources Plan (HRP) takes into consideration the staffing requirements for all programmes aligned to the strategic and policy obligations of the department. This includes determining the correct numbers and skills of staff required, the optimal utilisation of staff and the management of surplus and shortage of staff. Emanating from the transformative requirements of the department, the Human Resources Plan also reflects on the creation of a multi-skilled, representative and flexible workforce.

The DHA's Medium Term Expenditure Framework Human Resource Plan 2016/19 was approved and submitted to the DPSA. The MTEF HRP identified five key priorities which are monitored on an ongoing basis and reported annually to the DPSA. Hereunder are the priorities for implementation:

- Diversity Management
- Succession Planning
- Leadership Development
- Talent Management
- Capacity Development

The Department of Public Service and Administration sent Human Resource Planning circular no. 4 of 2017 in December requesting inputs on the revised draft Human Resource Planning template and guideline. The department will however be developing an MTEF Human Resource Plan 2019/2022 on the basis that it is the last year of the MTEF Human Resource Plan that was developed in 2016/2019.

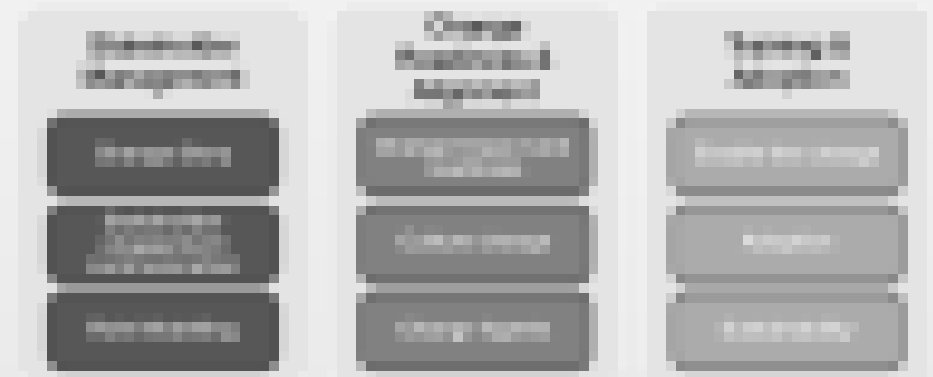
2.4 CHANGE MANAGEMENT

The Branch: Human Resource Management and Development is fully committed in ensuring that it supports the department as it transforms from paper based systems and long queues to a modernised and efficient department. The key priorities of the department are supported by a structured change management approach to maximise the successful implementation and utilisation of new systems. In the financial year 2018/19, the branch has developed and implemented the change management strategies for the ABIS project and the Repositioning DHA programme. People are the most valuable component of our department and the branch ensured that all the

internal and external stakeholders are fully prepared and supported throughout the change process.

The role of change management directorate is mainly to support the department to successfully adopt the required behaviours to realise the business case of the change. When change is introduced in the department the primary responsibility is to create, implement and oversee the change management strategy of key projects. This includes primary outputs such as the creation of a change approach, change management and communication plan and stakeholder impact assessments.

The change management and communication placemat below depicts the holistic change management and communication approach that the Department of Home Affairs follows when change is introduced:



The approach above seeks to ensure that the following takes place:

- Create and facilitate a common understanding of the change story and focus for the change interventions to support the project

- Engagement and buy-in of all stakeholders needed for the change
- Assess the people readiness and impact for the change
- Manage end-to-end process of all change activities
- Lower the risks associated with the people side of change by involving officials who are impacted by the change to become change agents
- Identify challenges that could hamper the adoption and respond and advise to these effectively
- Facilitate initiatives that will improve people willingness to accept the change

The highlights for 2018/19:

The directorate has developed the change management strategies for the ABIS project and repositioning programme. Both projects have a change agent programme that mainly targets the officials on the ground to increase employee participation and understanding. The strategy also focused on ensuring that the external stakeholders are well engaged on the changes of the department.

2.5 EMPLOYMENT EQUITY

During the reporting period, the department did not fill any position due to budgetary constraints. This had a bearing on the achievement of the Employment Equity Target. The department's workforce has as a result decreased by about 218 employees as compared to March 2018 – the figure for March 2018 was 9352. This implies that the departmental target that was developed for implementation in 2017/18 and deferred to 2018/19 was not met. The department is required by the Employment Equity Act to report annually and submit the Employment Equity Plan with clear targets to the

Department of Labour (DoL), this was achieved.

The tables below depict the 2016 EAP produced by Statistics South Africa:

Table 1: National EAP by gender and race

Race	Male	Female	Total
African	42.8%	35.1%	78%
Asian/Indian	1.8%	1.0%	2.8%
Coloured	5.3%	4.5%	9.8%
White	5.3%	4.2%	9.5%
Total	54.0%	46.0%	100%

Source: Statistics South Africa (QLFS 3rd Quarter, 2016)

Race and gender status in the department show a decline in comparison to 2017/18. This decline was recorded in Africans and Whites groups. However, during the period in question there has been a marginal increase in Indians and Coloureds groups. This was caused by a decrease in Africans and Whites from the total workforce. The percentage representation for Coloureds has moved from 6,35% in March 2018 to 6.36% in March 2019 and Indians from 1,01% in March 2018 to 1,16% in March 2019.

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

Table 2: 2018/19 Total Workforce

Race	Female	Male	Total Workforce by Race	EAP against Workforce
African	4684 (59%)	3281 (41%)	7965 (87.3%)	79% (-8.3 %) over
Coloureds	341 (59%)	239 (41%)	580 (6.4%)	8.9% (+2.5%) under
Indians	61 (58%)	45 (42%)	106 (1.16%)	2.5% (+1.34%) under
Whites	350 (73.5%)	126 (26.5%)	476 (5.22%)	9.6% (+4.38%) under
Total	5436 (60%)	3691 (40%)	9127 (100%)	100%

Source: PERSAL

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

- The disability status in the department for 2018/19 stands at 1.68%. The department had requested people with disability to declare/disclose their disability, this assists to guarantee accurate numbers of disabled persons in the workforce. For the past year, the status did not change because of the department not filling any position.
- Representivity on SMS is at 56.21% (male) and 43.79% (females) in comparison to 71 (53.38%) (male) and 62 (46.62%) (female) in 2018/19.

The directive on SMS positions and employment of People with Disabilities within

the department remains in force until the department achieves the required targets; namely: 50% of SMS be composed of women and 2% of the workforce be composed of PWD.

Table 3: 2018/19 Gender Representation at SMS Level and people with disabilities Status

a) Gender Representation

Female	Male	Total SMS Members	Targets
62 (47%)	71 (53%)	133	50/50

b) People with disabilities

DHA Total Workforce	Total employed people with disabilities	Target
9127	154 (1.68%)	2%

2.6 EMPLOYEE WELLNESS PROGRAMMES

The employee wellness programmes are focused on implementing the government agenda in respect of health and wellness issues. These are implemented in terms of the national strategic plan 2017-2022. In lieu of the latter, the directorate has embarked on rolling out HIV and Aids/STI/TB and other chronic disease programmes. As a result, for the financial year 2018/19, the following has been done:

- 517 employees participated in the HIV counselling and testing campaign.
- Health screenings were conducted by GEMS and 842 employees participated, (they were screened for blood pressure, cholesterol, blood sugar, and body mass index (BMI)).

- 303 employees' blood was screened at a blood donation drive at the New Cooperation Building, Hallmark, NW and NC.
- 175 employees' donated blood and 128 employees were declined due to various illnesses.
- 39,912 male condoms and 1550 female condoms were distributed in all provinces and Head Office.
- Four X Peer educators meetings were held in Limpopo (Polokwane Provincial Office), Bloemfontein (Free State Provincial Office), KwaZulu-Natal (Pine Town) and Pretoria (Hallmark building).
- The department contracted a wellness service provider (ICAS) to offer wellness services in all provinces.
- Functional 24-hour toll free line and eCARE (online wellness service) was made accessible to all employees.
- 342 employees received face to face counselling from ICAS and 542 employees received telephone counselling.
- 147 employees consulted with EWP internally for counselling and therapeutic intervention.

A total number of 8,716 employees were reached, through the rolling out of the HIV/AIDS/ STI Management policy, Wellness Management policy, Health and Management Productivity policy. These policies and plans have been submitted to the Presidency and DPSA.

2.7 RECRUITMENT

The department limited recruitment processes during the 2018/19 financial year in order to remain within its allocated budget ceiling on the GFS classification: Compensation of Employees. Short-term recruitment, however, received attention in certain selected critical areas.

The department's integrated Employee Mobility and Utilisation Policy, aligned to the new Public Service Regulations, 2016, was approved and implemented. Business processes and Standard Operating Procedures to ensure uniform support implementation of the policy, were developed and 54% of departmental managers were socialised accordingly. This process will continue to be implemented during the 2019/20 financial year.

2.8 EMPLOYEE PERFORMANCE MANAGEMENT FRAMEWORK

In terms of Treasury Regulations, the strategic plan must include measurable objectives and outcomes for an institution's programmes.

The DHA strives to **drive compliance** and a high performance culture to enhance work and performance ethic through contracting, review and recognition of excellent performance (rewards and recognition) – as part of the Moetapele Initiative. The compliance rate for the submission of performance agreements and annual assessment was 99%.

The Determination and Directive of DPSA seeks to supplement the PSR 2016 and provide guidance to departments on which areas to revise in their departmental PMDS policies. Departments are expected to review/amend their PMDS policies and align them to the PSR 2016 and the DPSA determination and directive. To give effect to the

DPSA determination, the department has drafted a PMDS Policy which is earmarked for finalisation in the 2019/20 financial year.

The department continued with the culture of appreciation and instilling the culture of professionalism in the public service, through hosting the Excellence Awards event on 8 March 2019. Excellence service delivery awards and recognising contribution by employees across Branches & Provinces were made in the following categories:

- Ministerial Awards
- Best Managed Branch
- Best Managed Province
- Best Managed District
- Best Project/Team
- DHA Local Office of Excellence or POE (Port of Entry) of Excellence
- Employee of the Year
- Manager of the Year
- Most Improved Local Office or POE
- Creativity & Innovation

In acknowledging employees who successfully completed and attended in-house and external training programmes, certificates of completion were presented.

2.9 BUILDING LEADERSHIP CAPABILITY AND CAPACITY

During the financial year 2018/19, the Learning Academy planned to train 500 managers (junior, middle and senior) in leadership and management development programmes to

improve performance, professionalise DHA officials and build leadership capacity and capability. This target was achieved as a total of 567 (Senior = 45, Middle = 213, junior = 309) were trained and developed on the following training interventions: Project management, Operations Management, Finance for non-finance managers, Emerging Management Development Programme (EMDP), Private Public Partnerships (PPP) Foundation, Manage expenditure and budget, Problem-solving and Decision-making, Advanced Management Development Programme (AMDP), Disciplinary Hearing Management, Financial Management (foundation), Online PMDS and Online Ethics.

The department continues to place a high premium on effective leadership and management capacity and capability. The department launched several initiatives focusing on the creation of a culture that will enable continuous capacity building of its leaders to promote a competent, enabled and engaged workforce.

These include the **Leadership Seminar** held on 12-13 November 2018 with thematic presentations on leadership approaches which included, Servant Leadership, Value-based Leadership, Innovative Leadership, Inspirational and multiple intelligence Leadership and Visible and Felt Leadership. The deliberate attempt at disrupting the status quo was captured in the primary theme of the Seminar of *“The High Impact Leader: Accelerating Authentic Leadership”*. The Seminar concentrated on enhancing the effectiveness of DHA’s current leaders through engagement in inspirational and motivational conversations, as well as sharing best practices in leadership. The success of the Seminar was seen in the many suggestions by leaders in unravelling complex situations faced by managers in their day-to-day operations and arriving at new and innovative interventions to address these challenges.

The **Leadership Effective Index (LEI)** Project rolled out between 27 August 2018 and 15 November 2018 served as a 360 degree review and dipstick on the department’s

leaders. The results of the survey have been translated into a leadership training and development matrix that will be rolled out in a phased approach from 2019/20. This approach is aimed at ensuring targeted, individualised and accelerated development of DHA leaders to address the Volatility, Uncertainty, Changing and Ambiguity (VUCA) around its operations. Proposed interventions will further seek to build capacity and capability to respond to the needs of the department in terms of the 4th Industrial Revolution (4IR).

The interventions for the reporting period culminated in a Leaders' Forum held on 08 March 2019. The theme of *"The High Impact Leader: Accelerating Authentic, Servants, Inspirational and Accountable Leadership"* saw a continuation of the conversation around DHA leaders practicing "Authentic, Servants, Inspirational and Accountable Leadership" in breaking the status quo and steering the leadership towards innovative solutions. The approach of the Leaders' Forum was three-pronged with the first being on motivation and continuing the conversation around high impact leadership. This was followed by a graduation ceremony to acknowledge successful completion of the relevant programmes rolled out by the Learning Academy, which was aimed at junior, middle and SMS members of the department. The final leg of the programme focused on Excellence Awards; the purpose of which was to continue with the culture of appreciation and entrench the culture of professionalism of the public service by rewarding excellent service delivery and recognizing the contribution by employees across the department.

2.10 YOUTH DEVELOPMENT

The department's Youth Development Programmes are aligned to the NDP call to *"adopt a youth lens to provide young people with broader opportunities"*. The department has partnered with relevant stakeholders including the PSETA for the roll

out and implementation of the **DHA Cadet Programme**. Learners are trained on the National Certificate: Home Affairs Services, which is at NQF Level 5, and are further exposed to the core business of the department - Citizenship, Migration and Asylum Seeker Management.

The **Work-Integrated Learning Programme** is aimed at providing work-exposure to learners. The department, in collaboration with the Department of Higher Education and relevant SETAS and Institutions of Higher Learning (HEIs), placed learners across the department for periods ranging from 12-18 months.

Career Exhibitions targeting youth were held on 20 April 2018 at a historically disadvantaged school and in Mpumalanga on 10-14 June 2018 for people with Albinism.

The DHA continues to accede to the call for youth development and empowerment and is envisaged to roll out further initiatives aimed at youth advancement, during 2019/20.

2.11 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 on a monthly, bi-annual and annual basis.

2.12 RESEARCH, INFORMATION AND KNOWLEDGE MANAGEMENT

During the period under review, the following research was conducted:

a) Impact assessment of “Client Service Matters Project” piloted at Centurion and eThekweni Offices

In 2017 the department, in collaboration with Old Mutual, initiated a project on “Client Experience Matters”. The project was inspired by the department's desire to improve the quality of the client experience at its frontline offices. As a result, a training programme was designed and officials from both Centurion and eThekweni were trained on Client Service Matters and Client Centric service, using the private sector approach.

To evaluate the effectiveness of the project, an impact assessment was conducted which explored the extent to which the project improved the quality of client service and experience at the identified DHA frontline offices. The study validated that the Client Experience Matters project had a profound impact on the behaviour and attitude of frontline officials, which resulted in increased confidence, increased productivity and ultimately improved service delivery.

b) Profiling and analysing the Department of Home Affairs Clients' data to ensure better planning, allocation of resources and improving efficiency

The Department of Home Affairs (DHA) has made major strides in service delivery, and most importantly improving high quality customer service experience such as reducing the turnaround times for documents, however, the amount of time that clients spend at the department still remains a challenge. In an effort to address this challenge, the Minister of Home Affairs launched the “War on Queues” campaign on 22 April 2018 as part of the efforts to ensure that clients who visit the DHA offices are served in a dignified and timely manner.

Subsequently, a study was conducted to profile and analyse the DHA clients' data to ensure better planning, allocation of resources and improve efficiency. The results of the study demonstrated reasons for clients' visits, the needs of the majority of clients in each DHA office and their desires. This study assisted in better planning, allocation of resources and in promoting efficiency while adding value to the clients. It also resulted in interventions towards better management of queues in the DHA offices.

c) DHA Impact Assessment Framework

The evaluation of training is the systematic and impartial collection of data for managers and all interested parties. This information equips them to draw conclusions about the effectiveness of a particular training measure as a way of achieving organisational objectives, implementing policy and promoting organizational learning. As a result, it is important for the department to continuously evaluate the learning and development interventions to be able to assess if the intended objectives were met and also assess, among others, the value for money of the learning and development interventions.

During the 2018/19 financial year, the Research Management Unit developed a “Framework for Evaluating the Impact of Learning and Development interventions” which was approved by DDG: HRM&D.

d) Impact Assessment Survey: DHA Operations Management Programme

The Department of Home Affairs Operations Management Programme was developed and training of such was continuously rolled out in the department since 2016, where a total of 162 officials were trained. During the roll out, no formal training was conducted to assess the effectiveness of the Programme.

As a result, during the 2018/19 financial year, preparations were made to conduct an impact assessment to evaluate the extent to which the objectives of the Operations Management Programme were achieved and determine the sustainability of the concepts/strategies introduced to ensure the effectiveness of operations in the department as a result of the Programme. The results of the assessment will be shared in the 2019/20 financial year.

e) 2018-19 SMS Coalface Deployment

In August 2004, Cabinet pronounced that all members of the senior management service (SMS) must undergo a compulsory five-day deployment to a service delivery point during a performance cycle to address service delivery challenges. This decision has subsequently been documented in the revised SMS Handbook (Chapter 4 – “Performance Management and Development”).

During the period under review, 120 SMS members were deployed to the department’s frontline offices and ports of entry (PoEs) across the country to play an oversight role on operations. A report on the 2017/18 SMS Coalface Deployment was presented and approved at the Departmental Management

Committee meeting to enforce the recommendations proposed by SMS members.

For the period under review, 34 research proposals were reviewed and processed.

Knowledge Management initiatives included the capturing of tacit knowledge through knowledge harvesting sessions with identified officials in support of the preservation of institutional memory in the department.

Officials in the department are exposed to the DHA Information Resource Centre that stores a wide range of reading material and online access to different databases and portals to ensure access to reliable, accurate and credible information for research, planning and personal use.

3. HUMAN RESOURCES OVERSIGHT STATISTICS

3.1 PERSONNEL RELATED EXPENDITURE

The following tables summarise 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 costs by programme for the period 1 April 2018 to 31 March 2019

Programme	Total expenditure (R'000)	Personnel expenditure (R'000)	Training expenditure (R'000)	Professional and special services expenditure (R'000)	Personnel expenditure as a % of total expenditure	Average personnel cost per employee (R'000)
Programme 1: Administration	2 325 956	518 951	3 809	17 753	22.31	470
Programme 2: Citizen Affairs	5 447 420	2 115 149	89	0	38.83	352
Programme 3: Immigration Affairs	1 273 863	769 048	21	6 539	60.37	380
Total as on Financial Systems (BAS)	9 047 439	3 403 148	3 919	24 292	37.62	373

Table 3.1.2 Personnel costs by salary band for the period 1 April 2018 to 31 March 2019

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 (Levels 3-5)	139 552	4.10	633	221
Highly skilled production (Levels 6-8)	2 565 028	75.37	7519	341
Highly skilled supervision (Levels 9-12)	527 517	15.50	748	705

Salary band	Personnel expenditure (R'000)	% of total personnel cost	No. of employees	Average personnel cost per employee (R'000)
Senior management (Levels 13-16)	143 775	4.22	125	1150
Contract (Levels 3-5)	1469	0.04	78	18
Contract (Levels 6-8)	2152	0.06	7	307
Contract (Levels 9-12)	5693	0.17	9	712
Contract (Levels 13-16)	17 938	0.53	8	2242
Total	3 403 148	100	9127	373

Notes

- As at 31 March 2019, the department employed eight (8) SMS members on contract. The average expenditures per employee, however, does not reflect the additional six (6) SMS contract appointments which were in place during the financial year within the Ministry attached to the former Minister's term of office (which ended on 14 Nov 2018), which affects the personnel expenditure defrayed.

Table 3.1.3 Salaries, Overtime, Home Owners Allowance and Medical Aid by programme for the period 1 April 2018 to 31 March 2019

Programme	Salaries		Overtime		Home Owners Allowance		Medical Aid	
	Amount (R'000)	Salaries as a % of personnel costs	Amount (R'000)	Overtime as a % of personnel costs	Amount (R'000)	HOA as a % of personnel costs	Amount (R'000)	Medical aid as a % of personnel costs
Programme 1: Administration	371 021	10.90	3 049	0.59	13 802	2.66	21 170	4.08
Programme 2: Citizen Affairs	1 518 390	44.62	13 734	0.65	86 943	4.11	146 934	6.95
Programme 3: Immigration Affairs	535 736	15.74	8 779	1.14	29 096	3.78	50 054	6.51
Total	2 425 147	71.26	25 562	0.75	129 841	3.82	218 158	6.41

Table 3.1.4 Salaries, Overtime, Home Owners Allowance and Medical Aid by salary band for the period 1 April 2018 to 31 March 2019

Salary band	Salaries		Overtime		Home Owners Allowance		Medical Aid	
	Amount (R'000)	Salaries as a % of personnel costs	Amount (R'000)	Overtime as a % of personnel costs	Amount (R'000)	HOA as a % of personnel costs	Amount (R'000)	Medical aid as a % of personnel costs
Lower skilled (Levels 1-2)	0	0	0	0	0	0	0	0
Skilled (Levels 3-5)	85 047	2.50	580	0.02	14 035	0.41	13 006	0.38
Highly skilled production (Levels 6-8)	1 830 963	53.80	21 763	0.84	105 299	3.09	187 040	5.50
Highly skilled supervision (Levels 9-12)	393 589	11.57	3 219	0.09	8 577	0.25	16 927	0.50
Senior management (Levels 13-16)	95 716	2.81	0	0	1 930	0.06	1 185	0.03
Contract (Levels 3-5)	1 401	0.04	0	0	0	0	0	0
Contract (Levels 6-8)	1 534	0.05	0	0	0	0	0	0
Contract (Levels 9-12)	5 172	0.15	0	0	0	0	0	0
Contract (Levels 13-16)	11 701	0.34	0	0	0	0	0	0
Contract (other)	0	0	0	0	0	0	0	0
Periodical Remuneration	24	0.00	0	0	0	0	0	0
Total	2 425 147	71.26	25 562	0.75	129 842	3.82	218 158	6.41

3.2 EMPLOYMENT AND VACANCIES

The tables in this section summarise the position regarding 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 at 31 March 2019

Programme	Number of posts on approved establishment	Number of posts filled	Vacancy Rate	Number of employees additional to the establishment
Programme 1: Administration	1031	1025	0.58	78
Programme 2: Citizen Affairs	6016	6003	0.22	0
Programme 3: Immigration Services	2033	2021	0.59	0
Total	9080	9049	0.34	78

Table 3.2.2 Employment and vacancies by salary band as at 31 March 2019

Salary band	Number of posts on approved establishment	Number of posts filled	Vacancy Rate	Number of employees additional to the establishment
Skilled (Levels 3-5)	635	633	0.32	0
Highly Skilled Production (Levels 6-8)	7543	7519	0.32	0
Highly Skilled Supervision (Levels 9-12)	762	748	1.84	0
Senior Management (Levels 13-16)	140	125	10.71	0
Contract (Levels 3-5)	0	1	0.0	77

Salary band	Number of posts on approved establishment	Number of posts filled	Vacancy Rate	Number of employees additional to the establishment
Contract (Levels 6-8)	0	7	0.0	0
Contract (Levels 9-12)	0	8	0.0	1
Contract (Levels 13-16)	0	8	0.0	0
Total	9080	9049	0.34	78

Table 3.2.3 Employment and vacancies by critical occupation as at 31 March 2019

Critical occupation	Number of posts on approved establishment	Number of posts filled	Vacancy Rate	Number of employees additional to the establishment
Identification experts	244	244	0	0
Information technology related	31	30	3.23	1
Legal related	12	12	0	0
Other information technology personnel	107	107	0	0
Regulatory inspectors	1925	1921	0.21	0
Total	2319	2314	0.22	1

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 the 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 at 31 March 2019

SMS Level	Total number of funded SMS posts	Total number of SMS posts filled	% of SMS posts filled	Total number of SMS posts vacant	% of SMS posts vacant
Director-General/ Head of Department	1	0	0	1	100
Salary Level 16	3	3	100	0	0
Salary Level 15	9	5	56	4	44
Salary Level 14	29	29	100	0	0
Salary Level 13	98	96	98	2	2
Total	140	133	95	7	5

Table 3.3.2 SMS post information as at 30 September 2018

SMS Level	Total number of funded SMS posts	Total number of SMS posts filled	% of SMS posts filled	Total number of SMS posts vacant	% of SMS posts vacant
Director-General/ Head of Department	1	0	0	1	100
Salary Level 16	2	2	100	0	0
Salary Level 15	11	7	64	4	36
Salary Level 14	30	30	100	0	0
Salary Level 13	104	103	99	1	1
Total	148	142	96	6	4

Table 3.3.3 Advertising and filling of SMS posts for the period 1 April 2018 to 31 March 2019

SMS Level	Advertising	Filling of Posts	
	Number of vacancies per level advertised in 6 months of becoming vacant	Number of vacancies per level filled in 6 months of becoming vacant	Number of vacancies per level not filled in 6 months but filled in 12 months
Director-General/ Head of Department	0	0	0
Salary Level 16	0	0	0
Salary Level 15	3	0	0
Salary Level 14	0	0	0
Salary Level 13	0	0	0
Total	3	0	0

Table 3.3.4 Reasons for not having complied with the filling of funded vacant SMS posts- Advertised within 6 months and filled within 12 months after becoming vacant for the period 1 April 2018 to 31 March 2019

Reasons for vacancies not advertised within six months

1 x Director-General/ Head of Department - vacated 01 August 2018: Moratorium placed on the filing of HOD posts by Cabinet announced in August 2018. This post therefore was not advertised.

Reasons for vacancies not filled within twelve months

The continued filling of the post of DDG: Civic Services was subject to the confirmation of available budget over the MTEF, which delayed the filling thereof.

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 2018 to 31 March 2019

Reasons for vacancies not advertised within six months

Not applicable

Reasons for vacancies not filled within six months

Not applicable

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 2018 to 31 March 2019

Salary band	Number of posts on approved establishment	Number of jobs evaluated	% of Posts evaluated by salary band	Posts Upgraded		Posts Downgraded	
				Number of posts upgraded	% of Upgraded posts evaluated	Number of posts downgraded	% of Downgraded posts evaluated
Skilled (Levels 3-5)	712	0	0	0	0	0	0
Highly Skilled Production (Levels 6-8)	7543	0	0	0	0	0	0
Highly Skilled Supervision (Levels 9-12)	763	0	0	0	0	0	0
SMS Band A	96	0	0	0	0	0	0
SMS Band B	31	0	0	0	0	0	0
SMS Band C	9	0	0	0	0	0	0
SMS Band D	4	0	0	0	0	0	0
Contract (Levels 3-5)	0	0	0	0	0	0	0
Contract (Levels 6-8)	0	0	0	0	0	0	0
Contract (Levels 9-12)	0	0	0	0	0	0	0
SMS Contract (Band A)	0	0	0	0	0	0	0
SMS Contract (Band B)	0	0	0	0	0	0	0
SMS Contract (Band C)	0	0	0	0	0	0	0
SMS Contract (Band D)	0	0	0	0	0	0	0
Total	9158	0	0	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 due to their posts being upgraded for the period 1 April 2018 to 31 March 2019

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

Employees with a disability	0
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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 2018 to 31 March 2019

Occupation	Number of employees	Job evaluation Level	Remuneration level	Reason for deviation
Administrative related	4	9	10	PSCBC resolution
Administrative related	4	11	12	PSCBC resolution
Bus and heavy vehicle drivers	1	7	8	Grade progression
Cashiers tellers and related clerks	25	5	6	Grade progression
Cashiers tellers and related clerks	3	5	7	Grade progression
Client inform clerks (switchboard receptionist, information clerks)	2	5	6	Grade progression
Communication and information related	1	11	12	PSCBC resolution
Finance and economics related	2	9	10	PSCBC resolution
Finance and economics related	1	11	12	PSCBC resolution
Financial and related professionals	1	6	7	Grade progression
Financial and related professionals	1	7	8	Grade progression

Occupation	Number of employees	Job evaluation Level	Remuneration level	Reason for deviation
Financial and related professionals	7	9	10	PSCBC resolution
Financial and related professionals	8	11	12	PSCBC resolution
Financial clerks and credit controllers	1	5	6	Grade progression
Financial clerks and credit controllers	3	6	7	Grade progression
Human resources and organisational development and related profession	24	9	10	PSCBC resolution
Human resources and organisational development and related profession	1	11	12	PSCBC resolution
Human resources clerks	1	6	7	Grade progression
Human resources clerks	1	7	8	Grade progression
Human resources related	6	9	10	PSCBC resolution
Human resources related	8	11	12	PSCBC resolution
Identification experts	2	6	7	Grade progression
Information technology related	18	11	12	PSCBC resolution
Language practitioners interpreters and other communication	4	9	10	PSCBC resolution
Language practitioners interpreters and other communication	5	11	12	PSCBC resolution
Library mail and related clerks	1	3	6	Structural amendments
Library mail and related clerks	3	6	7	Grade progression
Logistical support personnel	1	9	10	PSCBC resolution
Material-recording and transport clerks	1	6	7	Grade progression
Other administration and related clerks and organisers	3	5	6	Grade progression
Other administration and related clerks and organisers	314	6	7	Grade progression
Other administration and related clerks and organisers	24	7	8	Grade progression

Occupation	Number of employees	Job evaluation Level	Remuneration level	Reason for deviation
Other administrative policy and related officers	2	6	7	Grade progression
Other administrative policy and related officers	1	6	8	Structural amendments
Other administrative policy and related officers	1	6	10	Structural amendments
Other administrative policy and related officers	9	7	8	Grade progression
Other administrative policy and related officers	3	8	10	Structural amendments
Other administrative policy and related officers	49	9	10	PSCBC resolution
Other administrative policy and related officers	31	11	12	PSCBC resolution
Other information technology personnel	44	9	10	PSCBC resolution
Regulatory inspectors	41	6	7	Grade progression
Regulatory inspectors	1	9	10	PSCBC resolution
Secretaries and other keyboard operating clerk	4	6	7	Grade progression
Secretaries and other keyboard operating clerks	2	7	8	Grade progression
Secretaries and other keyboard operating clerks	3	9	10	PSCBC resolution
Security officers	31	9	10	PSCBC resolution
Security officers	14	11	12	PSCBC resolution
Senior managers	1	15	16	Structural amendments
Total number of employees whose salaries exceeded the level determined by job evaluation				718
Percentage of total employment				7.86

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 2018 to 31 March 2019

Gender	African	Asian	Coloured	White	Total
Female	274	5	27	145	451
Male	213	5	13	36	267
Total	487	10	40	181	718
Employees with a disability	5	1	2	7	15

Notes

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

Total number of Employees whose salaries exceeded the grades determine by job evaluation

None

3.5 EMPLOYMENT CHANGES

This section provides information on changes in employment over the financial year. Turnover rates provide an indication of trends in the employment profile of the department. 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 2018 to 31 March 2019

Salary band	Number of employees at beginning of period 01 April 2018	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Lower skilled (Levels 1-2)	0	0	0	0
Skilled (Levels 3-5)	666	0	29	4.4
Highly skilled production (Levels 6-8)	7733	12	238	3.1

Salary band	Number of employees at beginning of period 01 April 2018	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Highly skilled supervision (Levels 9-12)	783	3	33	4.2
SMS Band A	98	2	8	8
SMS Band B	30	0	3	10
SMS Band C	4	0	0	0
SMS Band D	0	0	0	0
Contract (Levels 3-5)	24	82	29	27.4
Contract (Levels 6-8)	0	4	1	25
Contract (Levels 9-12)	0	6	0	0
SMS Contract Band A	5	5	5	50
SMS Contract Band B	3	2	2	40
SMS Contract Band C	3	4	4	57.1
SMS Contract Band D	3	1	0	0
Total	9352	122	354	3.73

Table 3.5.2 Annual turnover rates by critical occupation for the period 1 April 2018 to 31 March 2019

Critical occupation	Number of employees at beginning of period 01 April 2018	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Identification experts	249	0	4	1.6
Information technology related	30	1	1	3.2
Legal related	13	0	1	7.7
Other information technology personnel	111	0	4	3.6
Regulatory inspectors	1991	3	70	3.5

Critical occupation	Number of employees at beginning of period 01 April 2018	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Total	2394	4	80	3.3

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 2018 to 31 March 2019

Termination type	Number	% of Total resignations
Death	36	10.17
Resignation	134	37.85
Expiry of contract	37	10.45
Transfers	24	6.78
Discharged due to ill health	11	3.11
Dismissal-misconduct	38	10.73
Retirement	74	20.90
Total	354	100

Termination type	Number	% of Total resignations
Total number of employees who left as a % of total employment		3.73

Table 3.5.4 Promotions by critical occupation for the period 1 April 2018 to 31 March 2019

Occupation	Employees 1 April 2018	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	249	0	0	239	96
Information technology related	30	0	0	22	73.3
Legal related	13	0	0	11	84.6
Other information technology personnel	111	0	0	88	79.3
Regulatory inspectors	1991	1	0.05	1689	84.8
TOTAL	2394	1	0.04	2049	85.59

Table 3.5.5 Promotions by salary band for the period 1 April 2018 to 31 March 2019

Salary band	Employment at 1 April 2018	Promotions to another salary level	Salary bands promotions as a % of employees by salary level	Progressions to another notch within salary level	Notch progressions as a % of employees by salary bands
Lower skilled (Levels 1-2)	0	0	0	0	0
Skilled (Levels 3-5)	666	0	0	574	86.2
Highly skilled production (Levels 6-8)	7733	12	0.16	6636	85.8
Highly skilled supervision (Levels 9-12)	783	1	0.13	654	83.5
SMS	132	1	0.76	97	73.5
Contract (Levels 3-5)	24	0	0	1	4.2
Contract (Levels 6-8)	0	0	0	6	0

Salary band	Employment at 1 April 2018	Promotions to another salary level	Salary bands promotions as a % of employees by salary level	Progressions to another notch within salary level	Notch progressions as a % of employees by salary bands
Contract (Levels 9-12)	0	0	0	1	0
SMS contract	7	0	0	1	14.3
Total	9352	14	0.15	7969	85.2

3.6 EMPLOYMENT EQUITY

Table 3.6.1 Total number of employees (including employees with disabilities) in each of the following occupational categories as at 31 March 2019

Occupational category	Male					Female					Total
	African	Coloured	Indian	Male, Total Blacks	White	African	Coloured	Indian	Female, Total Blacks	White	
Professionals	149	14	1	164	8	160	9	3	172	15	359
Technicians and associate professionals	419	24	12	455	22	489	34	12	535	52	1064
Labourers and related workers	97	4	0	101	0	238	14	1	253	0	354
Plant and machine operators and assemblers	127	6	0	133	1	8	0	0	8	0	142
Service shop and market sales workers	1027	87	11	1125	49	857	57	7	921	21	2116
Clerks	1410	95	18	1523	39	2883	226	34	3143	254	4959
Senior officials and managers	52	9	3	64	7	49	1	4	54	8	133
Total	3281	239	45	3565	126	4684	341	61	5086	350	9127
Employees with disabilities	73	6	1	80	7	61	2	1	64	8	159

Table 3.6.2 Total number of employees (including employees with disabilities) in each of the following occupational bands as at 31 March 2019

Occupational category	Male					Female					Total
	African	Coloured	Indian	Male, Total Blacks	White	African	Coloured	Indian	Female Total Blacks	White	
Top management	1	1	0	2	1	1	0	0	1	0	4
Senior management	48	6	2	56	6	48	1	3	52	8	122
Professionally qualified and experienced specialists and mid-management	321	26	13	360	29	247	21	9	277	30	696
Skilled technical and academically qualified workers, junior management, supervisors, foremen	2670	191	26	2887	86	3975	285	47	4307	303	7583
Semi-skilled and discretionary decision making	210	13	0	223	4	352	32	1	385	9	621
Contract (top management)	1	2	0	3	0	0	0	1	1	0	4
Contract (senior management)	2	0	1	3	0	0	0	0	0	0	3
Contract (professionally qualified)	2	0	3	5	0	3	0	0	3	0	8
Contract (skilled technical)	1	0	0	1	0	7	0	0	7	0	8
Contract (semi-skilled)	25	0	0	25	0	51	2	0	53	0	78
Total	3281	239	45	3565	126	4684	341	61	5086	350	9127

Table 3.6.3 Recruitment for the period 1 April 2018 to 31 March 2019

Occupational category	Male					Female					Total
	African	Coloured	Indian	Male Total Blacks	White	African	Coloured	Indian	Female Total Blacks	Female White	
Top management	0	0	0	0	0	0	0	0	0	0	0
Senior management	1	0	0	1	0	1	0	0	1	0	2
Professionally qualified and experienced specialists and mid-management	2	0	0	2	0	1	0	0	1	0	3
Skilled technical and academically qualified workers, junior management, supervisors, foremen	6	0	0	6	0	5	0	1	6	0	12
Semi-skilled and discretionary decision making	0	0	0	0	0	0	0	0	0	0	0
Contract (top management)	3	2	0	5	0	1	0	0	1	0	6
Contract (senior management)	5	0	0	5	0	2	0	0	2	0	7
Contract (professionally qualified)	2	0	1	3	0	3	0	0	3	0	6
Contract (skilled technical)	2	0	0	2	0	2	0	0	2	0	4
Contract (semi-skilled)	26	0	0	26	0	54	2	0	56	0	82
Total	47	2	1	50	0	69	2	1	72	0	122
Employees with disabilities	2	0	0	2	0	1	0	0	1	0	3

Table 3.6.4 Promotions for the period 1 April 2018 to 31 March 2019

Occupational category	Male					Female					Total
	African	Coloured	Indian	Male, Total Blacks	White	African	Coloured	Indian	Female, Total Blacks	White	
Top management	0	0	0	0	0	0	0	0	0	0	0
Senior management	0	0	0	0	0	0	0	0	0	0	0
Professionally qualified and experienced specialists and mid-management	0	0	0	0	0	0	0	0	0	0	0
Skilled technical and academically qualified workers, junior management, supervisors, foremen	4	1	0	5	1	6	1	0	7	1	14
Semi-skilled and discretionary decision making	0	0	0	0	0	0	0	0	0	0	0
Contract (senior management)	0	0	0	0	0	0	0	0	0	0	0
Contract (professionally qualified)	0	0	0	0	0	0	0	0	0	0	0
Contract (skilled technical)	0	0	0	0	0	0	0	0	0	0	0
Contract (semi-skilled)	0	0	0	0	0	0	0	0	0	0	0
Total	4	1	0	5	1	6	1	0	7	1	14
Employees with disabilities	0	0	0	0	0	0	0	0	0	0	0

Table 3.6.5 Terminations for the period 1 April 2018 to 31 March 2019

Occupational category	Male					Female					Total
	African	Coloured	Indian	Male, Total Blacks	White	African	Coloured	Indian	Female, Total Blacks	White	
Top management	0	0	0	0	0	0	0	0	0	0	0
Senior management	7	0	0	7	0	4	0	0	4	0	11
Professionally qualified and experienced specialists and mid-management	20	1	0	21	3	26	0	1	27	8	59
Skilled technical and academically qualified workers, junior management, supervisors, foremen	88	6	0	94	8	76	6	1	83	11	196
Semi-skilled and discretionary decision making	16	2	0	18	0	21	2	0	23	4	45
Contract (top management)	4	1	0	5	0	1	0	0	1	0	6
Contract (senior management)	3	0	0	3	1	3	0	0	3	0	7
Contract (professionally qualified)	1	0	0	1	0	0	0	0	0	0	1
Contract (skilled technical)	8	0	0	8	0	21	0	0	21	0	29
Contract (semi-skilled)	0	0	0	0	0	0	0	0	0	0	0
Total	147	10	0	157	12	152	8	2	162	23	354
Employees with disabilities	4	1	0	5	0	1	2	0	3	2	10

Table 3.6.6 Disciplinary action for the period 1 April 2018 to 31 March 2019

Disciplinary action	Male					Female					Total
	African	Coloured	Indian	Male, Total Blacks	White	African	Coloured	Indian	Female, Total Blacks	White	
Corrective counselling	0	2	0	2	0	3	0	0	3	0	5
Not guilty	3	0	1	4	0	3	0	0	3	0	7
No outcome	6	0	0	6	0	7	0	0	7	0	13
Written warning	1	0	0	1	0	0	0	0	0	0	1
Final written warning	9	1	0	10	0	4	1	0	5	0	15
Discharge	0	0	0	0	0	1	0	0	1	0	1
Dismissal	46	0	0	46	0	14	0	0	14	1	61
Suspension without pay	7	0	0	7	0	8	0	0	8	0	15
Total	72	3	1	76	0	40	1	0	41	1	118

Table 3.6.7 Skills development for the period 1 April 2018 to 31 March 2019

Occupational category	Male					Female					Total
	African	Coloured	Indian	Male Total Blacks	White	African	Coloured	Indian	Female, Total Blacks	White	
Legislators, senior officials and managers	18	6	2	26	4	8	3	1	12	2	44
Professionals	25	9	2	36	4	25	8	3	36	5	81
Technicians and Associate Professionals	409	56	10	475	26	326	15	5	346	15	862
Clerks	299	9	3	311	7	461	25	8	494	20	832
Service and sales workers	16	0	0	16	0	18	0	0	18	0	34

Occupational category	Male					Female					Total
	African	Coloured	Indian	Male Total Blacks	White	African	Coloured	Indian	Female, Total Blacks	White	
Skilled agriculture and fishery workers	0	0	0	0	0	0	0	0	0	0	0
Craft and related trades workers	22	0	0	22	0	59	1	0	60	0	82
Plant and machine operators and assemblers	14	0	0	14	0	0	0	0	0	0	14
Elementary occupations	23	0	0	23	0	0	68	0	68	0	91
Total	826	80	17	923	41	897	120	17	1034	42	2040
Employees with disabilities	8	0	0	8	2	7	1	1	9	1	20

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 May 2018

SMS Level	Total number of funded SMS posts	Total number of SMS members	Total number of signed performance agreements	Signed performance agreements as % of total number of SMS members
Director-General/ Head of Department	1	1	1	100
Salary Level 16	2	2	0	0.
Salary Level 15	8	8	6	75
Salary Level 14	31	31	31	100
Salary Level 13	106	105	103	98.10
Total	148	147	141	95.92

Notes

- *In the event of a National or Provincial election occurring within the first three months of a financial year all members of the SMS must conclude and sign their performance agreements for that financial year within three months following the month in which the elections took place. For example, if elections took place in April, the reporting date in the heading of the table above should change to 31 July 2018.*

Table 3.7.2 Reasons for not having concluded Performance agreements for all SMS members as at 31 May 2018

Reasons
MKN Gigaba (SL16) – political appointment and therefore not applicable
FI Chohan (SL16) – political appointment and therefore not applicable
NK Gcaleka (SL15) – Special Advisor – political appointment and therefore not applicable
TJ Msomi (SL15) – Special Advisor – political appointment and therefore not applicable
K Sloth-Nielsen (SL13) – Chairperson - Standing Committee for Refugee Affairs and therefore not applicable
N Holmes (SL13) – Chairperson - Refugee Appeal Board and therefore not applicable

Notes

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

Table 3.7.3 Disciplinary steps taken against SMS members for not having concluded Performance agreements as at 31 May 2018

Reasons
Not applicable

Notes

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

3.8 PERFORMANCE REWARDS

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

Table 3.8.1 Performance Rewards by race, gender and disability for the period 1 April 2018 to 31 March 2019

Race and Gender	Beneficiary Profile			Cost	
	Number of beneficiaries	Number of employees	% of total within group	Cost (R)	Average cost per employee
African	10	101	9.90	275 756.93	27 575.69
Male	5	52	9.61	148 002.93	29 600.59
Female	5	49	10.20	127 754	25 550.80
Asian	1	7	14.29	28 194.30	28 194.30
Male	0	3	0	0	0
Female	1	4	25	28 194.30	28 194.30
Coloured	0	10	0	0	0
Male	0	9	0	0	0
Female	0	1	0	0	0
White	2	15	13.3	60 337.89	30 168.95
Male	1	7	14.28	31 291.47	31 291.47
Female	1	8	12.5	29 046.42	29 046.42
Total	13	133	9.77	364 289.12	28 022.24

Table 3.8.2 Performance Rewards by salary band for personnel below Senior Management Service for the period 1 April 2018 to 31 March 2019

Salary band	Beneficiary Profile			Cost		Total cost as a % of the total personnel expenditure
	Number of beneficiaries	Number of employees	% of total within salary bands	Total Cost (R)	Average cost per employee	
Skilled (level 3-5)	0	0	0	0	0	0
Highly skilled production (level 6-8)	0	0	0	0	0	0
Highly skilled supervision (level 9-12)	0	0	0	0	0	0
Contract (Levels 3-5)	0	0	0	0	0	0
Contract (Levels 6-8)	0	0	0	0	0	0
Contract (Levels 9-12)	0	0	0	0	0	0
Total	0	0	0	0	0	0

Table 3.8.3 Performance Rewards by critical occupation for the period 1 April 2018 to 31 March 2019

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

Notes

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

Table 3.8.4 Performance related rewards (cash bonus), by salary band for Senior Management Service for the period 1 April 2018 to 31 March 2019

Salary band	Beneficiary Profile			Cost		Total cost or a % of the total personnel expenditure
	Number of beneficiaries	Number of employees	% of total within salary bands	Total Cost (R)	Average Cost per employee (R)	
SMS Band A	12	132	9.09	330 767.63	27 563.96	0.01
SMS Band B	1	1	100	33 521.49	33 521.49	0
SMS Band C	0	0	0	0	0	0
SMS Band D	0	0	0	0	0	0
Total	13	133	9.77	364 289.12	28 022.24	0.01

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 2018 to 31 March 2019

Salary band	01 April 2018		31 March 2019		Change	
	Number	% of total	Number	% of total	Number	% Change
Highly skilled supervision (Level 9-12)	1	100	1	100	0	0
Total	1	100	1	100	0	0

Table 3.9.2 Foreign workers by major occupation for the period 1 April 2018 to 31 March 2019

Major occupation	01 April 2018		31 March 2019		Change	
	Number	% of total	Number	% of total	Number	% Change
Administrative office workers	1	100	1	100	0	0
Total	1	100	1	100	0	0

3.10 LEAVE UTILISATION

The 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 2018 to 31 December 2018

Salary band	Total days	% Days with medical certification	Number of employees using Sick Leave	% of total employees using sick leave	Average days per employee	Estimated cost (R'000)
Lower skilled (Levels 1-2)	0	0	0	0	0	0
Skilled (Levels 3-5)	4 290	82.50	529	6.70	8	3 274
Highly skilled production (Levels 6-8)	55 410	77.60	6 535	82.56	8	68 259
Highly skilled supervision (Levels 9-12)	4 827	77.60	662	8.36	7	12 899
Senior management (Levels 13-16)	713	75.70	106	1.34	7	3 046
Contract (Levels 3-5)	157	39.50	70	0.88	2	51
Contract (Levels 6-8)	25	56.00	4	0.05	6	32
Contract (Levels 9-12)	29	82.80	6	0.08	5	71
Contract (Levels 13-16)	14	85.70	3	0.04	5	71
Total	65 465	77.80	7 915	100	8	87 703

Table 3.10.2 Disability leave (temporary and permanent) for the period 1 January 2018 to 31 December 2018

Salary band	Total days	% Days with medical certification	Number of employees using disability leave	% of total employees using disability leave	Average days per employee	Estimated cost (R'000)
Skilled (Levels 3-5)	2 727	100	94	100	29	2 159
Highly skilled production (Levels 6-8)	16 468	100	872	100	19	20 903
Highly skilled supervision (Levels 9-12)	1 460	100	58	100	25	4 061
Senior management (Levels 13-16)	59	100	6	100	10	249
Total	20 714	100	1 030	100	20	27 372

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 2018 to 31 December 2018

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)	15 837	629	25
Highly skilled production (Levels 6-8)	191 497	7 474	26
Highly skilled supervision (Levels 9-12)	20 369	747	27
Senior Management (Levels 13-16)	3 216	125	26
Contract (Levels 3-5)	34	4	9
Contract (Levels 6-8)	142	7	20
Contract (Levels 9-12)	170	8	21
Contract (Levels 13-16)	53	5	11
Total	231 318	8 999	26

Table 3.10.4 Capped leave for the period 1 January 2018 to 31 December 2018

Salary band	Total days of capped leave taken	Number of employees who took capped leave	Average number of days taken per employee	Average capped leave per employee as at 31 March 2019
Skilled (Levels 3-5)	16	2	8	50
Highly skilled production (Levels 6-8)	476	55	9	47
Highly skilled supervision (Levels 9-12)	55	12	5	55
Senior management (Levels 13-16)	13	2	7	43
Total	560	71	8	49

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

Table 3.10.5 Leave payouts for the period 1 April 2018 to 31 March 2019

Reason	Total amount (R'000)	Number of employees	Average payment per employee (R'000)
Leave payout for 2018/2019 due to non-utilisation of leave for the previous cycle	45	1	45
Capped leave payouts on termination of service for current financial year	4 279	145	30
Current leave payout on termination of service for current financial year	5 548	51	109
Total	9 872	197	50

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	Not applicable

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

Question	Yes	No	Details, if yes
1. Has the department designated a member of the SMS to implement the provisions contained in Chapter 4, Part 3, Section 55 of the Public Service Regulations, 2016? If so, provide her/his name and position.	X		Currently, the post is vacant since the incumbent retired on 31 December 2014. The post cannot be filled at this stage, due to a departmental moratorium on the filling of posts, in view of severe budgetary constraints. Ms L.V. Moshoeite has been appointed to act in the meantime.
2. Does the department have a dedicated unit or have you designated specific staff members to promote health and well-being of your employees? If so, indicate the number of employees who are involved in this task and the annual budget that is available.	X		Deputy Director: Quality of Work life: Ms L.V. Moshoeite and 1 Assistant Director. Deputy Director: Occupational Health and Safety and one Assistant Director. The annual budget for the programme is all encompassing, and amounts to approximately R 2,633,000.00.

Question	Yes	No	Details, if yes
<p>3. Has the department introduced an Employee Assistance or Health Promotion Programme for your employees? If so, indicate the key elements/services of the programme.</p>	X		<p>a) Hybrid Model: External service provider ICAS: Counselling, Trauma debriefing, HIV and Chronic Disease Management, Life Skills and marketing of all Wellness services. Functional 24-hour toll free telephone counselling available to employees and their immediate family members and ECARE: Online Wellness services accessible to employees.</p> <p>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: Ongoing Work-life balance and Chronic Disease Management awareness/educational sessions are conducted, and promotional materials distributed throughout the year:</p> <p>February: Sexually Transmitted Infection (STI) and Condom week awareness conducted.</p> <p>March: TB and promotion of healthy lifestyles and sports day conducted.</p> <p>April: Healthy lifestyle awareness, health screening and HIV awareness conducted.</p> <p>May: Know your HIV Status Campaign and Candle-light Memorial Day conducted.</p> <p>June: Blood screening and blood donation clinic, substance abuse awareness and sports day conducted.</p> <p>July: Men's health day: Prostate cancer and Medical Male Circumcision (MMC) awareness conducted.</p> <p>August: Choir competition held in October.</p> <p>September: Heart, Mental Health awareness and sports day conducted.</p> <p>October: Women's Health Day: Breast and Cervical cancer education conducted.</p> <p>November: Red Ribbon Awareness Campaigns conducted.</p> <p>December: World AIDS Day 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>

Question	Yes	No	Details, if yes
			<p>d) Wellness Management Policy implemented: Quarterly Health Screening conducted such as: Blood pressure, blood sugar, cholesterol, BMI, stress and obesity screening. Ongoing Healthy Lifestyles Campaigns and educational sessions conducted.</p> <p>e) Performance enhancement programmes: Choir, quarterly Sports and Wellness Days conducted, Life Skills offered to employees (Stress Management, Trauma debriefing, Financial Management, Interpersonal Relations, Marital, Parenting, etc.).</p> <p>f) SHERQ Management: SHE representative appointed; health risk assessments; vaccinations of employees at ports of entries, holding facilities; office inspections and audits done regularly, reports with recommendations submitted to the Acting Director-General (DG).</p>
<p>4. Has the department established (a) committee(s) as contemplated in Chapter 4, Part 3, Section 55 of the Public Service Regulations, 2016? If so, please provide the names of the members of the committee and the stakeholder(s) that they represent.</p>	<p>X</p>		<p>One hundred DHA employees representing all nine provinces, were appointed as Employee Wellness Committee members, and trained as HIV/ AIDS Peer educators. Five to eight (5-8) employees per province, including the Head Office.</p> <p>Their names are as follows:</p> <p>Head office: J. Mathane, J. Mmekwa, P. Sehodi, K. Siko, M. Molefe, D. Magano, M. Kobo, T. Sekhu, S. Phasha, S. Sibanyoni, L. Khoza, N. Masanabo, J. Ramalekana.</p> <p>North West Province: P. Masilela, M. Majuda, A. Amadien, I. Mathobela, L. Makhamba, S.M. Mogapi, K.I. Mathobela, E.T. Kolokoto.</p> <p>Free State Province: D. Moholo, T. Sebueng, M. Lepitsi, T. Khabotlo, I. Matona, D. Louw, P. Mohlabane, Q.M. Justina, M. Mosoeu.</p> <p>Gauteng Province: M. Netshifhefhe, E. Motsiri, S. Sambo, N. Nkanyani, L. Molantoa, M. Mbebe, J. Segone, F. Bam, J. Hlalele, M. Kgosinaga, T. Gabayi</p> <p>Limpopo Province: M. Nkanyane, P.M. Mashita, K.M. Komape, M.R. Komape, D.W. Ragolane, P.C. Madzivhandila, T.J. Mudau, P.I. Moleba, M.K. Mabokelwa.</p> <p>Western Cape Province: N. Madolo, Z.K. Bikwana, S. Mayekiso, N. Mtimkhulu. S. Renene.</p> <p>Eastern Cape Province: T. Sajini, S. Timakwe, N. Ndashe, L. Jama, M. Ngqezana, A. Matandabuzo, N. Koyana, O. Nomnqa, T. Sajini.</p>

Question	Yes	No	Details, if yes
			<p>Mpumalanga Province: Z. Mahlangu, G. Mashiane, T. Lusibane, M. Maluleke, M. Sibiya-Nhlambo, P. Mashishi, N. Masilela, T. Gazide, B.J. Mnguni.</p> <p>Northern Cape Province: L. Hlophe, E. Pretorius, M. Malinga, B.M. Maroane, N.E. Nel, T.J. Selometsi.</p> <p>Kwa Zulu Natal Province: S. Mofokeng, N. Ndlovu, N. Mhlongo, B. Gabela, P. Nduli. S. Mbanjwa, S. Cebekhulu, M. Masondo, S. Zondo.</p> <p>Ports of entry: R. Msinga, R. Mtungwa, T.R. Mosenogi, L.T. Montasi, A. Phelehu, P.S. Mabuza, T.Y. Makhoba, L.P. Sibiya, N.G. Mkhondo, M. Tyhotyho, N. Vundla, V. Sunputh.</p> <p>All the above-mentioned committee members will serve their three-year term of office, from 2018 to 2021.</p>
<p>5. Has the department reviewed the employment policies and practices of your department to ensure that these do not unfairly discriminate against employees on the basis of their HIV status? If so, list the employment policies/practices reviewed.</p>	X		<p>a) DHA HIV/ STI/ TB and Chronic Disease Management Plan 2018/2019 (DHA Annual Plan signed by DG submitted to DPSA and Office of the Presidency).</p> <p>b) DHA HIV /STI/ TB Management Policy developed.</p> <p>c) Wellness Management Policy.</p> <p>d) Health and Productivity Policy.</p> <p>e) SHERQ.</p> <p>f) HIV AIDS Peer Education Programme implemented.</p> <p>g) Ongoing HIV/STI/TB education and awareness sessions conducted.</p>
<p>6. Has the department introduced measures to protect HIV-positive employees or those perceived to be HIV-positive from discrimination? If so, list the key elements of these measures.</p>	X		<p>a) DHA HIV/ STI/ TB and Chronic Disease Management Plan 2018-2019 - Annual Plan signed by the DG and submitted to DPSA and Office of the Presidency; emphasizes the protection of Human Rights, destigmatisation towards HIV Positive employees, ongoing education about voluntary counselling and testing and voluntary disclosure.</p> <p>b) Annual EWP Operational Plan with HIV/ STI/ TB activities set targets and compliance issues.</p> <p>c) HIV / AIDS Peer Education Programme implemented: 4x meetings held once per quarter, information sharing sessions conducted on a monthly basis by peer educators, and monthly reports submitted to Head Office.</p>

Question	Yes	No	Details, if yes
			d) Five Employees disclosed their status to EWP, amongst them; one disclosed publicly to all employees of DHA. Ongoing care and support is 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.	X		<p>a) Quarterly voluntary HIV Counselling and Testing conducted by GEMS: 517 employees tested.</p> <p>b) Quarterly health screenings conducted by GEMS: 842 employees tested for Blood pressure, Blood sugar, Body Mass Index (BMI), and Cholesterol.</p> <p>c) 39 912 male condoms; 1 550 female condoms; and 9 000 HIV/ STI/ TB Chronic Illnesses and Healthy Living Lifestyles Brochures and Desk Drops distributed.</p> <p>d) Blood Screening and Blood Donation Clinics after every eight weeks: 303 regular blood donors screened. One hundred and seventy-five donated blood and 128 employees were declined due to various reasons such as; low iron levels, being on antibiotics, undergone operations, etc. 37 employees attended blood donor education.</p>
8. Has the department developed measures/indicators to monitor and evaluate the impact of your health promotion programme? If so, list these measures/indicators.	X		<p>a) Developed and submitted costed Operational Plan with monthly, quarterly and annual targets.</p> <p>b) Monthly, quarterly and annual reports compiled and submitted with evidence of attendance registers, reports from GEMS and ICAS Wellness service provider. Eight thousand seven hundred and sixteen (8 716) employees attended calendar events awareness sessions; five hundred and seventeen (517) employees tested for HIV. Eight hundred and forty-two (842) employees tested for health screening: blood sugar, blood pressure, cholesterol, and BMI.</p> <p>c) Analysed GEMS and ICAS reports and developed intervention programmes in the form of educational, and awareness sessions.</p> <p>d) Annual EWP Health Calendar of events incorporated into DHA yearly planner, implemented and monitored on a monthly basis.</p> <p>e) Minutes and reports with recommendations from Peer educators and SHE representatives submitted, and incorporated into monthly and quarterly reports of DHA.</p>

3.12 LABOUR RELATIONS

Table 3.12.1 Collective agreements for the period 1 April 2018 to 31 March 2019

Subject matter	Date
None	Not applicable

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 2018 to 31 March 2019

Outcomes of disciplinary hearings	Number	% of total
Corrective counselling	5	4.24
Not guilty	7	5.93
No outcome	13	11.02
Written warning	1	0.85
Final written warning	15	12.71
Discharge	1	0.85
Dismissal	61	51.69
Suspension without pay	15	12.71
Total	118	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 2018 to 31 March 2019

Type of misconduct	Number	% of total
Fails to comply with or contravenes an act	7	5.93
Regulation 20(Q) contravenes code of conduct public service	0	0
Improper conduct	33	27.97
Willfully or negligently mismanages finances	0	0.00
Absenteeism	4	3.39
Abscondment	1	0.85
Gross negligence	3	2.54
Gross dishonesty	1	0.85
Assault	2	1.69
Sexual Harassment	1	0.85
Fraud and corruption	66	55.93
Total	118	100

Table 3.12.4 Grievances logged for the period 1 April 2018 to 31 March 2019

Grievances	Number	% of total
Number of grievances resolved	36	81.82
Number of grievances not resolved	8	18.18
Total number of grievances lodged	44	100

Table 3.12.5 Disputes logged with Councils for the period 1 April 2018 to 31 March 2019

Disputes	Number	% of total
Unfair labour practice	16	30.77
Sexual harassment	1	1.92
Interpretation and or application of collective agreement	9	17.31
Unfair dismissal	26	50.00
Total number of disputes lodged	52	100

Table 3.12.6 Strike actions for the period 1 April 2018 to 31 March 2019

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)	0

Table 3.12.7 Precautionary suspensions for the period 1 April 2018 to 31 March 2019

Number of people suspended	4
Number of people whose suspension exceeded 30 days	4
Average number of days suspended	210
Cost of suspension(R'000)	707 790.56

3.13 SKILLS DEVELOPMENT

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

Table 3.13.1 Training needs identified for the period 1 April 2018 to 31 March 2019

Occupational category	Gender	Number of employees as at 1 April 2018	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	65	0	320	0	320
Legislators, senior officials and managers	Male	80	0	456	0	456
Professionals	Female	199	0	180	0	180
Professionals	Male	178	0	146	0	146
Technicians and associate professionals	Female	609	0	540	0	540
Technicians and associate professionals	Male	492	0	663	0	663
Clerks	Female	3428	40	454	0	494
Clerks	Male	1585	40	321	0	361
Service and sales workers	Female	968	0	120	0	120
Service and sales workers	Male	1226	0	53	0	53
Skilled agriculture and fishery workers	Female	0	0	0	0	0

Occupational category	Gender	Number of employees as at 1 April 2018	Training needs identified at start of the reporting period			
			Learnerships	Skills Programmes & other short courses	Other forms of training	Total
Skilled agriculture and fishery workers	Male	0	0	0	0	0
Labourers and related workers	Female	268	0	0	0	0
Labourers and related workers	Male	107	0	0	0	0
Plant and machine operators and assemblers	Female	9	0	0	0	0
Plant and machine operators and assemblers	Male	138	0	0	0	0
Elementary occupations	Female	0	0	22	0	22
Elementary occupations	Male	0	0	5	0	5
Gender sub totals	Female	5546	40	1636	0	1676
Gender sub totals	Male	3806	40	1644	0	1684
Total		9352	80	3280	0	3360

Table 3.13.2 Training provided for the period 1 April 2018 to 31 March 2019

Occupational category	Gender	Number of employees as at 1 April 2018	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	65	0	250	0	250
Legislators, senior officials and managers	Male	80	0	286	0	286
Professionals	Female	199	0	54	0	54
Professionals	Male	178	0	41	0	41
Technicians and associate professionals	Female	609	0	494	0	494

Occupational category	Gender	Number of employees as at 1 April 2018	Training needs identified at start of the reporting period			
			Learnerships	Skills programmes & other short courses	Other forms of training	Total
Technicians and associate professionals	Male	492	0	487	0	487
Clerks	Female	3428	51	987	0	1038
Clerks	Male	1585	25	497	0	522
Service and sales workers	Female	968	0	44	0	44
Service and sales workers	Male	1226	0	52	0	52
Skilled agriculture and fishery workers	Female	0	0	0	0	0
Skilled agriculture and fishery workers	Male	0	0	0	0	0
Labourers and related workers	Female	268	0	0	0	0
Labourers and related workers	Male	107	0	0	0	0
Plant and machine operators and assemblers	Female	9	0	3	0	3
Plant and machine operators and assemblers	Male	138	0	51	0	51
Elementary occupations	Female	0	0	15	0	15
Elementary occupations	Male	0	0	23	0	23
Gender sub totals	Female	5546	51	1847	0	1898
Gender sub totals	Male	3806	25	1437	0	1462
Total		9352	76	3284	0	3360

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 2018 to 31 March 2019

Nature of injury on duty	Number	% of total
Required basic medical attention only	29	97
Temporary Total Disablement	0	0
Permanent Disablement	0	0
Fatal	1	3
Total	30	100

3.15 UTILISATION OF CONSULTANTS

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

- 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 2018 to 31 March 2019

Project title	Total number of consultants that worked on project	Duration (work days)	Contract value in Rand
Redevelopment of six Priority Land Ports of Entry Project	1	126	4 349 737.88
Leadership Effectiveness Index	1	72	499 000.00
Employee Satisfaction Survey	1	108	433 306.00
Health Risk Manager	1	When required	1 244 625.86
Competency Assessment	4	When required	125 088.00
Live Capture Security Assessment – Pen test	3	54	454 250.00
Pen test and Vulnerability assessment	3	54	340 000.00
Corporate Governance	3	54	269 140.00
Post Establishment review (Organisational Design)	6	54	498 528.00
Employee Wellness Services	1	365	1 562 654.12
Advisory Consultants	1	16	62 275.50
Media Monitoring Services	1	162	383 571.00
Telephonic Interpretation Services	Dependent on interpretation and Translation services as required	211	2 528 334.80
Transaction Advisor (Lebombo Processing Centre)	1 x Turnover and Townsend (PTY) Ltd		3 853 870.93
Professional services for project management and electrical Engineering for Ports Elizabeth Refugee Office	1 x Nanza Amamiya (PTY) Ltd	13	156 656.00
Technical & Advisory support in development of White Paper on repositioning DHA	4	198	3 872 545.51
Editing and proof reading of White Paper	1	7	3 872 545.51
Audit Advisory	2	144	693 494
Maintenance and Support of the Mainframe System	4	216	5 500 000
Total	33	1800	26 080 914.60

Total number of projects	Total individual consultants	Total duration Work days	Total contract value in Rand
18	33	1800	26 080 914.60

Table 3.15.2 Analysis of consultant appointments using appropriated funds, in terms of Historically Disadvantaged Individuals (HDIs) for the period 1 April 2018 to 31 March 2019

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 2018 to 31 March 2019

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 2018 to 31 March 2019

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 2018 to 31 March 2019

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



PART E:

FINANCIAL INFORMATION

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1. REPORT OF THE AUDITOR GENERAL

REPORT OF THE AUDITOR-GENERAL TO PARLIAMENT ON VOTE NO. 5: DEPARTMENT OF HOME AFFAIRS

Report on the audit of the financial statements

Opinion

- 1) I have audited the financial statements of the Department of Home Affairs set out on pages 209 to 300, which comprise the appropriation statement, the statement of financial position as at 31 March 2019, the statement of financial performance, statement of changes in net assets, and cash flow statement for the year then ended, as well as the notes to the financial statements, including a summary of significant accounting policies.
- 2) In my opinion, the financial statements present fairly, in all material respects, the financial position of the Department of Home Affairs as at 31 March 2019, and its financial performance and cash flows for the year then ended in accordance with Modified Cash Standards (MCS) prescribed by National Treasury and the requirements of the Public Finance Management Act of South Africa, 1999 (Act No. 1 of 1999) (PFMA).

Basis for opinion

- 3) I conducted my audit in accordance with the International Standards on Auditing (ISAs). My responsibilities under those standards are further described in the auditor-general's responsibilities for the audit of the financial statements section of this auditor's report.

- 4) I am independent of the department in accordance with sections 290 and 291 of the International Ethics Standards Board for Accountants' *Code of ethics for professional accountants* (IESBA code), parts 1 and 3 of the International Ethics Standards Board for Accountants' *International code of ethics for professional accountants (including International Independence Standards)* and the ethical requirements that are relevant to my audit in South Africa. I have fulfilled my other ethical responsibilities in accordance with these requirements and the IESBA codes.
- 5) I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of matters

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

Uncertainty relating to the future outcome of litigation

- 7) With reference to note 17 to the financial statements, the department is the defendant in various claims. The department is opposing the claims. The ultimate outcome of the matters cannot currently be determined.

Impairment of accrued departmental revenue

- 8) As disclosed in note 22.3 to the financial statements, an amount of R156 544 000 was impaired as a result of the department not taking effective and appropriate steps to collect the penalties due.

Irregular expenditure

- 9) As disclosed in note 23 to the financial statements, the department incurred irregular expenditure of R27 045 000 in the current year. The majority of the irregular expenditure was caused by non-compliance with supply chain management (SCM) related legislation. This does not include the potential irregular expenditure of R278 695 000 that is under investigation as disclosed in note 23.2b.

Other matter

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

Unaudited supplementary schedules

- 11) The supplementary information set out on pages 289 to 300 does not form part of the financial statements and is presented as additional information. I have not audited these schedules and, accordingly, I do not express an opinion on it.

Responsibilities of accounting officer for the financial statements

- 12) The accounting officer is responsible for the preparation and fair presentation of the financial statements in accordance with MCS and the requirements of the PFMA, and for such internal controls as the accounting officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.
- 13) In preparing the financial statements, the accounting officer is responsible for assessing the Department of Home Affairs' ability to continue as a going

concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the accounting officer either intends to liquidate the department or to cease operations, or has no realistic alternative but to do so.

Auditor-general's responsibilities for the audit of the financial statements

- 14) My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.
- 15) A further description of my responsibilities for the audit of the financial statements is included in the annexure to this auditor's report.

Report on the audit of the annual performance report

Introduction and scope

- 16) In accordance with the Public Audit Act of South Africa, 2004 (Act No. 25 of 2004) (PAA) and the general notice issued in terms thereof, I have a responsibility to report material findings on the reported performance information against predetermined objectives for selected programmes presented in the annual performance report. I performed procedures to identify findings but not to

gather evidence to express assurance.

- 17) My procedures address the reported performance information, which must be based on the approved performance planning documents of the department. I have not evaluated the completeness and appropriateness of the performance indicators included in the planning documents. My procedures also did not extend to any disclosures or assertions relating to planned performance strategies and information in respect of future periods that may be included as part of the reported performance information. Accordingly, my findings do not extend to these matters.
- 18) I evaluated the usefulness and reliability of the reported performance information in accordance with the criteria developed from the performance management and reporting framework, as defined in the general notice, for the following selected programmes presented in the annual performance report of the department for the year ended 31 March 2019:

Programmes	Pages in the annual performance report
Programme 1: administration	64 – 93
Programme 2: citizen affairs	94 – 101
Programme 3: immigration affairs	102 – 120

- 19) I performed procedures to determine whether the reported performance information was properly presented and whether performance was consistent with the approved performance planning documents. I performed further procedures to determine whether the indicators and related targets were measurable and relevant, and assessed the reliability of the reported performance information to determine whether it was valid, accurate and complete.

- 20) I did not raise any material findings on the usefulness and reliability of the reported performance information for these programmes:

- Programme 1: administration
- Programme 2: citizen affairs
- Programme 3: immigration affairs

Other matters

- 21) I draw attention to the matters below.

Achievement of planned targets

- 22) Refer to the annual performance report on pages 64 to 120 for information on the achievement of planned targets for the year and explanations provided for the under-/overachievement of a number of targets.

Adjustment of material misstatements

- 23) I identified material misstatements in the annual performance report submitted for auditing. These material misstatements were on the reported performance information of the administration programme. As management subsequently corrected the misstatements, I did not raise any material findings on the usefulness and reliability of the reported performance information.

Report on the audit of compliance with legislation

Introduction and scope

- 24) In accordance with the PAA and the general notice issued in terms thereof, I have a responsibility to report material findings on the compliance of the department

with specific matters in key legislation. I performed procedures to identify findings but not to gather evidence to express assurance.

- 25) The material findings on compliance with specific matters in key legislations are as follows:

Annual financial statements, performance and annual report

- 26) The financial statements submitted for auditing were not prepared in accordance with the prescribed financial reporting framework as required by section 40(1) (b) of the PFMA. Material misstatements of disclosure items identified by the auditors in the submitted financial statement were corrected, resulting in the financial statements receiving an unqualified opinion.

Procurement and contract management

- 27) Some of the goods and services of a transaction value above R500 000 were procured without inviting competitive bids and deviations were approved by the accounting officer but it was practical to invite competitive bids as required by treasury regulation 16A6.1 and 16A6.4. Similar non-compliance was also reported in the prior year.
- 28) Some contracts were extended or modified without the approval of a properly delegated official as required by section 44 of the PFMA and treasury regulation 8.1 and 8.2.
- 29) Some of the bid documentation for procurement of commodities designated for local content and production did not stipulate the minimum threshold for local production and content as required by the 2017 preferential procurement regulation 8(2).

Expenditure management

- 30) Effective and appropriate steps were not taken to prevent irregular expenditure amounting to R27 045 000, as disclosed in note 23 to the annual financial statements, as required by section 38(1)(c)(ii) of the PFMA and treasury regulation 9.1.1. The majority of the irregular expenditure was caused by non-compliance with SCM-related legislation.

Revenue management

- 31) Effective and appropriate steps were not taken to collect all penalties and other long outstanding receivables due, as required by section 38(1)(c)(i) of the PFMA. This resulted in the significant portion of the debtors being provided for impairment.

Other information

- 32) The accounting officer is responsible for the other information. The other information comprises the information included in the annual report. The other information does not include the financial statements, the auditor's report and those selected programmes presented in the annual performance report that have been specifically reported in this auditor's report.
- 33) My opinion on the financial statements and findings on the reported performance information and compliance with legislation do not cover the other information and I do not express an audit opinion or any form of assurance conclusion thereon.
- 34) In connection with my audit, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent

with the financial statements and the selected programmes presented in the annual performance report, or my knowledge obtained in the audit, or otherwise appears to be materially misstated

- 35) If, based on the work I have performed on the other information obtained prior to the date of this auditor's report, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

Internal control deficiencies

- 36) I considered internal control relevant to my audit of the financial statements, reported performance information and compliance with applicable legislation; however, my objective was not to express any form of assurance on it. The matters reported below are limited to the significant internal control deficiencies that resulted in the findings on compliance with legislation included in this report.
- 37) Management did not exercise adequate oversight responsibility regarding financial and performance reporting and compliance and related internal controls.
- 38) Management did not adequately implement effective human resource management to ensure that adequate and sufficiently skilled resources are in place and that performance is monitored. This was due to high vacancy rate within the ICT department.
- 39) Management did not adequately monitor the implementation of action plans to address the internal control deficiencies identified.
- 40) ICT steering committee meetings were not held due to unavailability of members.

There were no escalations in this regard to a higher level to assist in enforcing terms of references requirements of the ICT steering committee.

- 41) Management did not adequately prepare accurate and complete financial and performance reports that are supported and evidenced by reliable information, as a result, there were material adjustments to the financial statements and reported performance information.
- 42) Management did not adequately review and monitor compliance with applicable laws and regulations. As a result, there were material non-compliance identified during the audit.
- 43) Management did not have documented policies and procedures to guide the collection of money due to the department from penalties issued in terms of section 50(3) and (4) of the Immigration Act and other long-outstanding receivables respectively.
- 44) Management did not adequately implement formal controls over information technology systems to ensure the reliability of the systems and the availability, accuracy and protection of information.

Other reports

- 45) I draw attention to the following engagements conducted by various parties that had, or could have, an impact on the matters reported in the department's financial statements, reported performance information, compliance with applicable legislation and other related matters. These reports did not form part of my opinion on the financial statements or my findings on the reported performance information or compliance with legislation.

Performance reporting

- 46) A follow-up performance audit of the immigration process of undocumented individuals was conducted. This was done subsequent to the 2007 follow-up performance audit of the immigration process at the department. The first performance audit on this topic was conducted in 2000. The audit was completed and is expected to be tabled in 2019.

Investigations

- 47) The Office of the Public Protector and special investigating unit's is investigating the awarding of the Who am I online (WAIO), awarded in the financial year ended 2012. The investigation is still in progress.

Auditor-General

Pretoria
31 July 2019



ANNEXURE – AUDITOR-GENERAL’S RESPONSIBILITY FOR THE AUDIT

- 1) As part of an audit in accordance with the ISAs, I exercise professional judgement and maintain professional scepticism throughout my audit of the financial statements, and the procedures performed on reported performance information for selected programmes and on the department’s compliance with respect to the selected subject matters.

Financial statements

- 2) In addition to my responsibility for the audit of the financial statements as described in this auditor’s report, I also:
 - identify and assess the risks of material misstatement of the financial statements whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control
 - obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the department’s internal control
 - evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the accounting officer

- conclude on the appropriateness of the accounting officer’s use of the going concern basis of accounting in the preparation of the financial statements. I also conclude, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Department of Home Affairs’ ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor’s report to the related disclosures in the financial statements about the material uncertainty or, if such disclosures are inadequate, to modify the opinion on the financial statements. My conclusions are based on the information available to me at the date of this auditor’s report. However, future events or conditions may cause a department to cease continuing as a going concern
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation

Communication with those charged with governance

- 3) I communicate with the accounting officer regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.
- 4) I also confirm to the accounting officer that I have complied with relevant ethical requirements regarding independence, and communicate all relationships and other matters that may reasonably be thought to have a bearing on my independence and, where applicable, related safeguards.



2. ANNUAL FINANCIAL STATEMENTS

APPROPRIATION PER PROGRAMME									
2018/19								2017/18	
	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	2 525 133	-	(199 077)	2 326 056	2 325 956	100	100.0%	2 516 426	2 516 219
2. Programme 2	5 448 697	-	(1 177)	5 447 520	5 447 420	100	100.0%	4 687 193	4 686 985
3. Programme 3	1 073 609	-	200 254	1 273 863	1 273 863	-	100.0%	1 198 720	1 198 475
Subtotal	9 047 439	-	-	9 047 439	9 047 239	200	100.0%	8 402 339	8 401 679
Statutory Appropriation									
TOTAL	9 047 439	-	-	9 047 439	9 047 239	200	100.0%	8 402 339	8 401 679

	2018/19		2017/18	
	Final Appropriation	Actual Expenditure	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000
TOTAL (brought forward)	9 047 439	9 047 239		
Reconciliation with statement of financial performance				
Departmental receipts				
NRF Receipts	1 130 466		1 159 278	
Aid assistance	-		-	
	28 000		-	
Actual amounts per statement of financial performance (total revenue)	10 205 905		9 561 617	
ADD				
Aid assistance		21 860		-
Prior year unauthorised expenditure approved without funding		-		-
Actual amounts per statement of financial performance (total expenditure)		9 069 099		8 401 679

APPROPRIATION PER ECONOMIC CLASSIFICATION									
	2018/19							2017/18	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Economic classification								a	
Current payments	6 915 721	(205 851)	(135 089)	6 574 781	6 574 582	199	100.0%	6 389 960	6 389 300
Compensation of employees	3 308 079	-	95 071	3 403 150	3 403 150	-	100.0%	3 192 570	3 192 570
Salaries and wages	2 847 230	138	22 447	2 869 815	2 869 815	-	100.0%	2 698 773	2 698 773
Social contributions	460 849	(138)	72 624	533 335	533 335	-	100.0%	493 797	493 797
Goods and services	3 607 642	(205 851)	(230 160)	3 171 631	3 171 432	199	100.0%	3 197 390	3 196 730
Administrative fees	18 359	3 392	(2 216)	19 535	19 535	-	100.0%	23 794	23 784
Advertising	6 606	(455)	939	7 090	7 090	-	100.0%	8 163	8 163
Minor assets	32 744	(44 520)	29 159	17 383	17 383	-	100.0%	13 532	13 532
Audit costs: External	26 554	(1 144)	994	26 404	26 404	-	100.0%	31 767	31 767
Bursaries: Employees	2 119	-	1 518	3 637	3 637	-	100.0%	4 440	4 440
Catering: Departmental activities	3 355	(1 199)	801	2 957	2 957	-	100.0%	3 176	3 176
Communication	130 069	566	(85 026)	45 609	45 609	-	100.0%	50 163	50 163
Computer services	848 035	(59 748)	(212 463)	575 824	575 824	-	100.0%	633 593	633 396
Consultants: Business and advisory services	29 048	(9 530)	5 139	24 657	24 657	-	100.0%	24 750	24 750
Legal services	96 967	3 257	(48 173)	52 051	52 051	-	100.0%	92 689	92 689
Contractors	96 427	16 370	206 248	319 045	319 045	-	100.0%	302 628	302 628
Agency and support / outsourced services	40 375	(6 140)	71 324	105 559	105 559	-	100.0%	143 433	143 188
Entertainment	447	8	(268)	187	187	-	100.0%	256	256
Fleet services	14 487	(5 900)	43 398	51 985	51 985	-	100.0%	94 803	94 595
Inventory: Clothing material and supplies	18 758	(4 186)	(355)	14 217	14 217	-	100.0%	11 392	11 392
Inventory: Other supplies	47	(1 226)	1 371	192	192	-	100.0%	210	210
Consumable supplies	11 483	22 410	(2 641)	31 252	31 252	-	100.0%	7 834	7 834

APPROPRIATION PER ECONOMIC CLASSIFICATION									
	2018/19							2017/18	
	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	902 036	(18 832)	105 124	988 328	988 328	-	100.0%	936 520	936 520
Operating leases	333 742	(602)	81 132	414 272	414 272	-	100.0%	406 751	406 751
Property payments	397 329	(144 429)	(30 191)	222 709	222 709	-	100.0%	202 752	202 752
Transport provided: Departmental activity	17 148	5 246	4 651	27 045	27 045	-	100.0%	25 539	25 539
Travel and subsistence	499 987	12 808	(390 761)	122 034	121 935	99	99.9%	102 817	102 817
Training and development	4 309	(1 401)	1 011	3 919	3 919	-	100.0%	5 393	5 393
Operating payments	65 969	28 106	(12 809)	81 266	81 166	100	99.9%	58 533	58 533
Venues and facilities	10 018	188	3 001	13 207	13 207	-	100.0%	12 257	12 257
Rental and hiring	1 224	1 110	(1 067)	1 267	1 267	-	100.0%	205	205
Transfers and subsidies	2 119 781	2 383	13 192	2 135 356	2 135 356	-	100.0%	1 458 494	1 458 494
Provinces and municipalities	1 883	1 481	(844)	2 520	2 520	-	100.0%	1 127	1 127
Municipalities	1 883	1 481	(844)	2 520	2 520	-	100.0%	1 127	1 127
Municipal bank accounts	1 883	1 481	(844)	2 520	2 520	-	100.0%	1 127	1 127
Departmental agencies and accounts	2 114 409	140	(119)	2 114 430	2 114 430	-	100.0%	1 441 155	1 441 155
Departmental agencies and accounts (non-business entities)	2 114 409	140	(119)	2 114 430	2 114 430	-	100.0%	1 441 155	1 441 155
Households	3 489	762	14 155	18 406	18 406	-	100.0%	16 212	16 212
Social benefits	3 489	22	12 276	15 787	15 787	-	100.0%	15 218	15 218
Other transfers to households	-	740	1 879	2 619	2 619	-	100.0%	994	994
Payments for capital assets	11 937	203 468	116 910	332 315	332 314	1	100.0%	553 885	553 885
Buildings and other fixed structures	-	107 069	24 204	131 273	131 273	-	100.0%	60 911	60 911
Buildings	-	107 069	24 204	131 273	131 273	-	100.0%	60 908	60 908
Other fixed structures	-	-	-	-	-	-	-	3	3
Machinery and equipment	11 937	87 454	61 908	161 299	161 299	-	100.0%	318 850	318 850

APPROPRIATION PER ECONOMIC CLASSIFICATION									
	2018/19							2017/18	
	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 equipment	10 775	8 071	26 920	45 766	45 766	-	100.0%	37 311	37 311
Other machinery and equipment	1 162	79 383	34 988	115 533	115 533	-	100.0%	281 539	281 539
Software and other Intangible assets	-	8 945	30 798	39 743	39 742	1	100.0%	174 124	174 124
Payments for financial assets	-	-	4 987	4 987	4 987	-	100.0%	-	-
Total	9 047 439	-	-	9 047 439	9 047 239	200	100.0%	8 402 339	8 401 679

PROGRAMME 1: ADMINISTRATION									
	2018/19							2017/18	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Sub programme									
1. Ministry	46 164	(500)	(7 337)	38 327	38 327	-	100.0%	28 633	28 633
2. Management Support Services	186 113	(206)	(4 881)	181 026	181 026	-	100.0%	253 517	253 517
3. Corporate Services	845 903	4 706	(127 758)	722 851	722 752	99	100.0%	727 511	727 501
4. Transversal Information Technology Management	931 071	-	(44 613)	886 458	886 457	1	100.0%	1 095 336	1 095 139
5. Office Accommodation	515 882	(4 000)	(14 488)	497 394	497 394	-	100.0%	411 429	411 429
Total for sub programmes	2 525 133	-	(199 077)	2 326 056	2 325 956	100	100.0%	2 516 426	2 516 219
Economic classification									
Current payments	2 510 662	(161 054)	(302 614)	2 046 994	2 046 895	99	100.0%	2 011 572	2 011 365
Compensation of employees	514 227	-	4 729	518 956	518 956	-	100.0%	494 370	494 370
Salaries and wages	469 524	138	(18 681)	450 981	450 981	-	100.0%	430 660	430 660
Social contributions	44 703	(138)	23 410	67 975	67 975	-	100.0%	63 710	63 710
Goods and services	1 996 435	(161 054)	(307 343)	1 528 038	1 527 939	99	100.0%	1 517 202	1 516 995
Administrative fees	14 875	1 787	(4 235)	12 427	12 427	-	100.0%	18 936	18 926
Advertising	6 015	(255)	1 311	7 071	7 071	-	100.0%	6 417	6 417
Minor assets	20 056	(33 245)	22 708	9 519	9 519	-	100.0%	7 852	7 852
Audit costs: External	26 554	(1 144)	994	26 404	26 404	-	100.0%	31 767	31 767
Bursaries: Employees	2 119	-	1 518	3 637	3 637	-	100.0%	4 440	4 440
Catering: Departmental activities	2 143	(1 835)	371	679	679	-	100.0%	2 364	2 364
Communication	125 280	984	(80 945)	45 319	45 319	-	100.0%	49 871	49 871
Computer services	775 296	(52 416)	(337 090)	385 790	385 790	-	100.0%	409 371	409 174
Consultants: Business and advisory services	21 655	(570)	(2 967)	18 118	18 118	-	100.0%	19 906	19 906

PROGRAMME 1: ADMINISTRATION									
	2018/19							2017/18	
	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
Legal services	96 967	2 309	(83 057)	16 219	16 219	-	100.0%	92 689	92 689
Contractors	56 825	21 146	215 479	293 450	293 450	-	100.0%	189 668	189 668
Agency and support / outsourced services	11 106	557	(9 082)	2 581	2 581	-	100.0%	1 482	1 482
Entertainment	326	4	(202)	128	128	-	100.0%	191	191
Fleet services	6 698	398	6 526	13 622	13 622	-	100.0%	45 695	45 695
Inventory: Clothing material and supplies	1 010	(1 146)	144	8	8	-	100.0%	120	120
Inventory: Other supplies	47	(26)	(21)	-	-	-	-	-	-
Consumable supplies	5 885	18 219	(4 506)	19 598	19 598	-	100.0%	3 631	3 631
Consumable: Stationery, printing and office supplies	6 782	442	(907)	6 317	6 317	-	100.0%	4 951	4 951
Operating leases	318 176	(457)	73 033	390 752	390 752	-	100.0%	378 711	378 711
Property payments	395 409	(121 312)	(59 479)	214 618	214 618	-	100.0%	199 223	199 223
Travel and subsistence	86 140	3 130	(47 702)	41 568	41 469	99	99.8%	34 396	34 396
Training and development	4 041	(452)	220	3 809	3 809	-	100.0%	5 348	5 348
Operating payments	6 165	813	(1 114)	5 864	5 864	-	100.0%	3 922	3 922
Venues and facilities	6 605	1 952	1 947	10 504	10 504	-	100.0%	6 046	6 046
Rental and hiring	260	63	(287)	36	36	-	100.0%	205	205
Transfers and subsidies	2 534	1 611	371	4 516	4 516	-	100.0%	1 870	1 870
Provinces and municipalities	817	1 468	(972)	1 313	1 313	-	100.0%	121	121
Municipalities	817	1 468	(972)	1 313	1 313	-	100.0%	121	121
Municipal bank accounts	817	1 468	(972)	1 313	1 313	-	100.0%	121	121
Departmental agencies and accounts	8	121	(106)	23	23	-	100.0%	32	32
Departmental agencies	8	121	(106)	23	23	-	100.0%	32	32
Households	1 709	22	1 449	3 180	3 180	-	100.0%	1 717	1 717

PROGRAMME 1: ADMINISTRATION									
	2018/19							2017/18	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Social benefits	1 709	22	1 449	3 180	3 180	-	100.0%	1 714	1 714
Other transfers to households	-	-	-	-	-	-	-	3	3
Payments for capital assets	11 937	159 443	96 179	269 559	269 558	1	100.0%	502 984	502 984
Buildings and other fixed structures	-	83 900	21 392	105 292	105 292	-	100.0%	45 278	45 278
Buildings	-	83 900	21 392	105 292	105 292	-	100.0%	45 278	45 278
Machinery and equipment	11 937	66 803	45 988	124 728	124 728	-	100.0%	283 582	283 582
Transport equipment	10 775	2 103	18 653	31 531	31 531	-	100.0%	23 294	23 294
Other machinery and equipment	1 162	64 700	27 335	93 197	93 197	-	100.0%	260 288	260 288
Software and other intangible assets	-	8 740	30 799	39 539	39 538	1	100.0%	174 124	174 124
Payments for financial assets	-	-	4 987	4 987	4 987	-	100.0%	-	-
Total	2 525 133	-	(199 077)	2 326 056	2 325 956	100	100.0%	2 516 426	2 516 219

1.1 SUB PROGRAMME 1 MINISTRY									
	2018/19							2017/18	
	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	46 160	(573)	(9 462)	36 125	36 125	-	100.0%	28 092	28 092
Compensation of employees	12 522	-	10 823	23 345	23 345	-	100.0%	18 165	18 165
Salaries and wages	10 237	-	11 340	21 577	21 577	-	100.0%	16 654	16 654
Social contributions	2 285	-	(517)	1 768	1 768	-	100.0%	1 511	1 511
Goods and services	33 638	(573)	(20 285)	12 780	12 780	-	100.0%	9 927	9 927
Administrative fees	370	190	(37)	523	523	-	100.0%	309	309
Advertising	-	(150)	150	-	-	-	-	-	-
Minor assets	-	-	3	3	3	-	100.0%	-	-
Catering: departmental activities	165	(308)	257	114	114	-	100.0%	105	105
Communication (G&S)	1 289	(340)	(911)	38	38	-	100.0%	41	41
Computer services	-	500	(500)	-	-	-	-	-	-
Contractors	44	(125)	118	37	37	-	100.0%	11	11
Entertainment	90	-	(49)	41	41	-	100.0%	63	63
Fleet services (including government motor transport)	714	180	(362)	532	532	-	100.0%	552	552
Consumable supplies	140	25	(134)	31	31	-	100.0%	64	64
Consumable: Stationery, printing and office supplies	555	(90)	(302)	163	163	-	100.0%	295	295
Operating leases	227	-	(227)	-	-	-	-	-	-
Travel and subsistence	28 674	346	(18 278)	10 742	10 742	-	100.0%	7 594	7 594
Training and development	150	-	(150)	-	-	-	-	-	-
Operating payments	558	(141)	(316)	101	101	-	100.0%	154	154
Venues and facilities	662	(660)	446	448	448	-	100.0%	739	739
Rental and hiring	-	-	7	7	7	-	100.0%	-	-
Transfers and subsidies	4	-	2 092	2 096	2 096	-	100.0%	431	431

1.1 SUB PROGRAMME 1 MINISTRY									
	2018/19							2017/18	
	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
Departmental agencies and accounts	4	-	(4)	-	-	-	-	-	-
Departmental agencies	4	-	(4)	-	-	-	-	-	-
Households	-	-	2 096	2 096	2 096	-	100.0%	431	431
Social benefits	-	-	2 096	2 096	2 096	-	100.0%	431	431
Payments for capital assets	-	73	33	106	106	-	100.0%	110	110
Machinery and equipment	-	73	33	106	106	-	100.0%	110	110
Other machinery and equipment	-	73	33	106	106	-	100.0%	110	110
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	46 164	(500)	(7 337)	38 327	38 327	-	100.0%	28 633	28 633

1.2 SUB PROGRAMME 2 MANAGEMENT SUPPORT SERVICES									
	2018/19							2017/18	
	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	185 044	(687)	(4 446)	179 911	179 911	-	100.0%	251 142	251 142
Compensation of employees	56 139	-	88 151	144 290	144 290	-	100.0%	137 655	137 655
Salaries and wages	42 646	138	82 516	125 300	125 300	-	100.0%	119 887	119 887
Social contributions	13 493	(138)	5 635	18 990	18 990	-	100.0%	17 768	17 768
Goods and services	128 905	(687)	(92 597)	35 621	35 621	-	100.0%	113 487	113 487
Administrative fees	701	159	(394)	466	466	-	100.0%	390	390
Advertising	70	538	(419)	189	189	-	100.0%	-	-
Minor assets	4 098	(1 161)	(2 776)	161	161	-	100.0%	205	205
Catering: departmental activities	265	217	(165)	317	317	-	100.0%	76	76
Communication (G&S)	3 420	4	(3 412)	12	12	-	100.0%	10	10
Computer services	1 008	1 572	(372)	2 208	2 208	-	100.0%	461	461
Consultants: Business and advisory services	2 599	(2 565)	9 214	9 248	9 248	-	100.0%	10 228	10 228
Legal services	96 967	-	(89 594)	7 373	7 373	-	100.0%	89 192	89 192
Contractors	788	(161)	(627)	-	-	-	-	30	30
Agency and support/outsourced services	2 341	483	(1 262)	1 562	1 562	-	100.0%	-	-
Entertainment	92	4	(61)	35	35	-	100.0%	46	46
Fleet services (including government motor transport)	308	1 647	176	2 131	2 131	-	100.0%	272	272
Inventory: Clothing material and accessories	35	(1 134)	1 099	-	-	-	-	-	-
Consumable supplies	188	27	(92)	123	123	-	100.0%	123	123
Consumable: Stationery, printing and office supplies	1 135	(127)	(141)	867	867	-	100.0%	616	616
Operating Leases	950	-	(950)	-	-	-	100.0%	-	-
Travel and subsistence	10 140	(42)	(1 458)	8 640	8 640	-	100.0%	8 798	8 798
Training and development	518	(150)	(214)	154	154	-	100.0%	271	271

1.2 SUB PROGRAMME 2 MANAGEMENT SUPPORT SERVICES									
	2018/19							2017/18	
	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
Operating payments	1 307	(82)	(1 170)	55	55	-	100.0%	384	384
Venues and facilities	1 975	(216)	321	2 080	2 080	-	100.0%	2 385	2 385
Rental and hiring	-	300	(300)	-	-	-	-	-	-
Transfers and subsidies	1 069	1	(471)	599	599	-	100.0%	122	122
Provinces and municipalities	252	-	(252)	-	-	-	-	-	-
Municipalities	252	-	(252)	-	-	-	-	-	-
Municipal bank accounts	252	-	(252)	-	-	-	-	-	-
Departmental agencies and accounts	4	1	(5)	-	-	-	-	-	-
Departmental agencies	4	1	(5)	-	-	-	-	-	-
Households	813	-	(214)	599	599	-	100.0%	122	122
Social benefits	813	-	(214)	599	599	-	100.0%	122	122
Other transfers to households	-	-	-	-	-	-	-	-	-
Payments for capital assets	-	480	36	516	516	-	100.0%	2 253	2 253
Machinery and equipment	-	480	36	516	516	-	100.0%	1 716	1 716
Other machinery and equipment	-	480	36	516	516	-	100.0%	1 716	1 716
Software and other intangible assets	-	-	-	-	-	-	-	537	537
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	186 113	(206)	(4 881)	181 026	181 026	-	100.0%	253 517	253 517

1.3 SUB PROGRAMME 3 CORPORATE SERVICES									
	2018/19							2017/18	
	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	832 633	(77 915)	(131 151)	623 567	623 468	99	100.0%	679 624	679 614
Compensation of employees	398 207	-	(120 925)	277 282	277 282	-	100.0%	268 238	268 238
Salaries and wages	377 016	-	(137 844)	239 172	239 172	-	100.0%	232 437	232 437
Social contributions	21 191	-	16 919	38 110	38 110	-	100.0%	35 801	35 801
Goods and services	434 426	(77 915)	(10 226)	346 285	346 186	99	100.0%	411 386	411 376
Administrative fees	13 706	1 346	(3 714)	11 338	11 338	-	100.0%	18 184	18 174
Advertising	5 945	(893)	1 581	6 633	6 633	-	100.0%	6 417	6 417
Minor assets	13 481	828	(10 786)	3 523	3 523	-	100.0%	2 373	2 373
Audit costs: External	26 554	(1 144)	994	26 404	26 404	-	100.0%	31 767	31 767
Bursaries: employees	2 119	-	1 518	3 637	3 637	-	100.0%	4 440	4 440
Catering: departmental activities	1 692	(1 783)	302	211	211	-	100.0%	2 166	2 166
Communication (G&S)	119 345	1 325	(75 401)	45 269	45 269	-	100.0%	49 820	49 820
Computer services	19 515	425	(9 376)	10 564	10 564	-	100.0%	11 783	11 783
Consultants: Business and advisory services	11 671	2 000	(9 205)	4 466	4 466	-	100.0%	4 983	4 983
Legal services	-	-	3 477	3 477	3 477	-	100.0%	-	-
Contractors	4 167	298	4 622	9 087	9 087	-	100.0%	8 297	8 297
Agency and support/outsourced services	8 765	74	(8 692)	147	147	-	100.0%	203	203
Entertainment	121	-	(83)	38	38	-	100.0%	62	62
Fleet services (including government motor transport)	5 601	(1 829)	6 743	10 515	10 515	-	100.0%	28 959	28 959
Inventory: Clothing material and accessories	975	(24)	(943)	8	8	-	100.0%	120	120
Inventory: other supplies	47	(26)	(21)	-	-	-	-	-	-
Consumable supplies	5 171	17 124	(5 693)	16 602	16 602	-	100.0%	2 862	2 862
Consumable: Stationery, printing and office supplies	4 654	281	(41)	4 894	4 894	-	100.0%	4 000	4 000

1.3 SUB PROGRAMME 3 CORPORATE SERVICES									
	2018/19							2017/18	
	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
Operating Leases	-	43	26 938	26 981	26 981	-	100.0%	100 078	100 078
Property payments	136 096	(102 662)	94 095	127 529	127 529	-	100.0%	109 176	109 176
Travel and subsistence	44 517	3 595	(29 025)	19 087	18 988	99	99.5%	16 592	16 592
Training and development	2 244	39	827	3 110	3 110	-	100.0%	3 079	3 079
Operating payments	4 120	335	344	4 799	4 799	-	100.0%	3 056	3 056
Venues and facilities	3 660	2 970	1 307	7 937	7 937	-	100.0%	2 764	2 764
Rental and hiring	260	(237)	6	29	29	-	100.0%	205	205
Transfers and subsidies	1 333	1 610	(1 242)	1 701	1 701	-	100.0%	1 230	1 230
Provinces and municipalities	565	1 468	(720)	1 313	1 313	-	100.0%	121	121
Municipalities	565	1 468	(720)	1 313	1 313	-	100.0%	121	121
Municipal bank accounts	565	1 468	(720)	1 313	1 313	-	100.0%	121	121
Departmental agencies and accounts	-	120	(97)	23	23	-	100.0%	32	32
Departmental agencies (non-business entities)	-	120	(97)	23	23	-	100.0%	32	32
Households	768	22	(425)	365	365	-	100.0%	1 077	1 077
Social benefits	768	22	(425)	365	365	-	100.0%	1 074	1 074
Other transfers to households	-	-	-	-	-	-	-	3	3
Payments for capital assets	11 937	81 011	(352)	92 596	92 596	-	100.0%	46 657	46 657
Buildings and other fixed structures	-	73 000	(11 776)	61 224	61 224	-	100.0%	3 803	3 803
Buildings	-	73 000	(11 776)	61 224	61 224	-	100.0%	3 803	3 803
Machinery and equipment	11 937	8 051	11 384	31 372	31 372	-	100.0%	42 320	42 320
Transport equipment	10 775	150	(36)	10 889	10 889	-	100.0%	9 933	9 933
Other machinery and equipment	1 162	7 901	11 420	20 483	20 483	-	100.0%	32 387	32 387
Software and other intangible assets	-	(40)	40	-	-	-	-	534	534

1.3 SUB PROGRAMME 3 CORPORATE SERVICES									
	2018/19							2017/18	
	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 financial assets	-	-	4 987	4 987	4 987	-	100.0%	-	-
Total	845 903	4 706	(127 758)	722 851	722 752	99	100.0%	727 511	727 501

1.4 SUB PROGRAMME 4 TRANSVERSAL INFORMATION TECHNOLOGY MANAGEMENT									
	2018/19							2017/18	
	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	930 943	(64 979)	(110 312)	755 652	755 652	-	100.0%	683 696	683 499
Compensation of employees	47 359	-	26 680	74 039	74 039	-	100.0%	70 312	70 312
Salaries and wages	39 625	-	25 307	64 932	64 932	-	100.0%	61 682	61 682
Social contributions	7 734	-	1 373	9 107	9 107	-	100.0%	8 630	8 630
Goods and services	883 584	(64 979)	(136 992)	681 613	681 613	-	100.0%	613 384	613 187
Administrative fees	98	92	(90)	100	100	-	100.0%	53	53
Minor assets	2 477	(33 812)	36 713	5 378	5 378	-	100.0%	5 266	5 266
Catering: departmental activities	21	39	(23)	37	37	-	100.0%	17	17
Communication (G&S)	1 226	(5)	(1 221)	-	-	-	100.0%	-	-
Computer services	754 773	(54 413)	(327 342)	373 018	373 018	-	100.0%	397 127	396 930
Consultants: Business and advisory services	7 385	(5)	(2 976)	4 404	4 404	-	100.0%	4 695	4 695
Legal services	-	1 809	3 560	5 369	5 369	-	100.0%	3 497	3 497
Contractors	51 826	21 134	211 366	284 326	284 326	-	100.0%	181 330	181 330
Agency and support/outsourced services	-	-	872	872	872	-	100.0%	1 279	1 279
Entertainment	23	-	(9)	14	14	-	100.0%	20	20
Fleet services (including government motor transport)	75	400	(31)	444	444	-	100.0%	15 912	15 912
Inventory: Clothing material and accessories	-	12	(12)	-	-	-	-	-	-
Consumable supplies	360	793	1 689	2 842	2 842	-	100.0%	252	252
Consumable: Stationery, printing and office supplies	438	28	(249)	217	217	-	100.0%	40	40
Operating leases	290	-	(290)	-	-	-	-	-	-
Property payments	60 166	-	(60 166)	-	-	-	-	-	-
Travel and subsistence	2 809	(769)	1 059	3 099	3 099	-	100.0%	1 412	1 412
Training and development	1 129	(341)	(243)	545	545	-	100.0%	1 998	1 998

1.4 SUB PROGRAMME 4 TRANSVERSAL INFORMATION TECHNOLOGY MANAGEMENT									
	2018/19							2017/18	
	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
Operating payments	180	201	528	909	909	-	100.0%	328	328
Venues and facilities	308	(142)	(127)	39	39	-	100.0%	158	158
Transfers and subsidies	128	-	(8)	120	120	-	100.0%	87	87
Households	128	-	(8)	120	120	-	100.0%	87	87
Social benefits	128	-	(8)	120	120	-	100.0%	87	87
Payments for capital assets	-	64 979	65 707	130 686	130 685	1	100.0%	411 553	411 553
Machinery and equipment	-	56 199	34 948	91 147	91 147	-	100.0%	238 500	238 500
Transport equipment	-	1 953	18 689	20 642	20 642	-	100.0%	13 268	13 268
Other machinery and equipment	-	54 246	16 259	70 505	70 505	-	100.0%	225 232	225 232
Software and other intangible assets	-	8 780	30 759	39 539	39 538	1	100.0%	173 053	173 053
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	931 071	-	(44 613)	886 458	886 457	1	100.0%	1 095 336	1 095 139

1.5 SUB PROGRAMME 5 OFFICE ACCOMMODATION									
Economic classification	2018/19							2017/18	
	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	515 882	(16 900)	(47 243)	451 739	451 739	-	100.0%	369 018	369 018
Goods and services	515 882	(16 900)	(47 243)	451 739	451 739	-	100.0%	369 018	369 018
Advertising	-	250	(1)	249	249	-	100.0%	-	-
Minor assets	-	900	(446)	454	454	-	100.0%	8	8
Consumable supplies	26	250	(276)	-	-	-	-	330	330
Consumable: Stationery, printing and office supplies	-	350	(174)	176	176	-	100.0%	-	-
Operating Leases	316 709	(500)	47 562	363 771	363 771	-	100.0%	278 633	278 633
Property payments	199 147	(18 650)	(93 408)	87 089	87 089	-	100.0%	90 047	90 047
Operating payments	-	500	500	-	-	-	-	-	-
Payments for capital assets	-	12 900	32 755	45 655	45 655	-	100.0%	42 411	42 411
Buildings and other fixed structures	-	10 900	33 168	44 068	44 068	-	100.0%	41 475	41 475
Buildings	-	10 900	33 168	44 068	44 068	-	100.0%	41 475	41 475
Machinery and equipment	-	2 000	(413)	1 587	1 587	-	100.0%	936	936
Transport equipment	-	-	-	-	-	-	-	93	93
Other machinery and equipment	-	2 000	(413)	1 587	1 587	-	100.0%	843	843
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	515 882	(4 000)	(14 488)	497 394	497 394	-	100.0%	411 429	411 429

PROGRAMME 2: CITIZEN AFFAIRS									
	2018/19							2017/18	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Sub programme									
1. Citizen Affairs Management	37 527	(9 370)	6 176	34 333	34 333	-	100.0%	23 274	23 274
2. Status Services	1 046 699	1 283	65 796	1 113 778	1 113 678	100	100.0%	1 051 156	1 051 156
3. Identification Services	244 181	(271)	(90 344)	153 566	153 566	-	100.0%	275 002	275 002
4. Service Delivery to Provinces	2 005 892	8 358	17 195	2 031 445	2 031 445	-	100.0%	1 896 645	1 896 437
5. Independent Electoral Commission	1 965 004	-	-	1 965 004	1 965 004	-	100.0%	1 299 912	1 299 912
6. Represented Political Parties' Fund	149 394	-	-	149 394	149 394	-	100.0%	141 204	141 204
Total for sub programmes	5 448 697	-	(1 177)	5 447 520	5 447 420	100	100.0%	4 687 193	4 686 985
Economic classification									
Current payments	3 331 857	(12 616)	(31 413)	3 287 828	3 287 728	100	100.0%	3 220 298	3 220 090
Compensation of employees	1 881 470	-	233 538	2 115 008	2 115 008	-	100.0%	1 975 671	1 975 671
Salaries and wages	1 550 609	-	219 198	1 769 807	1 769 807	-	100.0%	1 656 220	1 656 220
Social contributions	330 861	-	14 340	345 201	345 201	-	100.0%	319 451	319 451
Goods and services	1 450 387	(12 616)	(264 951)	1 172 820	1 172 720	100	100.0%	1 244 627	1 244 419
Administrative fees	1 571	667	(621)	1 617	1 617	-	100.0%	1 292	1 292
Advertising	21	(200)	198	19	19	-	100.0%	1 746	1 746
Minor assets	2 188	(4 087)	8 594	6 695	6 695	-	100.0%	2 005	2 005
Catering: Departmental activities	953	510	495	1 958	1 958	-	100.0%	726	726
Communication	3 000	(262)	(2 457)	281	281	-	100.0%	259	259
Computer services	53 141	(4 052)	(48 896)	193	193	-	100.0%	41 324	41 324
Consultants: Business and advisory services	-	(4 576)	4 576	-	-	-	100.0%	1 699	1 699
Legal services	-	948	2 749	3 697	3 697	-	100.0%	-	-

PROGRAMME 2: CITIZEN AFFAIRS									
	2018/19							2017/18	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Contractors	32 515	(4 790)	(27 079)	646	646	-	100.0%	87 499	87 499
Agency and support / outsourced services	10 509	(1)	(10 504)	4	4	-	100.0%	10 003	10 003
Entertainment	77	2	(36)	43	43	-	100.0%	40	40
Fleet services (including government motor transport)	5 750	(3 489)	32 992	35 253	35 253	-	100.0%	46 511	46 303
Inventory: Clothing material and accessories	6 903	(302)	451	7 052	7 052	-	100.0%	6 422	6 422
Inventory: Other supplies	-	-	192	192	192	-	100.0%	210	210
Consumable supplies	4 510	(1 341)	953	4 122	4 122	-	100.0%	3 890	3 890
Consumable: Stationery, printing and office supplies	890 673	(18 212)	105 532	977 993	977 993	-	100.0%	927 565	927 565
Operating leases	11 958	(377)	11 498	23 079	23 079	-	100.0%	27 880	27 880
Property payments	517	144	3 565	4 226	4 226	-	100.0%	1 240	1 240
Travel and subsistence	366 359	7 606	(336 819)	37 146	37 146	-	100.0%	31 607	31 607
Training and development	106	(128)	111	89	89	-	100.0%	45	45
Operating payments	55 917	17 380	(7 743)	65 554	65 454	100	99.8%	51 535	51 535
Venues and facilities	2 755	920	(1 922)	1 753	1 753	-	100.0%	1 129	1 129
Rental and hiring	964	1 024	(780)	1 208	1 208	-	100.0%	-	-
Transfers and subsidies	2 116 840	14	11 737	2 128 591	2 128 591	-	100.0%	1 455 712	1 455 712
Provinces and municipalities	1 066	13	128	1 207	1 207	-	100.0%	1 006	1 006
Municipalities	1 066	13	128	1 207	1 207	-	100.0%	1 006	1 006
Municipal bank accounts	1 066	13	128	1 207	1 207	-	100.0%	1 006	1 006
Departmental agencies and accounts	2 114 398	1	1	2 114 400	2 114 400	-	100.0%	1 441 123	1 441 123
Departmental agencies non business entities	2 114 398	1	1	2 114 400	2 114 400	-	100.0%	1 441 123	1 441 123
Households	1 376	-	11 608	12 984	12 984	-	100.0%	13 583	13 583
Social benefits	1 376	-	9 749	11 125	11 125	-	100.0%	12 670	12 670

PROGRAMME 2: CITIZEN AFFAIRS									
	2018/19							2017/18	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Other transfers to households	-	-	1 859	1 859	1 859	-	100.0%	913	913
Payments for capital assets	-	12 602	18 499	31 101	31 101	-	100.0%	11 183	11 183
Buildings and other fixed structures	-	-	-	-	-	-	-	3	3
other fixed structures	-	-	-	-	-	-	-	3	3
Machinery and equipment	-	12 602	18 499	31 101	31 101	-	100.0%	11 180	11 180
Transport equipment	-	3 458	8 305	11 763	11 763	-	100.0%	1 005	1 005
Other machinery and equipment	-	9 144	10 194	19 338	19 338	-	100.0%	10 175	10 175
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	5 448 697	-	(1 177)	5 447 520	5 447 420	100	100.0%	4 687 193	4 686 985

2.1 SUB PROGRAMME 1 CITIZEN AFFAIRS MANAGEMENT									
	2018/19							2017/18	
	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	37 527	(9 516)	5 957	33 968	33 968	-	100.0%	22 874	22 874
Compensation of employees	19 949	-	5 037	24 986	24 986	-	100.0%	16 072	16 072
Salaries and wages	17 979	-	5 258	23 237	23 237	-	100.0%	14 208	14 208
Social contributions	1 970	-	(221)	1 749	1 749	-	100.0%	1 864	1 864
Goods and services	17 578	(9 516)	920	8 982	8 982	-	100.0%	6 802	6 802
Administrative fees	205	110	(136)	179	179	-	100.0%	142	142
Advertising	-	-	-	-	-	-	-	1 500	1 500
Minor assets	5	61	(5)	61	61	-	100.0%	26	26
Catering: Departmental activities	18	(70)	425	373	373	-	100.0%	18	18
Communication	132	(1)	(102)	29	29	-	100.0%	-	-
Consultants: Business and advisory services	-	(4 576)	4 576	-	-	-	100.0%	1 479	1 479
Legal services	-	576	3 121	3 697	3 697	-	100.0%	-	-
Contractors	122	(44)	144	222	222	-	100.0%	53	53
Entertainment	7	-	(3)	4	4	-	100.0%	6	6
Fleet services (including government motor transport)	207	-	(112)	95	95	-	100.0%	35	35
Inventory: clothing material and accessories	-	(7 000)	7 000	-	-	-	-	26	26
Consumable supplies	49	(106)	71	14	14	-	100.0%	17	17
Consumable: Stationery, printing and office supplies	307	(107)	(105)	95	95	-	100.0%	55	55
Operating leases	225	-	(182)	43	43	-	100.0%	-	-
Property payments	47	(33)	2	16	16	-	100.0%	14	14
Travel and subsistence	13 785	1 585	(11 890)	3 480	3 480	-	100.0%	2 596	2 596
Training and development	106	(86)	12	32	32	-	100.0%	-	-
Operating payments	182	(11)	(171)	-	-	-	-	39	39

2.1 SUB PROGRAMME 1 CITIZEN AFFAIRS MANAGEMENT									
	2018/19							2017/18	
	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
Venues and facilities	2 181	186	(1 884)	483	483	-	100.0%	796	796
Rental and hiring	-	-	159	159	159	-	100.0%	-	-
Transfers and subsidies	-	-	147	147	147	-	100.0%	-	-
Households	-	-	147	147	147	-	100.0%	-	-
Other transfers to households	-	-	147	147	147	-	100.0%	-	-
Payments for capital assets	-	146	72	218	218	-	100.0%	400	400
Machinery and equipment	-	146	72	218	218	-	100.0%	400	400
Other machinery and equipment	-	146	72	218	218	-	100.0%	400	400
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	37 527	(9 370)	6 176	34 333	34 333	-	100.0%	23 274	23 274

2.2 SUB PROGRAMME 2 STATUS SERVICES									
Economic classification	2018/19							2017/18	
	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	1 046 699	857	65 729	1 113 285	1 113 185	100	100.0%	1 050 268	1 050 268
Compensation of employees	103 080	-	(21 879)	81 201	81 201	-	100.0%	75 072	75 072
Salaries and wages	84 638	-	(17 015)	67 623	67 623	-	100.0%	62 587	62 587
Social contributions	18 442	-	(4 864)	13 578	13 578	-	100.0%	12 485	12 485
Goods and services	943 619	857	87 608	1 032 084	1 031 984	100	100.0%	975 196	975 196
Administrative fees	37	8	(15)	30	30	-	100.0%	18	18
Minor assets	374	24	(301)	97	97	-	100.0%	433	433
Catering: Departmental activities	8	-	(8)	-	-	-	-	-	-
Communication	78	-	(78)	-	-	-	-	-	-
Computer services	-	200	(7)	193	193	-	100.0%	-	-
Consultants: Business and advisory services	-	-	-	-	-	-	-	1	1
Contractors	-	39	(39)	-	-	-	-	-	-
Agency and support / outsourced services	10 458	-	(10 458)	-	-	-	100.0%	10 000	10 000
Entertainment	8	-	(5)	3	3	-	100.0%	6	6
Fleet services (including government motor transport)	62	19	42	123	123	-	100.0%	95	95
Inventory: Clothing material and accessories	-	(3)	3	-	-	-	-	2	2
Inventory: Other supplies	-	-	192	192	192	-	100.0%	210	210
Consumable supplies	79	(9)	60	130	130	-	100.0%	43	43
Consumable: Stationery, printing and office supplies	879 750	(16 842)	104 859	967 767	967 767	-	100.0%	915 472	915 472
Operating leases	315	(50)	(265)	-	-	-	-	-	-
Travel and subsistence	743	636	(480)	899	899	-	100.0%	572	572
Training and development	-	-	-	-	-	-	-	15	15
Operating payments	51 707	16 810	(5 894)	62 623	62 523	100	99.8%	48 305	48 305

2.2 SUB PROGRAMME 2 STATUS SERVICES									
	2018/19							2017/18	
	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
Venues and facilities	-	25	2	27	27	-	100.0%	24	24
Transfers and subsidies	-	-	99	99	99	-	100.0%	265	265
Households	-	-	99	99	99	-	100.0%	265	265
Social benefits	-	-	99	99	99	-	100.0%	265	265
Payments for capital assets	-	426	(32)	394	394	-	100.0%	623	623
Machinery and equipment	-	426	(32)	394	394	-	100.0%	623	623
Other machinery and equipment	-	426	(32)	394	394	-	100.0%	623	623
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	1 046 699	1 283	65 796	1 113 778	1 113 678	100	100.0%	1 051 156	1 051 156

2.3 SUB PROGRAMME 3 IDENTIFICATION SERVICES									
	2018/19							2017/18	
	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	244 181	(360)	(90 901)	152 920	152 920	-	100.0%	273 564	273 564
Compensation of employees	160 023	-	(11 608)	148 415	148 415	-	100.0%	139 985	139 985
Salaries and wages	137 564	-	(13 432)	124 132	124 132	-	100.0%	117 257	117 257
Social contributions	22 459	-	1 824	24 283	24 283	-	100.0%	22 728	22 728
Goods and services	84 158	(360)	(79 293)	4 505	4 505	-	100.0%	133 579	133 579
Administrative fees	74	(3)	5	76	76	-	100.0%	40	40
Minor assets	374	183	(178)	379	379	-	100.0%	175	175
Catering: departmental activities	7	-	(7)	-	-	-	-	7	7
Communication	73	-	(71)	2	2	-	100.0%	2	2
Computer services	44 137	4 748	(48 885)	-	-	-	-	41 324	41 324
Consultants: Business and advisory service	-	-	-	-	-	-	-	219	219
Legal services	-	372	(372)	-	-	-	-	-	-
Contractors	31 892	(5 118)	(26 772)	2	2	-	100.0%	87 194	87 194
Entertainment	4	-	-	4	4	-	100.0%	6	6
Fleet services (including government motor transport)	2 710	(447)	(1 831)	432	432	-	100.0%	760	760
Inventory: Clothing material and supplies	24	(7)	(17)	-	-	-	-	-	-
Consumable supplies	44	(8)	(26)	10	10	-	100.0%	12	12
Consumable: Stationery, printing and office supplies	1 333	(584)	29	778	778	-	100.0%	2 409	2 409
Operating leases	824	-	(824)	-	-	-	-	-	-
Property payments	-	-	2	2	2	-	100.0%	-	-
Travel and subsistence	2 271	218	29	2 518	2 518	-	100.0%	1 258	1 258
Operating payments	282	(14)	(265)	3	3	-	100.0%	173	173
Venues and facilities	109	300	(110)	299	299	-	100.0%	-	-

2.3 SUB PROGRAMME 3 IDENTIFICATION SERVICES									
Economic classification	2018/19							2017/18	
	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	-	-	186	186	186	-	100.0%	244	244
Households	-	-	186	186	186	-	100.0%	244	244
Social benefits	-	-	186	186	186	-	100.0%	244	244
Payments for capital assets	-	89	371	460	460	-	100.0%	1 194	1 194
Machinery and equipment	-	89	371	460	460	-	100.0%	1 194	1 194
Other machinery and equipment	-	89	371	460	460	-	100.0%	1 194	1 194
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	244 181	(271)	(90 344)	153 566	153 566	-	100.0%	275 002	275 002

2.4 SUB PROGRAMME 4 SERVICE DELIVERY TO PROVINCES									
Economic classification	2018/19							2017/18	
	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	2 003 450	(3 597)	(12 198)	1 987 655	1 987 655	-	100.0%	1 873 592	1 873 384
Compensation of employees	1 598 418	-	261 988	1 860 406	1 860 406	-	100.0%	1 744 542	1 744 542
Salaries and wages	1 310 428	-	244 387	1 554 815	1 554 815	-	100.0%	1 462 168	1 462 168
Social contributions	287 990	-	17 601	305 591	305 591	-	100.0%	282 374	282 374
Goods and services	405 032	(3 597)	(274 186)	127 249	127 249	-	100.0%	129 050	128 842
Administrative fees	1 255	552	(475)	1 332	1 332	-	100.0%	1 092	1 092
Advertising	21	(200)	198	19	19	-	100.0%	246	246
Minor assets	1 435	(4 355)	9 078	6 158	6 158	-	100.0%	1 371	1 371
Catering: Departmental activities	920	580	85	1 585	1 585	-	100.0%	701	701
Communication	2 717	(261)	(2 206)	250	250	-	100.0%	257	257
Computer services	9 004	(9 000)	(4)	-	-	-	-	-	-
Contractors	501	333	(412)	422	422	-	100.0%	252	252
Agency and support / outsourced services	51	(1)	(46)	4	4	-	100.0%	3	3
Entertainment	58	2	(28)	32	32	-	100.0%	22	22
Fleet services (including government motor transport)	2 771	(3 061)	34 893	34 603	34 603	-	100.0%	45 621	45 413
Inventory: clothing material and accessories	6 879	6 708	(6 535)	7 052	7 052	-	100.0%	6 394	6 394
Consumable supplies	4 338	(1 218)	848	3 968	3 968	-	100.0%	3 818	3 818
Consumable: Stationery, printing and office supplies	9 283	(679)	749	9 353	9 353	-	100.0%	9 629	9 629
Operating leases	10 594	(327)	12 769	23 036	23 036	-	100.0%	27 880	27 880
Property payments	470	177	3 561	4 208	4 208	-	100.0%	1 226	1 226
Travel and subsistence	349 560	5 167	(324 478)	30 249	30 249	-	100.0%	27 181	27 181
Training and development	-	(42)	99	57	57	-	100.0%	30	30
Operating payments	3 746	595	(1 413)	2 928	2 928	-	100.0%	3 018	3 018

2.4 SUB PROGRAMME 4 SERVICE DELIVERY TO PROVINCES									
Economic classification	2018/19							2017/18	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Venues and facilities	465	409	70	944	944	-	100.0%	309	309
Rental and hiring	964	1 024	(939)	1 049	1 049	-	100.0%	-	-
Transfers and subsidies	2 442	14	11 305	13 761	13 761	-	100.0%	14 087	14 087
Provinces and municipalities	1 066	13	128	1 207	1 207	-	100.0%	1 006	1 006
Municipalities	1 066	13	128	1 207	1 207	-	100.0%	1 006	1 006
Municipal bank accounts	1 066	13	128	1 207	1 207	-	100.0%	1 006	1 006
Departmental agencies and accounts	-	1	1	2	2	-	100.0%	7	7
Departmental agencies	-	1	1	2	2	-	100.0%	7	7
Households	1 376	-	11 176	12 552	12 552	-	100.0%	13 074	13 074
Social benefits	1 376	-	9 317	10 693	10 693	-	100.0%	12 161	12 161
Other transfers to households	-	-	1 859	1 859	1 859	-	100.0%	913	913
Payments for capital assets	-	11 941	18 088	30 029	30 029	-	100.0%	8 966	8 966
Buildings and other fixed structures	-	-	-	-	-	-	-	3	3
other fixed structures	-	-	-	-	-	-	-	3	3
Machinery and equipment	-	11 941	18 088	30 029	30 029	-	100.0%	8 963	8 963
Transport equipment	-	3 458	8 305	11 763	11 763	-	100.0%	1 005	1 005
Other machinery and equipment	-	8 483	9 783	18 266	18 266	-	100.0%	7 958	7 958
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	2 005 892	8 358	17 195	2 031 445	2 031 445	-	100.0%	1 896 645	1 896 437

2.5 SUB PROGRAMME 5 INDEPENDENT ELECTORAL COMMISSION									
	2018/19							2017/18	
	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	1 965 004	-	-	1 965 004	1 965 004	-	100.0%	1 299 912	1 299 912
Departmental agencies and accounts	1 965 004	-	-	1 965 004	1 965 004	-	100.0%	1 299 912	1 299 912
Departmental agencies (non-business entities)	1 965 004	-	-	1 965 004	1 965 004	-	100.0%	1 299 912	1 299 912
Total	1 965 004	-	-	1 965 004	1 965 004	-	100.0%	1 299 912	1 299 912

2.6 SUB PROGRAMME 6 REPRESENTED POLITICAL PARTIES' FUND									
	2018/19							2017/18	
	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	149 394	-	-	149 394	149 394	-	100.0%	141 204	141 204
Departmental agencies and accounts	149 394	-	-	149 394	149 394	-	100.0%	141 204	141 204
Departmental agencies (non-business entities)	149 394	-	-	149 394	149 394	-	100.0%	141 204	141 204
Total	149 394	-	-	149 394	149 394	-	100.0%	141 204	141 204

PROGRAMME 3: IMMIGRATION AFFAIRS									
	2018/19							2017/18	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Sub programme									
1. Immigration Affairs	49 024	(581)	(5 950)	42 493	42 493	-	100.0%	6 925	6 925
2. Admission Services	609 244	(3 067)	210 236	816 413	816 413	-	100.0%	769 514	769 514
3. Immigration Services	242 943	5 613	(20 171)	228 385	228 385	-	100.0%	243 969	243 724
4. Asylum Seekers	172 398	(1 965)	16 139	186 572	186 572	-	100.0%	178 312	178 312
Total for sub programmes	1 073 609	-	200 254	1 273 863	1 273 863	-	100.0%	1 198 720	1 198 475
Economic classification									
Current payments	1 073 202	(32 181)	198 938	1 239 959	1 239 959	-	100.0%	1 158 090	1 157 845
Compensation of employees	912 382	-	(143 196)	769 186	769 186	-	100.0%	722 529	722 529
Salaries and wages	827 097	-	(178 070)	649 027	649 027	-	100.0%	611 893	611 893
Social contributions	85 285	-	34 874	120 159	120 159	-	100.0%	110 636	110 636
Goods and services	160 820	(32 181)	342 134	470 773	470 773	-	100.0%	435 561	435 316
Administrative fees	1 913	938	2 640	5 491	5 491	-	100.0%	3 566	3 566
Advertising	570	-	(570)	-	-	-	-	-	-
Minor assets	10 500	(7 188)	(2 143)	1 169	1 169	-	100.0%	3 675	3 675
Catering: Departmental activities	259	126	(65)	320	320	-	100.0%	86	86
Communication	1 789	(156)	(1 624)	9	9	-	100.0%	33	33
Computer services	19 598	(3 280)	173 523	189 841	189 841	-	100.0%	182 898	182 898
Consultants: Business and advisory services	7 393	(4 384)	3 530	6 539	6 539	-	100.0%	3 145	3 145
Legal services	-	-	32 135	32 135	32 135	-	100.0%	-	-
Contractors	7 087	14	17 848	24 949	24 949	-	100.0%	25 461	25 461
Agency and support / outsourced services	18 760	(6 696)	90 910	102 974	102 974	-	100.0%	131 948	131 703

PROGRAMME 3: IMMIGRATION AFFAIRS									
	2018/19							2017/18	
	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
Entertainment	44	2	(30)	16	16	-	100.0%	25	25
Fleet services (including government motor transport)	2 039	(2 809)	3 880	3 110	3 110	-	100.0%	2 597	2 597
Inventory: Clothing material and supplies	10 845	(2 738)	(950)	7 157	7 157	-	100.0%	4 850	4 850
Inventory: Other supplies	-	(1 200)	1 200	-	-	-	-	-	-
Consumable supplies	1 088	5 532	912	7 532	7 532	-	100.0%	313	313
Consumable: Stationery, printing and office supplies	4 581	(1 062)	499	4 018	4 018	-	100.0%	4 004	4 004
Operating leases	3 608	232	(3 399)	441	441	-	100.0%	160	160
Property payments	1 403	(23 261)	25 723	3 865	3 865	-	100.0%	2 289	2 289
Transport provide: Departmental activity	17 148	5 246	4 651	27 045	27 045	-	100.0%	25 539	25 539
Travel and subsistence	47 488	2 072	(6 240)	43 320	43 320	-	100.0%	36 814	36 814
Training and development	162	(821)	680	21	21	-	100.0%	-	-
Operating payments	3 887	9 913	(3 952)	9 848	9 848	-	100.0%	3 076	3 076
Venues and facilities	658	(2 684)	2 976	950	950	-	100.0%	5 082	5 082
Rental and hiring	-	23	-	23	23	-	100.0%	-	-
Transfers and subsidies	407	758	1 084	2 249	2 249	-	100.0%	912	912
Departmental agencies and accounts	3	18	(14)	7	7	-	100.0%	-	-
Departmental agencies non business entities	3	18	(14)	7	7	-	100.0%	-	-
Households	404	740	1 098	2 242	2 242	-	100.0%	912	912
Social benefits	404	-	1 078	1 482	1 482	-	100.0%	834	834
Other transfers to households	-	740	20	760	760	-	100.0%	78	78
Payments for capital assets	-	31 423	232	31 655	31 655	-	100.0%	39 718	39 718
Buildings and other fixed structures	-	23 169	2 812	25 981	25 981	-	100.0%	15 630	15 630
Buildings	-	23 169	2 812	25 981	25 981	-	100.0%	15 630	15 630

PROGRAMME 3: IMMIGRATION AFFAIRS									
	2018/19							2017/18	
	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
Machinery and equipment	-	8 049	(2 579)	5 470	5 470	-	100.0%	24 088	24 088
Transport equipment	-	2 510	(38)	2 472	2 472	-	100.0%	13 012	13 012
Other machinery and equipment	-	5 539	(2 541)	2 998	2 998	-	100.0%	11 076	11 076
Software and other intangible assets	-	205	(1)	204	204	-	100.0%	-	-
Payments for financial assets									
Total	1 073 609	-	200 254	1 273 863	1 273 863	-	100.0%	1 198 720	1 198 475

3.1 SUB PROGRAMME 1 IMMIGRATION AFFAIRS MANAGEMENT									
	2018/19							2017/18	
	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	48 620	(485)	(5 775)	42 360	42 360	-	100.0%	6 804	6 804
Compensation of employees	27 431	-	(22 674)	4 757	4 757	-	100.0%	3 020	3 020
Salaries and wages	27 265	-	(22 953)	4 312	4 312	-	100.0%	2 741	2 741
Social contributions	166	-	279	445	445	-	100.0%	279	279
Goods and services	21 189	(485)	16 899	37 603	37 603	-	100.0%	3 784	3 784
Administrative fees	79	(449)	2 948	2 578	2 578	-	100.0%	2 154	2 154
Advertising	570	-	(570)	-	-	-	100.0%	-	-
Minor assets	36	(37)	28	27	27	-	100.0%	2	2
Catering: Departmental activities	108	(15)	(77)	16	16	-	100.0%	3	3
Communication	62	-	(62)	-	-	-	100.0%	-	-
Legal services	-	-	31 705	31 705	31 705	-	100.0%	-	-
Contractors	30	(308)	278	-	-	-	-	45	45
Agency and support / outsourced services	-	(230)	230	-	-	-	-	207	207
Entertainment	5	-	(3)	2	2	-	100.0%	3	3
Fleet services (including government motor transport)	35	(20)	(13)	2	2	-	100.0%	16	16
Consumable supplies	25	(28)	12	9	9	-	100.0%	11	11
Consumable: Stationery, printing and office supplies	110	(68)	105	147	147	-	100.0%	1	1
Operating leases	65	-	142	207	207	-	100.0%	-	-
Property payments	-	207	(207)	-	-	-	-	-	-
Travel and subsistence	19 615	430	(17 450)	2 595	2 595	-	100.0%	1 104	1 104
Operating payments	11	(17)	6	-	-	-	-	11	11
Venues and facilities	438	50	(173)	315	315	-	100.0%	227	227
Transfers and subsidies	404	-	(404)	-	-	-	-	-	-

3.1 SUB PROGRAMME 1 IMMIGRATION AFFAIRS MANAGEMENT									
	2018/19							2017/18	
	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	404	-	(404)	-	-	-	-	-	-
Social benefits	404	-	(404)	-	-	-	-	-	-
Payments for capital assets	-	(96)	229	133	133	-	100.0%	121	121
Machinery and equipment	-	(96)	229	133	133	-	100.0%	121	121
Other machinery and equipment	-	(96)	229	133	133	-	100.0%	121	121
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	49 024	(581)	(5 950)	42 493	42 493	-	100.0%	6 925	6 925

3.2 SUB PROGRAMME 3 ADMISSION SERVICES									
	2018/19							2017/18	
	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	609 242	(32 728)	209 049	785 563	785 563	-	100.0%	743 595	743 595
Compensation of employees	567 708	-	5 468	573 176	573 176	-	100.0%	531 243	531 243
Salaries and wages	541 939	-	(59 074)	482 865	482 865	-	100.0%	449 499	449 499
Social contributions	25 769	-	64 542	90 311	90 311	-	100.0%	81 744	81 744
Goods and services	41 534	(32 728)	203 581	212 387	212 387	-	100.0%	205 352	205 352
Administrative fees	1 311	520	(239)	1 592	1 592	-	100.0%	997	997
Minor assets	8 941	(7 465)	(1 249)	227	227	-	100.0%	2 658	2 658
Catering: Departmental activities	56	120	(163)	13	13	-	100.0%	8	8
Communication	1 188	(2)	(1 179)	7	7	-	100.0%	31	31
Computer services	-	-	170 423	170 423	170 423	-	100.0%	163 702	163 702
Consultants: Business and advisory services	-	(10 384)	10 384	-	-	-	-	-	-
Contractors	104	312	92	508	508	-	100.0%	-	-
Entertainment	18	2	(14)	6	6	-	100.0%	7	7
Fleet services (including government motor transport)	990	(2 233)	2 649	1 406	1 406	-	100.0%	1 074	1 074
Inventory: clothing material and supplies	287	(52)	(140)	95	95	-	100.0%	80	80
Consumable supplies	602	4 558	1 090	6 250	6 250	-	100.0%	124	124
Consumable: Stationery, printing and office supplies	3 269	(525)	(760)	1 984	1 984	-	100.0%	2 207	2 207
Operating leases	2 034	-	(2 034)	-	-	-	-	-	-
Property payments	-	(13 370)	14 085	715	715	-	100.0%	145	145
Travel and subsistence	21 409	(4 138)	11 271	28 542	28 542	-	100.0%	29 153	29 153
Training and development	93	(20)	(73)	-	-	-	-	-	-
Operating payments	1 056	201	(1 064)	193	193	-	100.0%	824	824
Venues and facilities	176	(252)	502	426	426	-	100.0%	4 342	4 342

3.2 SUB PROGRAMME 3 ADMISSION SERVICES									
	2018/19							2017/18	
	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	58	1 416	1 476	1 476	-	100.0%	885	885
Departmental agencies and accounts	2	18	(13)	7	7	-	100.0%	-	-
Departmental agencies non business entities	2	18	(13)	7	7	-	100.0%	-	-
Households	-	40	1 429	1 469	1 469	-	100.0%	885	885
Social benefits	-	-	1 373	1 373	1 373	-	100.0%	807	807
Other transfers to households	-	40	56	96	96	-	100.0%	78	78
Payments for capital assets	-	29 603	(229)	29 374	29 374	-	100.0%	32 034	32 034
Buildings and other fixed structures	-	23 169	2 812	25 981	25 981	-	100.0%	15 630	15 630
Buildings	-	23 169	2 812	25 981	25 981	-	100.0%	15 630	15 630
Machinery and equipment	-	6 434	(3 041)	3 393	3 393	-	100.0%	16 404	16 404
Transport equipment	-	2 510	(38)	2 472	2 472	-	100.0%	11 798	11 798
Other machinery and equipment	-	3 924	(3 003)	921	921	-	100.0%	4 606	4 606
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	609 244	(3 067)	210 236	816 413	816 413	-	100.0%	759 514	769 514

3.3 SUB PROGRAMME 3 IMMIGRATION SERVICES									
	2018/19							2017/18	
	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	242 943	5 412	(21 035)	227 320	227 320	-	100.0%	243 509	243 264
Compensation of employees	183 298	-	(115 852)	67 446	67 446	-	100.0%	71 979	71 979
Salaries and wages	135 607	-	(78 085)	57 522	57 522	-	100.0%	61 411	61 411
Social contributions	47 691	-	(37 767)	9 924	9 924	-	100.0%	10 568	10 568
Goods and services	59 645	5 412	94 817	159 874	159 874	-	100.0%	171 530	171 285
Administrative fees	452	800	(41)	1 211	1 211	-	100.0%	320	320
Minor assets	112	(232)	368	248	248	-	100.0%	-	-
Catering: Departmental activities	15	(27)	101	89	89	-	100.0%	23	23
Communication	323	(106)	(217)	-	-	-	-	-	-
Computer services	3 166	-	(3 166)	-	-	-	-	410	410
Legal services	-	-	430	430	430	-	100.0%	-	-
Contractors	4	3	(5)	2	2	-	100.0%	-	-
Agency and support / outsourced services	18 760	(6 466)	90 680	102 974	102 974	-	100.0%	131 741	131 496
Entertainment	9	-	(2)	7	7	-	100.0%	8	8
Fleet services (including government motor transport)	1 014	(471)	1 019	1 562	1 562	-	100.0%	1 314	1 314
Inventory: clothing material and supplies	10 558	(2 686)	(810)	7 062	7 062	-	100.0%	4 769	4 769
Inventory: Other supplies	-	(1 200)	1 200	-	-	-	-	-	-
Consumable supplies	21	14	(28)	7	7	-	100.0%	11	11
Consumable: Stationery, printing and office supplies	400	(231)	355	524	524	-	100.0%	504	504
Operating leases	312	50	(362)	-	-	-	-	-	-
Transport provided: Departmental activity	17 148	5 246	4 651	27 045	27 045	-	100.0%	25 539	25 539
Travel and subsistence	4 846	3 746	376	8 968	8 968	-	100.0%	4 714	4 714
Training and development	69	(810)	754	13	13	-	100.0%	-	-

3.3 SUB PROGRAMME 3 IMMIGRATION SERVICES									
	2018/19							2017/18	
	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
Operating payments	2 435	9 760	(2 542)	9 653	9 653	-	100.0%	2 124	2 124
Venues and facilities	1	(1 978)	2 056	79	79	-	100.0%	53	53
Transfers and subsidies	-	700	(34)	666	666	-	100.0%	-	-
Households	-	700	(34)	666	666	-	100.0%	-	-
Social benefits	-	-	2	2	2	-	100.0%	-	-
Other transfers to households	-	700	(36)	664	664	-	100.0%	-	-
Payments for capital assets	-	(499)	898	399	399	-	100.0%	460	460
Machinery and equipment	-	(499)	898	399	399	-	100.0%	460	460
Other machinery and equipment	-	(499)	898	399	399	-	100.0%	460	460
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	242 943	5 613	(20 171)	228 385	228 385	-	100.0%	243 969	243 724

3.4 SUB PROGRAMME 4 ASYLUM SEEKERS									
	2018/19							2017/18	
	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	172 397	(4 380)	16 699	184 716	184 716	-	100.0%	171 182	171 182
Compensation of employees	133 945	-	(10 138)	123 807	123 807	-	100.0%	116 287	116 287
Salaries and wages	122 286	-	(17 958)	104 328	104 328	-	100.0%	98 242	98 242
Social contributions	11 659	-	7 820	19 479	19 479	-	100.0%	18 045	18 045
Goods and services	38 452	(4 380)	26 837	60 909	60 909	-	100.0%	54 895	54 895
Administrative fees	71	67	(28)	110	110	-	100.0%	95	95
Minor assets	1 411	546	(1 290)	667	667	-	100.0%	1 015	1 015
Catering: Departmental activities	80	48	74	202	202	-	100.0%	52	52
Communication	216	(48)	(166)	2	2	-	100.0%	2	2
Computer services	16 432	(3 280)	6 266	19 418	19 418	-	100.0%	18 786	18 786
Consultants: Business and advisory services	7 393	6 000	(6 854)	6 539	6 539	-	100.0%	3 145	3 145
Contractors	6 949	7	17 483	24 439	24 439	-	100.0%	25 416	25 416
Entertainment	12	-	(11)	1	1	-	100.0%	7	7
Fleet services (including government motor transport)	-	(85)	225	140	140	-	100.0%	193	193
Inventory: clothing material and supplies	-	-	-	-	-	-	-	1	1
Consumable supplies	440	988	(162)	1 266	1 266	-	100.0%	167	167
Consumable: Stationery, printing and office supplies	802	(238)	799	1 363	1 363	-	100.0%	1 292	1 292
Operating leases	1 197	182	(1 145)	234	234	-	100.0%	160	160
Property payments	1 403	(10 098)	11 845	3 150	3 150	-	100.0%	2 144	2 144
Travel and subsistence	1 618	2 034	(437)	3 215	3 215	-	100.0%	1 843	1 843
Training and development	-	9	(1)	8	8	-	100.0%	-	-
Operating payments	385	(31)	(352)	2	2	-	100.0%	117	117
Venues and facilities	43	(504)	591	130	130	-	100.0%	460	460

3.4 SUB PROGRAMME 4 ASYLUM SEEKERS									
	2018/19							2017/18	
	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
Rental and hiring	-	23	-	23	23	-	100.0%	-	-
Transfers and subsidies	1	-	106	107	107	-	100.0%	27	27
Departmental agencies and accounts	1	-	(1)	-	-	-	-	-	-
Departmental agencies non business entities	1	-	(1)	-	-	-	-	-	-
Households	-	-	107	107	107	-	100.0%	27	27
Social benefits	-	-	107	107	107	-	100.0%	27	27
Payments for capital assets	-	2 415	(666)	1 749	1 749	-	100.0%	7 103	7 103
Machinery and equipment	-	2 210	(665)	1 545	1 545	-	100.0%	7 103	7 103
Transport equipment	-	-	-	-	-	-	-	1 214	1 214
Other machinery and equipment	-	2 210	(665)	1 545	1 545	-	100.0%	5 889	5 889
Software and other intangible assets	-	205	(1)	204	204	-	100.0%	-	-
Payments for financial assets	-	-	-	-	-	-	-	-	-
Total	172 398	(1 965)	16 139	186 572	186 572	-	100.0%	178 312	178 312

1. Detail of transfers and subsidies as per Appropriation Act (after Virement):

Detail of these transactions can be viewed in the note on Transfers and subsidies, disclosure notes and Annexure 1 (A-B) 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
	R'000	R'000	R'000	R'000
Administration	2 326 056	2 325 956	100	100%
Citizen Affairs	5 447 520	5 447 420	100	100%
Immigration Affairs	1 273 863	1 273 863	-	100%

4.2 Per economic classification	Final Appropriation	Actual Expenditure	Variance	Variance as a % of Final Appropriation
	R'000	R'000	R'000	R'000
Current payments				
Compensation of employees	3 403 150	3 403 150	-	100%
Goods and services	3 171 632	3 171 432	199	100%
Transfers and subsidies				
Provinces and municipalities	2 520	2 520	-	100%
Departmental agencies and accounts	2 114 430	2 114 430	-	-
Households	18 406	18 406	-	-
Payments for capital assets				
Buildings and other fixed structures	131 273	131 273	-	100%
Machinery and equipment	161 299	161 299	-	100%
Intangible assets	39 743	39 742	1	100%
Payments for financial assets	4 987	4 987	-	-

Programme 1: Administration: Spending at the end of March 2019 is 100% which is within the linear projection of 100%.

Programme 2: Citizen Affairs: Spending at the end of March 2019 is 100% which is within the linear projections. Furthermore, the transfer of funds to Public Entities in respect of Independent Electoral Commission and Represented Political Parties fund is in line with the Entities' cash flow projections

Programme 3: Immigration Affairs: Spending at the end of March 2019 is 100% which is within the linear projection of 100%.

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 31 MARCH 2019

	Note	2018/19 R'000	2017/18 R'000
REVENUE			
Annual appropriation	1	9 047 439	8 402 339
Departmental revenue	2	1 130 466	1 159 278
Aid assistance	3	28 000	-
TOTAL REVENUE		10 205 905	9 561 617
EXPENDITURE			
Current expenditure			
Compensation of employees	4	3 403 149	3 192 570
Goods and services	5	3 171 436	3 196 729
Total current expenditure		6 574 585	6 389 299
Transfers and subsidies			
Transfers and subsidies	7	2 135 359	1 458 494
Total transfers and subsidies		2 135 359	1 458 494
Expenditure for capital assets			
Tangible assets	8	314 426	379 762
Intangible assets	8	39 742	174 124
Total expenditure for capital assets		354 168	553 886
Payments for financial assets	6	4 987	-
TOTAL EXPENDITURE		9 069 099	8 401 679
SURPLUS/(DEFICIT) FOR THE YEAR		1 136 806	1 159 938

Reconciliation of Net Surplus/(Deficit) for the year

	Note	2018/19 R'000	2017/18 R'000
Voted funds		200	660
Annual appropriation		200	660
Conditional grants		-	-
Departmental revenue and NRF Receipts	13	1 130 466	1 159 278
Aid assistance	3	6 140	-
SURPLUS/(DEFICIT) FOR THE YEAR		1 136 806	1 159 938

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2019

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
ASSETS			
Current assets		1 377 331	1 156 625
Cash and cash equivalents	9	1 367 936	1 056 616
Prepayments and advances	10	2 759	2 700
Receivables	11	6 636	97 309
Non-current assets		1 031 434	845 992
Receivables	11	1 031 434	845 992
TOTAL ASSETS		2 408 765	2 002 617
LIABILITIES			
Current liabilities		2 407 206	2 000 444
Voted funds to be surrendered to the Revenue Fund	12	68	528
Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund	13	2 395 693	1 994 041
Bank overdraft		-	-
Payables	14	5 305	5 875
Aid assistance unutilised	3	6 140	-
TOTAL LIABILITIES		2 407 206	2 000 444
NET ASSETS		1 559	2 173
Represented by:			
Recoverable revenue		1 559	2 173
TOTAL		1 559	2 173

STATEMENT OF CHANGES IN NET ASSETS FOR THE YEAR ENDED 31 MARCH 2019

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Recoverable revenue			
Opening balance		2 173	2 371
Transfers:		(614)	(198)
Debts recovered (included in departmental receipts)		(614)	(198)
Debts raised		-	-
Closing balance		1 559	2 173
TOTAL		1 559	2 173

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2019

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts		9 959 759	9 249 732
Annual appropriated funds received	1.1	9 047 439	8 402 339
Departmental revenue received	2	882 118	846 855
Interest received	2.3	2 202	538
Aid assistance received	3	28 000	-
Net (increase)/decrease in working capital		(1 190)	(36 434)
Surrendered to Revenue Fund		(577 545)	(896 655)
Current payments		(6 574 585)	(6 389 299)
Payments for financial assets	6	(4 987)	-
Transfers and subsidies paid	7	(2 135 359)	(1 458 494)
Net cash flow available from operating activities	15	666 093	468 850
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for capital assets	8	(354 168)	(553 886)
Proceeds from sale of capital assets	2.4	9	-
Net cash flows from investing activities		(354 159)	(553 886)
CASH FLOWS FROM FINANCING ACTIVITIES			
Increase/(decrease) in net assets		(614)	(198)
Net cash flows from financing activities		(614)	(198)
Net increase/(decrease) in cash and cash equivalents		311 320	(85 234)
Cash and cash equivalents at beginning of period		1 056 616	1 141 850
Cash and cash equivalents at end of period	16	1 367 936	1 056 616

PART A: ACCOUNTING POLICIES

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. Management has concluded that the financial statements present fairly the department's primary and secondary information.</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	Basis of preparation The financial statements have been prepared in accordance with the Modified Cash Standard.
2	Going concern The financial statements have been prepared on a going concern basis.
3	Presentation currency Amounts have been presented in the currency of the South African Rand (R) which is also the functional currency of the department.
4	Rounding Unless otherwise stated financial figures have been rounded to the nearest one thousand Rand (R'000).
5	Foreign currency translation Cash flows arising from foreign currency transactions are translated into South African Rands using the spot exchange rates prevailing at the date of payment / receipt.
6	Comparative information

6.1	Prior period comparative information Prior period comparative information has been presented in the current year's financial statements. Where necessary figures included in the prior period financial statements have been reclassified to ensure that the format in which the information is presented is consistent with the format of the current year's financial statements.
6.2	Current year comparison with budget A comparison between the approved, final budget and actual amounts for each programme and economic classification is included in the appropriation statement.
7	Revenue
7.1	Appropriated funds Appropriated funds comprise of departmental allocations as well as direct charges against the revenue fund (i.e. statutory appropriation). Appropriated funds are recognised in the statement of financial performance on the date the appropriation becomes effective. Adjustments made in terms of the adjustments budget process are recognised in the statement of financial performance on the date the adjustments become effective. The net amount of any appropriated funds due to / from the relevant revenue fund at the reporting date is recognised as a payable / receivable in the statement of financial position.
7.2	Departmental revenue Departmental revenue is recognised in the statement of financial performance when received and is subsequently paid into the relevant revenue fund, unless stated otherwise. Any amount owing to the relevant revenue fund at the reporting date is recognised as a payable in the statement of financial position. Due to the change in Accounting Policy with effect from 2015/16 National Treasury has to manually update the Foreign Revenue figures on the Cash Flow Statement to reflect Non-Cash Items.

7.3	<p>Accrued departmental revenue</p> <p>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.</p> <p>Accrued tax revenue (and related interest and / penalties) is measured in amounts receivable from collecting agents.</p> <p>Write-offs are made according to the department's debt write-off policy</p> <p>The department's policy states that amounts recorded as fines that are older than 3 years will be written off as Irrecoverable and amounts issued to buses and private vehicles if not paid within a year will be impaired.</p>
8	Expenditure
8.1	Compensation of employees
8.1.1	<p>Salaries and wages</p> <p>Salaries and wages are recognised in the statement of financial performance on the date of payment.</p>
8.1.2	<p>Social contributions</p> <p>Social contributions made by the department in respect of current employees are recognised in the statement of financial performance on the date of payment.</p> <p>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</p> <p>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>Accruals and payables not recognised</p> <p>Accruals and payables not recognised are recorded in the notes to the financial statements at cost at the reporting date.</p>
8.4	Leases
8.4.1	<p>Operating leases</p> <p>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> <p>The Department does not disclose leases as lease commitments where the Department continues to occupy leased premises in the absence of a signed lease agreement, but occupy on an arrangement of a month to month basis.</p>
8.4.2	<p>Finance leases</p> <p>Finance lease payments made during the reporting period are recognised as capital expenditure in the statement of financial performance on the date of payment.</p> <p>The finance lease commitments are recorded in the notes to the financial statements and are not apportioned between the capital and interest portions.</p> <p>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</p> <p>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.</p> <p>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> <p>CARA (Criminal Assets Recovery Account) funds received by the Department have been disclosed under Aid Assistance.</p>
9.2	<p>Aid assistance paid</p> <p>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</p> <p>Cash and cash equivalents are stated at cost in the statement of financial position.</p> <p>Bank overdrafts are shown separately on the face of the statement of financial position as a current liability.</p> <p>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</p> <p>Prepayments and advances are recognised in the statement of financial position when the department receives or disburses the cash.</p> <p>Prepayments and advances are initially and subsequently measured at cost.</p>
12	<p>Loans and receivables</p> <p>Loans and receivables are recognised in the statement of financial position at cost plus accrued interest, where interest is charged, less amounts already settled or written-off. Write-offs are made according to the department's write-off policy.</p>

13	<p>Investments</p> <p>Investments are recognised in the statement of financial position at cost.</p>
14	<p>Financial assets</p>
14.1	<p>Financial assets (not covered elsewhere)</p> <p>A financial asset is recognised initially at its cost plus transaction costs that are directly attributable to the acquisition or issue of the financial asset.</p> <p>At the reporting date, a department shall measure its financial assets at cost, less amounts already settled or written-off, except for recognised loans and receivables, which are measured at cost plus accrued interest, where interest is charged, less amounts already settled or written-off.</p>
14.2	<p>Impairment of financial assets</p> <p>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> <p>The Department has impaired on its Accounts Receivable balance as per Debt Policy and also impaired is Accrued Departmental Revenue based on its Fines & Penalties Finance Policy.</p>
15	<p>Payables</p> <p>Payables recognised in the statement of financial position are recognised at cost.</p>
16	<p>Capital Assets</p>

16.1	<p>Immovable capital assets</p> <p>Immovable assets reflected in the asset register of the department are recorded in the notes to the financial statements at cost or fair value where the cost cannot be determined reliably. Immovable assets acquired in a non-exchange transaction are recorded at fair value at the date of acquisition. Immovable assets are subsequently carried in the asset register at cost and are not currently subject to depreciation or impairment.</p> <p>Subsequent expenditure of a capital nature forms part of the cost of the existing asset when ready for use.</p> <p>Additional information on immovable assets not reflected in the assets register is provided in the notes to financial statements.</p>
16.2	<p>Movable capital assets</p> <p>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.</p> <p>Where the cost of movable capital assets cannot be determined reliably, the movable capital assets are measured at fair value and where fair value cannot be determined; the movable assets are measured at R1.</p> <p>All assets acquired prior to 1 April 2002 (or a later date as approved by the OAG) may be recorded at R1.</p> <p>Movable capital assets are subsequently carried at cost and are not subject to depreciation or impairment.</p> <p>Subsequent expenditure that is of a capital nature forms part of the cost of the existing asset when ready for use.</p>

16.3	<p>Intangible assets</p> <p>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 reliably, the intangible capital assets are measured at fair value and where fair value cannot be determined; the intangible assets are measured at R1.</p> <p>All assets acquired prior to 1 April 2002 (or a later date as approved by the OAG) may be recorded at R1.</p> <p>Intangible assets are subsequently carried at cost and are not subject to depreciation or impairment.</p> <p>Subsequent expenditure of a capital nature forms part of the cost of the existing asset when ready for use.</p>
16.4	<p>Project Costs: Work-in-progress</p> <p>Expenditure of a capital nature is initially recognised in the statement of financial performance at cost when paid.</p> <p>Amounts paid towards capital projects are separated from the amounts recognised and accumulated in work-in-progress until the underlying asset is ready for use. Once ready for use, the total accumulated payments are recorded in an asset register. Subsequent payments to complete the project are added to the capital asset in the asset register.</p> <p>Where the department is not the custodian of the completed project asset, the asset is transferred to the custodian subsequent to completion.</p>
17	<p>Provisions and Contingents</p>

17.1	Provisions
	Provisions are recorded in the notes to the financial statements when there is a present legal or constructive obligation to forfeit economic benefits as a result of events in the past and it is probable that an outflow of resources embodying economic benefits or service potential will be required to settle the obligation and a reliable estimate of the obligation can be made. The provision is measured as the best estimate of the funds required to settle the present obligation at the reporting date.
17.2	Contingent liabilities
	Contingent liabilities are recorded in the notes to the financial statements when there is a possible obligation that arises from past events, and whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not within the control of the department or when there is a present obligation that is not recognised because it is not probable that an outflow of resources will be required to settle the obligation or the amount of the obligation cannot be measured reliably.
17.3	Contingent assets
	Contingent assets are recorded in the notes to the financial statements when a possible asset arises from past events, and whose existence will be confirmed by the occurrence or non-occurrence of one or more uncertain future events not within the control of the department.
17.4	Commitments
	Commitments (other than for transfers and subsidies) 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.

18	Unauthorised expenditure
	<p>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>
19	Fruitless and wasteful expenditure
	<p>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>
20	Irregular expenditure
	<p>Irregular expenditure is recorded in the notes to the financial statements when confirmed. The amount recorded is equal to the value of the irregular expenditure incurred unless it is impracticable to determine, in which case reasons therefor are provided in the note.</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 by the amount that is expected to be recoverable and are de-recognised when settled or subsequently written-off as irrecoverable.</p>

21	<p>Changes in accounting policies, accounting estimates and errors</p> <p>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>
22	<p>Events after the reporting date</p> <p>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>

23	<p>Principal-Agent arrangement</p> <p>The department is party to a principal-agent arrangement with DIRCO (agent) for rendering its services at its missions. In terms of this arrangement the department is the principal and is responsible for providing the approved tariffs for immigration and civic services rendered abroad and for providing the required face value forms. All related revenues, expenditures, assets and liabilities have been recognised or recorded in terms of the relevant policies listed herein.</p> <p>The department is a party to a principal agent arrangement with Visa Facilitation Services (VFS) (agent) for the collection of visas applications and the distribution of the visa to successful applicants both locally and abroad. In terms of the arrangement, the department is the principal and is responsible for the adjudication of all applications received through VFS. All related revenues, expenditures, assets and liabilities have been recognised or recorded in terms of the relevant policies listed therein.</p> <p>Additional disclosures have been provided in the notes to the financial statements where appropriate.</p>
24	<p>Departures from the MCS requirements</p> <p>There is no departure from MCS in the current financial year.</p>
25	<p>Capitalisation reserve</p> <p>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 Revenue Fund when the underlying asset is disposed and the related funds are received.</p>
26	<p>Recoverable revenue</p> <p>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>

27	<p>Related party transactions</p> <p>A related party transaction is a transfer of resources, services or obligations between the reporting entity and a related party. Related party transactions within the Minister/ MEC's portfolio are recorded in the notes to the financial statements when the transaction is not at arm's length.</p> <p>Key management personnel are those persons having the authority and responsibility for planning, directing and controlling the activities of the department. The number of individuals and their full compensation is recorded in the notes to the financial statements.</p>
28	<p>Inventories</p> <p>At the date of acquisition, inventories are recognised at cost in the statement of financial performance.</p> <p>Where inventories are acquired as part of a non-exchange transaction, the inventories are measured at fair value as at the date of acquisition.</p> <p>Inventories are subsequently measured at the lower of cost and net realisable value or where intended for distribution (or consumed in the production of goods for distribution) at no or a nominal charge, the lower of cost and current replacement value.</p> <p>The cost of inventories is assigned by using the weighted average cost basis.</p>
29	<p>Public-Private Partnerships</p> <p>Public Private Partnerships are accounted for based on the nature and or the substance of the partnership. The transaction is accounted for in accordance with the relevant accounting policies.</p> <p>A summary of the significant terms of the PPP agreement, the parties to the agreement, and the date of commencement thereof together with the description and nature of the concession fees received, the unitary fees paid, rights and obligations of the department are recorded in the notes to the financial statements.</p> <p>The Accounting Officer's report details out all the Department's PPP's and the point at which they are at.</p>

30	<p>Employee benefits</p> <p>The value of each major class of employee benefit obligation (accruals, payables not recognised and provisions) is disclosed in the Employee benefits note.</p>
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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):

Programme	Final	Actual Funds	2018/19	Final	2017/18
	Appropriation	Received	Funds not requested/not received	Appropriation	Appropriation received
	R'000	R'000	R'000	R'000	R'000
Administration	2 326 056	2 326 056	-	2 516 426	2 516 426
Citizen Affairs	5 447 520	5 447 520	-	4 687 193	4 687 193
Immigration Affairs	1 273 863	1 273 863	-	1 198 720	1 198 720
Total	9 047 439	9 047 439	-	8 402 339	8 402 339

2. Departmental revenue

	Note	2018/19	2017/18
		R'000	R'000
Tax revenue			
Sales of goods and services other than capital assets	2.1	1 110 249	1 134 430
Fines, penalties and forfeits	2.2	8 739	15 375
Interest, dividends and rent on land	2.3	2 202	538
Sales of capital assets	2.4	9	-
Transactions in financial assets and liabilities	2.5	9 267	8 935
Total revenue collected		1 130 466	1 159 278
Departmental revenue collected		1 130 466	1 159 278

DIRCO collected Foreign Revenue on behalf of the department to the value of R 246 million (R311 million in 2017/18) of which they paid R 57 million (R 88 million in 2017/18) to NRF and the balance that remains is R 188 million (R 223 million in 2017/18).

In terms of the principal-agent agreement between the department and DIRCO, the foreign revenue collected during the year is paid over directly to NRF and does not pass the Department's bank accounts, which necessitate National Treasury to manually update the Cash Flow Statements to reflect the Foreign revenue as Non-Cash Items.

As a result, the Cash Flow Statement's Departmental Revenue received totals R 884 million which represent local revenue excluding the R 246 million Foreign Revenue. The 'Net (increase)/ decrease in working capital' has also been updated to exclude the R 188 million balance owed by DIRCO. The Surrendered to Revenue Fund represents payments made in respect of local revenue to the amount of R 578 million and does not include the R 57 million DIRCO paid for 2018/19.

2.1 Sales of goods and services other than capital assets

	Note	2018/19	2017/18
		R'000	R'000
Sales of goods and services produced by the department	2	1 110 232	1 134 403
Administrative fees		1 110 232	1 134 385
Other sales		13	18
Sales of scrap, waste and other used current goods		17	27
Total		1 110 249	1 134 430

2.2 Fines, penalties and forfeits

	Note	2018/19	2017/18
		R'000	R'000
Fines		1 971	2 151
Penalties		6 615	10 490
Forfeits		153	2 734
Total		8 739	15 375

2.3 Interest, dividends and rent on land

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Interest	2	2 202	538
Total		2 202	538

2.4 Sale of capital assets

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Tangible assets	2	9	-
Machinery and equipment	26	9	-
Total		9	-

2.5 Transactions in financial assets and liabilities

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Receivables	2	9 234	7 475
Other Receipts including Recoverable Revenue		33	1 460
Total		9 267	8 935

3. Aid assistance

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Opening Balance		-	-
Prior period error		-	-
As restated			
Transferred from statement of financial performance		6 140	-
Transfers to or from retained funds			
Paid during the year		-	-
Closing Balance		6 140	-

3.1 Analysis of balance by source

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
CARA		6 140	-
Closing balance		6 140	-

Analysis of balance

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Aid assistance receivable		-	-
Aid assistance prepayments (not expensed)		-	-
Aid assistance unutilised	3	6 140	-
Aid assistance repayable		-	-
Closing balance		6 140	-

3.2 Aid assistance expenditure per economic classification

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Capital		21 860	-
Total aid assistance expenditure		21 860	-

Cabinet approved R70 million from the Criminal Asset Recovery Act (CARA) to assist the department under the Programme 3: Immigration Services during October 2017. The department received R 28 million during the 2018/19 financial year earmarked for deportation vehicles. As per the business plan submitted by the department the rest of the R 70 million was split as per the following projects: Case Management System (R10 million), Biometric System at Ports of Entry (R13 million) and Refurbishment of Refugee Reception Centres (R19 million).

During 2018/19 there were vehicle acquisitions to the value of R 21 million which left a balance of R 6 million to be used in the following financial year.

4. Compensation of employees

4.1 Salaries and Wages

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Basic salary		2 425 146	2 271 695
Performance award		419	12 391
Service Based		5 819	5 203
Compensative/circumstantial		53 783	49 854
Other non-pensionable allowances		384 647	359 629
Total		2 869 814	2 698 772

'Compensative/ Circumstantial' represents overtime payment, periodic payments, acting allowances.

'Other non-pensionable allowances' are inclusive of housing allowance, non-pensionable allowances and foreign allowances for deployed officials.

4.2 Social contributions

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Employer contributions			
Pension		314 355	292 925
Medical		218 158	200 113
Bargaining council		822	760
Total		533 335	493 798
Total compensation of employees		3 403 149	3 192 570
Average number of employees		9 201	9 456

There is an increase in the total compensation of employees to R 3, 4 billion in 2018/19 (R3, 1 billion in 2017/18) which can be attributed to cost of living adjustment.

5. Goods and services

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Administrative fees		19 534	23 784
Advertising		7 090	8 163
Minor assets	5.1	17 383	13 531
Bursaries (employees)		3 637	4 440
Catering		2 956	3 176
Communication		45 607	50 163
Computer services	5.2	575 829	633 396
Consultants: Business and advisory services		24 657	24 750
Legal services		52 052	92 689
Contractors		319 045	302 629
Agency and support / outsourced services		105 560	143 188
Entertainment		186	256
Audit cost – external	5.3	26 404	31 767
Fleet services		51 985	94 594
Inventory	5.4	14 409	11 602
Consumables		1 019 581	944 354
Operating leases		414 065	406 751
Property payments	5.6	222 916	202 750
Rental and hiring		1 266	205
Transport provided as part of the departmental activities		27 045	25 539
Travel and subsistence	5.7	121 934	102 817
Venues and facilities		13 207	12 257
Training and development		3 919	5 393
Other operating expenditure	5.8	81 169	58 535
Total		3 171 436	3 196 729

There is a slight decrease in the total Goods and Services Expenditure as compared to last financial year because of budget constraints and cuts from National Treasury, the department had to shift funds from Goods and Services to COE.

5.1 Minor assets

	Note	2018/19	2017/18
	5	R'000	R'000
Tangible assets		17 383	13 531
Machinery and equipment		17 383	13 531
Total		17 383	13 531

5.2 Computer services

	Note	2018/19	2017/18
	5	R'000	R'000
SITA computer services		179 547	195 172
External computer service providers		396 282	438 224
Total		575 829	633 396

5.3 Audit cost – External

	Note	2018/19	2017/18
	5	R'000	R'000
Regularity audits		26 404	31 767
Total		26 404	31 767

5.4 Inventory

	Note	2018/19	2017/18
	5	R'000	R'000
Clothing material and accessories		14 217	11 392
Other supplies		192	210
Total		14 409	11 602

'Other' property payments represent gardening, cleaning, security and safe guarding expenditure.

5.4.1 Other supplies

	Note	2018/19	2017/18
	5	R'000	R'000
Assets for distribution			
Other		192	210
Total		192	210

5.5 Consumables

	Note	2018/19	2017/18
	5	R'000	R'000
Consumable supplies		31 255	7 834
Uniform and clothing		291	104
Household supplies		4 840	6 066
Building material and supplies		137	122
Communication accessories		-	1
IT consumables		3 030	312
Other consumables		22 957	1 229
Stationery, printing and office supplies		988 326	936 520
Total		1 019 581	944 354

'Other consumables expenditure' represents materials, accessories and security access expenditure.

5.6 Property payments

	Note	2018/19	2017/18
	5	R'000	R'000
Municipal services		1	7
Property management fees		100 231	77 644
Property maintenance and repairs		12 989	20 318
Other		109 695	104 781
Total		222 916	202 750

'Other' property payments represent gardening, cleaning, security and safe-guarding expenditure.

5.7 Travel and subsistence

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
	5		
Local		112 358	95 513
Foreign		9 576	7 304
Total		121 934	102 817

5.8 Other operating expenditure

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
	5		
Professional bodies, membership and subscription fees		211	81
Resettlement costs		2 624	1 651
Other		78 334	56 803
Total		81 169	58 535

'Other' operating expenditure represents courier services, printing and storage costs.

6. Payments for financial assets

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Debts written off		4 987	-
Total		4 987	-

'Payments for financial assets' represents the expenditure used for debt write off's. The department used Voted Fund savings to write off a portion of their bad debts, which consisted mainly of ex-employees debts.

Debts written off	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Nature of debts written off			
Other debt written off			
Debts-ex-employees		4 656	-
Financial assistance		331	-
Total		4 987	-
Total debt written off		4 987	-

The department's debt book consists of 84% ex-employee debts which can be classified into the categories of dismissal cases, retired employees, resigned and contract employees. Ex-employee debts are interest bearing debts and because they were old cases the interest amount had already equalized with the capital hence the high balance. Debts written off were un-economical to pursue to the value of R 4, 9 million and financially assisted debtors to the value of R 331 thousand.

Due processes were followed, the debts were older than 3 years and the last time the department did a write off was in 2012/13.

7. Transfers and subsidies

		2018/19	2017/18
		R'000	R'000
	<i>Note</i>		
Provinces and municipalities	29	2 521	1 127
Departmental agencies and accounts	<i>Annex 1A</i>	2 114 430	1 441 155
Households	<i>Annex 1B</i>	18 408	16 212
Total		2 135 359	1 458 494

Departmental agencies represent IEC (budget R 1, 9 billion) and Represented Political Parties Fund (budget R 149 million) for which the department only transfers their budget allocation to them in trenches agreed upon in the Appropriation Bill. The allocation was high because of the general elections held in May 2019.

8. Expenditure for capital assets

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Tangible assets		314 426	379 762
Buildings and other fixed structures	28	131 274	60 909
Machinery and equipment	26	183 152	318 853
Intangible assets		39 742	174 124
Software	27	39 742	174 124
Total		354 168	553 886

Included in the Machinery and Equipment are the motor vehicle acquisitions of R 21 million using the CARA funding of R 28 million. Through Voted Funds the department also acquired motor vehicles mostly for the mobile solutions projects and for provinces. The department also procured a lot of IT moveable assets during this financial year because of IT-Tech refresh at service orientated offices.

8.1 Analysis of funds utilised to acquire capital assets – 2018/19

	Voted funds	Aid assistance	Total
	R'000	R'000	R'000
Tangible assets	292 567	21 860	314 427
Buildings and other fixed structures	131 274	-	131 274
Machinery and equipment	161 293	21 860	183 153
Intangible assets	39 741	-	39 741
Software	39 741	-	39 741
Total	332 308	21 860	354 168

8.2 Analysis of funds utilised to acquire capital assets – 2017/18

	Voted funds	Aid assistance	Total
	R'000	R'000	R'000
Tangible assets	379 762		379 762
Buildings and other fixed structures	60 909	-	60 909
Machinery and equipment	318 853	-	318 853
Intangible assets	174 124		174 124
Software	174 124	-	174 124
Total	553 886	-	886

8.3 Finance lease expenditure included in Expenditure for capital assets

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Tangible assets			
Machinery and equipment		15 570	19 037
Total		15 570	19 037

Finance lease expenditure includes Cell phones, modems & photo copiers fixed lease amounts.

9. Cash and cash equivalents

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Consolidated Paymaster General Account		1 365 420	1 054 100
Cash on hand		2 516	2 516
Total		1 367 936	1 056 616

The Consolidated Paymaster General Account also includes the Immigration Control Account (ICA) balance. As at the end of 2018/19 the balance remaining is R 1, 4 million.

10. Prepayments and advances

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Travel and subsistence		2 759	2 700
Total		2 759	2 700

11. Receivables

	<i>Note</i>	2018/19			2017/18		
		Current	Non-current	Total	Current	Non-current	Total
		R'000	R'000	R'000	R'000	R'000	R'000
Claims recoverable	11.1	4 340	986 753	991 093	95 580	797 802	893 382
Recoverable expenditure	11.2	797	37 295	38 092	704	35 820	36 524
Staff debt	11.3	1 494	7 386	8 880	1 025	12 039	13 064
Other receivables	11.4	5	-	5	-	331	331
Total		6 636	1 031 434	1 038 070	97 309	845 992	943 301

11.1 Claims recoverable

	<i>Note</i>	2018/19	2017/18
	<i>11 and Annex 3</i>	R'000	R'000
National departments		990 763	890 177
Provincial departments		275	188
Public entities		55	1 334
Private enterprises		-	1 683
Total		991 093	893 382

Previous year balances were restated according to the DIRCO confirmation letter as they revised the 2017/18 balances. During the year, DIRCO paid an amount of R 80 million in respect of the outstanding balance of 2017/18 of R 223 million.

The difference between foreign revenue collected of R 246 million and revenue paid of R 57 million to NRF by DIRCO in respect of 2018/19 amounts to R 188 million which has been included as a receivable under Claims Recoverable. The confirmed balance by DIRCO for 2018/19 is R 982 million.

11.2 Recoverable expenditure (disallowance accounts)

	<i>Note</i>	2018/19	2017/18
	<i>11</i>	R'000	R'000
Disallowance Payment fraud		13 490	13 490
Disallowance Damages and Losses		23 625	22 330
Sal: Deduction Disallowance Account		4	-
Sal: Reversal Control Account		973	704
Total		38 092	36 524

Included in the disallowance account is R 10 million that relates to foreign revenue un-reconciled balances of previous years, the remaining balance relates to payments made for damaged vehicles, of which during 2018/19 the Loss Control Committee approved R 9 million to be written off, which are old prescribed cases. These cases will only be written off when the department has a savings on their allocated budget to do that.

The R 13 million under Disallowance Payment Fraud relates to 4 fraud cases, which one was written off by Loss Control Committee but will await availability of the budget and 3 are still on-going.

11.3 Staff debt

	<i>Note</i>	2018/19	2017/18
	<i>11</i>	R'000	R'000
Sal: Tax Debt		87	38
Debt Account		8 793	13 026
Total		8 880	13 064

The debt account balance of R 8 million has slightly reduced compared to last financial year (2017/18 of R 13 million) due to the R 4, 9 million that was written off as bad debts.

11.4 Other debtors

	<i>Note</i>	2018/19	2017/18
	<i>11</i>	R'000	R'000
Financial Assistance		-	331
Sal: Medical Aid		5	-
Total		5	331

Financial Assistance balance of R 331 thousand, was written off during the 2018/19 financial year. It was a long outstanding balance that was owed by South Africans that were financially challenged whilst overseas. The mission facilitated their return back to the country but they are then obliged to pay back the funding or risk their passport being blocked. The balance was already 3 years and older.

11.5 Impairment of receivables

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Estimate of impairment of receivables		43 278	45 279
Total		43 278	45 279

Bad debts that were previously impaired were written off to the value of R 4, 9 million during the financial year.

The remaining Impaired balance of receivables consists of the Fraud cases amounting to R 13 million, Staff Debt amount to R 5 million, Revenue losses amount to R 14 million and Damaged vehicles amount to R 9 million. The Department will need to have savings on the Voted funds available in order to do the write off.

12. Voted funds to be surrendered to the Revenue Fund

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Opening balance		528	12 149
Prior period error		-	-
As restated		528	12 149
Transfer from statement of financial performance (as restated)		200	660
Paid during the year		(660)	(12 281)
Closing balance		68	528

13. Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Opening balance		1 994 041	1 890 805
Prior period error	<i>13.1</i>	-	(7 251)
As restated		1 994 041	1 883 554
Transfer from Statement of Financial Performance (as restated)		1 130 466	1 159 278
Transfer to payables		-	-
Adjustment (DIRCO)		(13 716)	(35 240)
Paid during the year		(715 098)	(1 013 551)
Closing balance		2 395 693	1 994 041

Previous year balances had to be restated as per DIRCO confirmation letter, they revised the 2017/18 balances. The total confirmed amount as at 2017/18 was R 895 million and it was revised to R 888 million. During the financial year, DIRCO paid an amount of R 80 million in respect of the balance outstanding of 2017/18 of R 223 million. The total confirmed amount as at 2018/19 is R 982 million. DIRCO also made adjustments during the 2018/19 to the confirmed amounts which necessitated the adjustment of R 13 million.

The foreign revenue collected for this financial year is R 246 million and the revenue paid to NRF by DIRCO in respect of that is R 57 million which leaves a balance of R 188 million.

The 'paid' during the year includes the total R 137 million which DIRCO paid directly to NRF, this is regarded as non-cash hence the Cash Flow Statement amount of 'Surrendered to Revenue Fund' is R578 million representing only the local revenue paid by the department.

13.1 Prior period error

<i>Note</i>	2017/18 R'000
Nature of prior period error	
Relating to prior years	(7 251)
Restatement of prior years' foreign revenue	(7 251)
Relating to 2017/18	-
Total prior period errors	(7 251)

Previous year balances had to be restated as per DIRCO confirmation letter, they revised the 2017/18 balances. The total confirmed amount as at 2017/18 was R 895 million and it was revised to R 888 million.

14. Payables – current

<i>Note</i>	2018/19 R'000	2017/18 R'000
Amounts owing to other entities	200	-
Clearing accounts	14.1 3 584	2 937
Other payables	14.2 1 521	2 938
Total	5 305	5 875

14.1 Clearing accounts

<i>Note</i>	2018/19 R'000	2017/18 R'000
Description		
Sal: Medical Aid	-	18
GRV: Suspense: CL	961	-
Sal: Income Tax	16	926
Sal: ACB Recall	19	38
Sal: Pension Fund	76	22
Sal: Garnishee Order	-	1
Sal: GEHS Refund Control Account: CL	1 081	271
Repatriation Foreign dep Dirco (ICA related)	1 431	1 661
Total	3 584	2 937

As at 2017/18 year end the amount that remained for Immigration Control Account was R1,6 million, there was little movement during 2018/19 as the balance remains at R1,4 million as at March 2019

14.2 Other payables

<i>Note</i>	2018/19 R'000	2017/18 R'000
Description		
Debt Receivable Interest	1 521	2 938
Total	1 521	2 938

15. Net cash flow available from operating activities

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Net surplus/(deficit) as per Statement of Financial Performance		1 136 806	1 159 938
Add back non cash/cash movements not deemed operating activities		(470 713)	(691 088)
(Increase)/decrease in receivables		(561)	16 814
(Increase)/decrease in prepayments and advances		(59)	7
(Increase)/decrease in other current assets		-	-
Increase/(decrease) in payables – current		(570)	(53 255)
Proceeds from sale of capital assets		(9)	-
Expenditure on capital assets		354 168	553 886
Surrenders to Revenue Fund		(577 545)	(896 655)
Other non-cash items		(246 137)	(311 885)
Net cash flow generated by operating activities		666 093	468 850

The following line items were affected by the non-cash transactions:

- Increase/ decrease in receivables: represent the amount still owed by DIRCO for foreign revenue, had to be adjusted because of the confirmation letter, refer to receivable note 11 for details.
- Surrenders to Revenue Fund: had to be adjusted for the payment made by DIRCO to NRF
- Other non-cash items: represents the foreign revenue collected.

In terms of the principal-agent agreement between the department and DIRCO, the foreign revenue collected during the year is paid over directly to NRF and does not pass the department's bank accounts, which necessitate National Treasury to manually update the Cash Flow Statements to reflect the foreign revenue as non-cash items.

As per narrative in note 2, the changes that have been made on the Cash Flow Statements also had to be effected on this note. The principle is that all Non-cash items must not form part of CFS and the note to CFS; this was corrected for 2017/18 as well.

16. Reconciliation of cash and cash equivalents for cash flow purposes

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Consolidated Paymaster General account		1 365 420	1 054 100
Cash on hand		2 516	2 516
Total		1 367 936	1 056 616

17. Contingent liabilities and contingent assets

		<i>Note</i>	2018/19	2017/18
			R'000	R'000
Contingent liabilities				
Liable to	Nature			
Motor vehicle guarantees	Employees	<i>Annex 1F</i>	-	-
Housing loan guarantees	Employees	<i>Annex 1F</i>	-	155
Claims against the department		<i>Annex 2</i>	2 087 983	2 053 760
Intergovernmental payables (unconfirmed balances)		<i>Annex 4</i>	-	-
Environmental rehabilitation liability		<i>Annex 2</i>	-	-
Other		<i>Annex 2</i>	717	717
Total			2 088 700	2 054 632

The Contingent Liability Labour cases previous years balances was restated from a balance of R 72 million to R81 million during the 2018/19 financial year.

Contingent Legal cases: R 1,994 billion

The department is frequently cited as a respondent in civil matters, most of these civil matters are old with no movement on the part of the plaintiffs. Where matters do end up in court and judgment is given against the department, the amount awarded as damages is significantly less than the damages claimed.

- Immigration Services' claims arise mainly out of the unlawful arrest and detention of illegal foreigners, as well as damages arising from the department's failure to make timely decisions on visas and permits.

- Civic Services' claims arise mainly from the fraudulent issuing of death certificates, the non-issuing of unabridged birth certificates and ID documents and the fraudulent use of ID documents and passports, resulting in the arrest and detention of the lawful owners.
- There are also litigations that emanated from tenders and contracts and other claims against the department that cannot be categorised under Immigration Services, Civic Services or Tenders and Contracts which relate to motor vehicle collisions, personal injuries and contumelia.

Amounts per categories have been detailed out in the Accounting Officer's report.

Labour dispute: R93 million

Labour contingent liability pertains to labour disputes against the department and the matters are still in the arbitration process. The disputes are mainly due to unfair labour practice and unfair dismissals. The settlement or possible amount of the dispute is dependent on the ruling by the General Public Service Bargaining Council.

17.1 Contingent assets

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Incapacity Leave and ill health retirement (Pilir) application not yet approved		3 516	2 044
Possible recovery of the cell phone usage exceeded allowable limits		5 485	5 485
Total		9 001	7 529

The Contingent Asset relating to Incapacity leave (Pilir) was high because the 31st of December 2018 marked the end of the sick leave cycle; as a result a lot of employees had exhausted their sick leave and used incapacity leave. In addition, the cost of Pilir increased due to cost of living adjustments and notch progressions.

'Possible recovery of the cell phone usage' refers to Vodacom which is an on-going matter handled by legal services.

18. Commitments

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Current expenditure			
Approved and contracted		5 171 700	4 751 293
Approved but not yet contracted		-	48 501
		<u>5 171 700</u>	<u>4 799 794</u>
Capital expenditure			
Approved and contracted		64 844	67 285
Approved but not yet contracted		-	-
		<u>64 844</u>	<u>67 285</u>
Total Commitments		<u>5 236 544</u>	<u>4 867 079</u>

Previous year balances were restated to address audit findings. The closing balance of R 4,869 billion was restated to R 4,867 billion.

The commitments have increased to R 5,236 billion in 2018/19 (R4, 867 billion in 2017/18) due to renewal of Microsoft Ireland, new short term contracts entered into and security contract awarded during 2018/19.

The commitments balance consists of an amount of R 5,011 billion which represents commitments that are longer than a year.

19. Accruals and payables not recognised

19.1 Accruals

	2018/19			2017/18	
	R'000			R'000	
Listed by economic classification	30 Days	30+ Days	Total	Total	
Goods and services	83 332	19 127	102 459	64 101	
Capital assets	1 473	161	1 634	472	
Total	84 805	19 288	104 093	64 573	

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Programme 1: Administration		69 859	45 206
Programme 2: Citizen Affairs		22 971	11 183
Programme 3: Immigration Affairs		11 263	8 184
Total		104 093	64 573

The department's accruals have increased to R104 million in 2018/19 compared to the last financial year (R64 million in 2017/18). The department shifted funds from goods and services to COE to avoid possible over-spending.

19.2 Payables not recognised

	2018/19			2017/18	
	R'000			R'000	
Listed by economic classification	30 Days	30+ Days	Total	Total	
Goods and services	41 623	-	41 623	53 594	
Capital assets	949	-	949	133	
Total	42 572		42 572	53 727	

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Listed by programme level			
Programme 1: Administration		1 031	7 401
Programme 2: Citizen Affairs		41 366	44 949
Programme 3: Immigration Affairs		175	1 377
Total		42 572	53 727

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Included in the above totals are the following:			
Confirmed balances with other departments	<i>Annex 4</i>	21 406	37 953
Confirmed balances with other government entities	<i>Annex 4</i>	70 393	59 276
Total		91 799	97 229

20. Employee benefits

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Leave Entitlement		127 157	115 057
Service Bonus		105 287	99 281
Performance Awards		10 009	499
Capped Leave Commitments		111 919	114 568
Other		11 464	7 965
Total		365 836	337 370

'Other' is inclusive of overtime, acting, travel and subsistence and improved qualification accruals.

The negative leave balance of R 4, 4 million on the Leave entitlement calculations, will reflect since an employee is granted her/ his full leave entitlement at the beginning of the leave cycle, and if an employee utilises more leave than the monthly leave accruals a negative leave credit will be reflected.

21. Lease commitments

21.1 Operating leases

	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
	R'000	R'000	R'000	R'000	R'000
2018/19					
Not later than 1 year	-	-	238 519	3 686	242 205
Later than 1 year and not later than 5 years	-	-	833 972	2 990	836 962
Later than five years	-	-	154 086	-	154 086
Total lease commitments	-	--	1 226 577	6 676	1 233 253
	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
	R'000	R'000	R'000	R'000	R'000
2017/18					
Not later than 1 year	-	-	219 801	20 445	240 246
Later than 1 year and not later than 5 years	-	-	694 402	3 402	697 804
Later than five years	-	-	79 564	-	79 564
Total lease commitments	-	-	993 767	23 847	1 017 614

Operating leases includes gFleet, Forklift and building leases.

Building leases:

Building leases with expired leases amount to R 98 million in 2018/19.

There are no material leasing arrangements and the department does not sub-lease any of the office buildings.

There are no purchase options for the leased office building.

Escalation clause applies to the following number lease agreements

Number of leased offices with escalation rate	Escalation rate
17 of the leased offices	No escalation rate
3 of the leased offices	5% of the escalation rate
58 of the leased offices	5,5% of the escalation rate
47 of the leased offices	6% of the escalation rate
2 of the leased offices	6,5% of the escalation rate
4 of the leased offices	7% of the escalation rate
4 of the leased offices	7,5% of the escalation rate
48 of the leased offices	8% of the escalation rate
1 of the leased offices	8,5% of the escalation rate
4 of the leased offices	9% of the escalation rate
15 of the leases offices	10% of the escalation rate

The department is not permitted to make any enhancements, repairs and maintenance to the leased office buildings without consent of the lessor.

21.2 Finance leases

2018/19	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
	R'000	R'000	R'000	R'000	R'000
Not later than 1 year	-	-	-	9 734	9 734
Later than 1 year and not later than 5 years	-	-	-	5 896	5 896
Later than five years	-	-	-	-	-
Total lease commitments	-	-	-	15 630	15 630

2017/18	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
	R'000	R'000	R'000	R'000	R'000
Not later than 1 year	-	-	-	6 925	6 925
Later than 1 year and not later than 5 years	-	-	-	2 907	2 907
Later than five years	-	-	-	-	-
Total lease commitments	-	-	-	9 832	9 832

Finance leases include cellphones and modems and photocopier leases.

22. Accrued departmental revenue

	Note	2018/19	2017/18
		R'000	R'000
Sales of goods and services other than capital assets		3 743	-
Fines, penalties and forfeits		176 398	140 793
Other		42 694	45 227
Total		222 835	186 020

Sales of goods and services consists of revenue owed to department by Sabric and various insurance companies for the online verification, the R 3 million was not yet paid to the department as at year-end. Amounts that were owed as at 2017/18 year-end have already been received by the department during 2018/19 and accounted for as normal revenue collected.

Fines and penalties opening balance have been reduced with R 7 million that has been waived as irrecoverable which is older than 3 years.

'Other' accrued departmental revenue relates to the Gijima settlement agreement matter with the cost value of R 80 million. This amount was set aside as a credit for the department against which the department would set-off services performed by Gijima, the balance remaining as at 31 March 2019 is R42 million. The contract came to an end during 2018/19 and the department is busy re-negotiating a new contract with Gijima.

Fines and penalties opening balance have been reduced with R 7 million that has been waived as irrecoverable which is older than 3 years.

22.1 Analysis of accrued departmental revenue

	Note	2018/19	2017/18
		R'000	R'000
Opening balance		186 020	159 889
Less: amounts received		(6 615)	(10 490)
Less: services received		(2 533)	(2 634)
Add: amounts recorded		53 703	39 255
Less: amounts written-off/reversed as irrecoverable		(7 740)	-
Closing balance		222 835	186 020

The amount written off as irrecoverable consists of R 7, 7 million for fines represents amounts that were waived off by Accounting Officer during the 2018/19 financial year.

22.2 Accrued department revenue written off

<i>Note</i>	2018/19	2017/18
	R'000	R'000
Nature of losses		
Section 50(3) fines waived/retracted	7 740	-
Total	7 740	-

The amount of R 7, 7 million was waived off.

22.3 Impairment of accrued departmental revenue

<i>Note</i>	2018/19	2017/18
	R'000	R'000
Estimate of impairment of accrued departmental revenue	156 544	-
Total	156 544	-

Fines and Penalties issued under section 50(3) and section 50(4) to busses, private cars and ships have been impaired to the value of R 115 million after an assessment was done

The remaining balance on the cost value of Gijima of R 42 million was also impaired

23. Irregular expenditure

23.1 Reconciliation of irregular expenditure

<i>Note</i>	2018/19	2017/18
	R'000	R'000
Opening balance	552 962	516 102
Prior period error	-	-
As restated	552 962	516 102
Add: Irregular expenditure – relating to prior year	1 577	3 650
Add: Irregular expenditure – relating to current year	23.2 27 045	34 918
Less: Prior year amounts condoned	23.3 (328 275)	(1 705)
Less: Current year amounts condoned	23.2 (21)	(3)
Closing balance	253 288	552 962

Analysis of awaiting condonation per age classification

Current year	27 045	34 918
Prior years	226 243	518 044
Total	253 288	552 962

The opening balance of R 552 million was reduced with an amount of R 328 million condoned irregular expenditure explained below:

- R 42 million: 2009/10;2010/11 & 2011/12 overtime exceeding 30% and acting allowance over 12 months
- R 278 million that relates to WAIO irregular expenditure was condoned during the financial year and reduced from the balance
- R 6,5 million were old and new cases that the Loss Control Committee dealt with

The remaining balance consists of:

- R 199 million for Security Tender contract, awaiting NT to condone
- R 7 million Cleaning contract for not going on tender

- R 11 million misclassified irregular expenditure which the department is retrieving the source documents dating back to 2009/10 so that AG can verify if it was indeed non-compliance other than irregular expenditure and agree to the department to remove the balance.
- R21 million for EOH contract extension has already been dealt with during the financial year.
- R 2,6 million for virement on COE implemented before NT approval was received

23.2 Details of irregular expenditure – added current year (relating to current and prior years)

Incident	Disciplinary steps taken/criminal proceedings	2018/19 R'000
Services sourced without valid contract	Progressive disciplinary implemented	20
Cleaning Services (split orders)	Progressive disciplinary in progress	2 588
Exceeded 15% threshold of current extension without NT approval	Progressive disciplinary implemented	21 766
Virement implemented on Appropriation prior to approval	Case resolved with NT	2 671
Deviation not supported by NT(deportation services)	Case resolved with NT	1 577
Total		28 622

All cases are supposed to have been assessed and confirmed by Loss Control Committee through a determination process, but some of the cases such as the EOH and the virement were confirmed in other processes.

The virement implemented on the Appropriation Statement of the department was to avoid over-spending on the COE, which NT had imposed a ceiling but the ceiling didn't take into account the warm-bodies as a result the department had to cut goods and services budget to manage the COE shortfall.

a. Details of irregular expenditure condoned

Incident	Condoned by (condoning authority)	2018/19 R'000
2009/10,2010/11 Overtime & acting allowance exceeded	Accounting officer	42 970
2010/11: Services rendered without prior approval	Accounting officer	2 016
2011/12: Services beyond contract date	Accounting officer	378
2012/13: Less than 3 quotes, contract expired	Accounting officer	3 056
2008/09 & 2009/10: WAIO Irregular expenditure	National Treasury	278 909
2013-2018: Less than 3 quotes, contract expired	Accounting officer	967
Total		328 296

Majority of the cases that were condoned in the 2018/19 were legacy issues and very old cases.

- R 42 million: 2009/10; 2010/11 and 2011/12 overtime exceeding 30% and acting allowance over 12 months.
- R 278 million that relates to WAIO irregular expenditure was condoned during the financial year and reduced from the balance.
- R 6, 5 million were old and new cases that the Loss Control Committee dealt with and recommended to DG to condone.

b. Details of irregular expenditure under determination or investigation (not included in the main note)

Incident	2018/19 R'000
Security services on quotation instead of tender	550
SCM processes not followed	2 487
Furniture procured not compliant with local content	1 071
Exceeded NT petty cash threshold without NT approval	8
Contract awarded for the ABIS project	274 579
Total	278 695

The SCM transgression cases will still need to be confirmed through the Loss Control Committee determination processes in 2019/20.

The department will reflect the ABIS project amount of R 274 million under 'Unconfirmed' irregular expenditure to allow for finalization and other processes to take place in 2019/20 financial year.

24. Fruitless and wasteful expenditure

24.1 Reconciliation of fruitless and wasteful expenditure

	<i>Note</i>	2018/19	2017/18
		R'000	R'000
Opening balance		184	494
Prior period error			-
As restated		184	494
Fruitless and wasteful expenditure – relating to prior year		-	125
Fruitless and wasteful expenditure – relating to current year	24.3	73	46
Less: Amounts resolved		(7)	(470)
Less: Amounts transferred to receivables for recovery		(1)	(11)
Closing balance		249	184

The Loss Control Committee concentrated on irregular expenditure cases hence there is a minimal movement on fruitless expenditure.

The Fruitless and Wasteful expenditure relating to current year consists of 'no-shows' which department recovers from the officials and Interest paid on invoices which has to be assessed to determine who was liable for incurring the interest.

24.2 Analysis of awaiting resolution per economic classification

	2018/19	2017/18
	R'000	R'000
Current	249	184
Total	249	184

24.3 Analysis of Current year's (relating to current and prior years) fruitless and wasteful expenditure

Incident	Disciplinary steps taken/criminal proceedings	2018/19
		R'000
Interest paid	LCC still to adjudicate case to determine liability & responsibility	50
No shows	Recovered from officials	23
Total		73

25. Related party transactions

1. Electoral Commission: The Electoral Commission is a Chapter 9 institution that reports directly to Parliament and only received their budget allocation through the DHA Vote. The Electoral Commission manages the national, provincial and municipal elections.
2. Government Printing Works: For the provision of security printing services to the department including the stationery and printing of the goods and services.

26. Key management personnel

	No. of	2018/19	2017/18
	Individuals	R'000	R'000
Political office bearers			
Officials:	3	5 654	4 345
DDG's and DG	14	16 929	14 774
Chief Directors	31	37 212	44 032
Total		59 795	63 151

27. Movable Tangible Capital Assets

MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2019

	Opening balance	Value adjustments	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	1 609 428	-	172 720	17 988	1 764 160
Transport assets	223 135	-	68 924	2 834	289 225
Computer equipment	1 081 504	-	79 673	11 898	1 149 279
Furniture and office equipment	143 042	-	12 298	1 889	153 451
Other machinery and equipment	161 747	-	11 825	1 367	172 205
TOTAL MOVABLE TANGIBLE CAPITAL ASSETS	1 609 428	-	172 720	17 988	1 764 160

Movable Tangible Capital Assets under investigation	Number	Value R'000
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Included in the above total of the movable tangible capital assets per the asset register are assets that are under investigation:

Machinery and equipment	811	17 801
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27.1 Additions

ADDITIONS TO MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2019

	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	183 153	3 547	(15 570)	1 590	172 720
Transport assets	67 625	1 299	-	-	68 924
Computer equipment	77 254	2 248	-	171	79 673
Furniture and office equipment	11 991	-	-	307	12 298
Other machinery and equipment	26 283	-	(15 570)	1 112	11 825
	183 153	3 547	(15 570)	1 590	172 720

27.2 Disposals

DISPOSALS OF MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2019

	Sold for cash	Non-cash disposal	Total disposals	Cash Received Actual
	R'000	R'000	R'000	R'000
HERITAGE ASSETS				
Heritage assets	-	-	-	-
MACHINERY AND EQUIPMENT	14 485	3 503	17 988	9
Transport assets	2 834	-	2 834	9
Computer equipment	9 997	1 901	11 898	-
Furniture and office equipment	1 170	719	1 889	-
Other machinery and equipment	484	883	1 367	-
TOTAL DISPOSAL OF MOVABLE TANGIBLE CAPITAL ASSETS	14 485	3 503	17 988	9

27.3 Movement for 2017/18

MOVEMENT IN TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2018

	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	1 336 575	-	301 680	28 827	1 609 428
Transport assets	191 865	-	37 311	6 041	223 135
Computer equipment	856 732	-	242 252	17 480	1 081 504
Furniture and office equipment	137 299	-	9 760	4 017	143 042
Other machinery and equipment	150 679	-	12 357	1 289	161 747
TOTAL MOVABLE TANGIBLE CAPITAL ASSETS	1 336 575	-	301 680	28 827	1 609 428

27.4 Minor assets

MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2019

	Specialised military assets	Intangible assets	Heritage assets	Machinery and equipment	Biological assets	Total
	R'000	R'000	R'000	R'000	R'000	R'000
Opening balance	-	-	-	202 744	-	202 744
Value adjustments	-	-	-	-	-	-
Additions	-	-	-	17 466	-	17 466
Disposals	-	-	-	5 666	-	5 666
TOTAL MINOR ASSETS	-	-	-	214 544	-	214 544

Minor Capital Assets under investigation

	Number	Value
		R'000
Included in the above total of the minor capital assets per the asset register are assets that are under investigation:		
Machinery and equipment	2 494	3 577

MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2018

	Specialised military assets	Intangible assets	Heritage assets	Machinery and equipment	Biological assets	Total
	R'000	R'000	R'000	R'000	R'000	R'000
Opening balance	-	-	-	198 061	-	198 061
Prior period error	-	-	-	-	-	-
Additions	-	-	-	13 897	-	13 897
Disposals	-	-	-	9 214	-	9 214
TOTAL MINOR ASSETS	-	-	-	202 744	-	202 744

28. Intangible Capital Assets

MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2019

	Opening balance	Value adjustments	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
SOFTWARE	678 751	-	39 741	-	718 492
TOTAL INTANGIBLE CAPITAL ASSETS	678 751	-	39 741	-	718 492

The amount for 2017/18 was restated.

28.1 Additions

ADDITIONS TO INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2019

	Cash	Non-Cash	(Develop-ment work in progress – current costs)	Received current year, not paid (Paid current year, received prior year)	Total
	R'000	R'000	R'000	R'000	R'000
SOFTWARE	39 741	-	-	-	39 741
TOTAL ADDITIONS TO INTANGIBLE CAPITAL ASSETS	39 741	-	-	-	39 741

28.2 Movement for 2017/18

MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2018

	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
SOFTWARE	506 483	172	172 096	-	678 751
TOTAL INTANGIBLE CAPITAL ASSETS	506 483	172	172 096	-	678 751

The previous years balances on additions were restated.

28.2.1 Prior period error

	Note	2017/18 R'000
Nature of prior period error		
Relating to 2014/15 and 2016/17 [affecting the opening balance]		172
		172
Relating to 2017/18		(4 815)
		(4 815)
Total prior period errors		(4 643)

The restatements of previous year additions done to address audit findings whereby transactions were incorrectly capitalised.

29. Immovable Tangible Capital Assets

MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2019

	Opening balance	Value adjustments	Additions	Disposals	Closing Balance
	R'000		R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	431 047	-	130 701	840	560 908
Dwellings	-	-	-	-	-
Non-residential buildings	431 047	-	130 701	840	560 908
Other fixed structures	-	-	-	-	-
TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	431 047	-	130 701	840	560 908

29.1 Additions

ADDITIONS TO IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2019

	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	131 274	-	-	(573)	130 701
Dwellings	-	-	-	-	-
Non-residential buildings	131 274	-	-	(573)	130 701
Other fixed structures	-	-	-	-	-
TOTAL ADDITIONS TO IMMOVABLE TANGIBLE CAPITAL ASSETS	131 274	-	-	(573)	130 701

29.2 Disposals

DISPOSALS OF IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2019

	Sold for cash	Non-cash disposal	Total disposals	Cash Received Actual
	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES		840	840	
Dwellings	-	-	-	-
Non-residential buildings	-	840	840	-
Other fixed structures	-	-	-	-
TOTAL DISPOSALS OF IMMOVABLE TANGIBLE CAPITAL ASSETS	-	840	840	-

29.3 Movement for 2017/18

MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2018

	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	369 375	-	62 098	426	431 047
Dwellings	-	-	-	-	-
Non-residential buildings	369 375	-	62 098	426	431 047
Other fixed structures	-	-	-	-	-
TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	369 375	-	62 098	426	431 047

29.3.1 Prior period error

	Note	2017/18 R'000
Nature of prior period error		
Relating to 20WW/XX [affecting the opening balance]		-
Relating to 2017/18		(1 360)
Additions: Air cons not capitalised		212
Additions: Maintenance capitalised		(1 572)
Total prior period errors		(1 360)

30. Principal-agent arrangements

30.1 Department acting as the principal

	Fee paid	
	2018/19 R'000	2017/18 R'000
Include a list of the entities acting as agents for the department and the fee paid as compensation to the agent	-	-
	-	-
Total	-	-

The Department of International Relations and Cooperation (DIRCO) has the mandate to conduct and coordinate South Africa's international relations in support of its foreign policy objectives inter alia through the coordination of the activities performed by its diplomatic and consular missions abroad. The department does not have the capacity to provide its international services without the assistance of the missions. DIRCO executes the receipt of cash from third parties at the missions abroad on behalf of the department and surrenders all monies directly to the National Revenue Fund. This arrangement was approved by the National Treasury in a letter dated 20 March 2014. In terms of this arrangement, DIRCO fulfils the role of an agent. The terms and conditions of the arrangement are set out in a Memorandum of Understanding (MOU) concluded between the two departments. No fees are payable to DIRCO in terms of this MOU for services rendered by DIRCO on the department's behalf. A risk for the department is that errors and omissions in the DIRCO collection and payment processes will impact on audit outcomes of the department. This risk will be mitigated by a policy on the management of departmental face value forms at mission level and quarterly joint forum meetings between the two departments.

The department has contracted Visa Facilitation Services (VFS) to provide it with Visa Facilitation Services internally as well as abroad. VFS collects applications on behalf of the department and charges clients for this administrative services. The department does not pay VFS any fees. The terms and conditions are set out in the contract. There are no significant risks involved in the contract.

31. Prior period errors

31.1 Correction of prior period errors

	<i>Note</i>	Amount bef error correction	Prior period error	Restated Amount
		2017/18	2017/18	2017/18
		R'000	R'000	R'000
Capital-adjustment for decrease non-cash foreign revenue		39 411	(75 845)	(36 434)
Cash flow statement Surrendered to revenue fund: adjustment for decreased non-cash foreign revenue		(972 500)	75 845	(896 655)
Net cash flow available from operating activities: Increase /decrease in receivables: Adjust with Foreign Revenue	15	(130 654)	147 468	16 814
Surrenders to revenue fund: Adjust with Foreign Revenue		(1 061 072)	164 417	(896 655)
Non-cash item included: Adjust for foreign revenue		-	(311 885)	(311 885)
Net effect		(2 124 815)	-	(2 124 815)

In terms of the principal-agent agreement between the department and DIRCO, the foreign revenue collected during the year is paid over directly to NRF and does not pass the department's bank accounts, which necessitate National Treasury to manually update the Cash Flow Statements to reflect the foreign revenue as non-cash items.

As a result, the Cash Flow Statement's Departmental Revenue received totals R 894 million which represent local revenue excluding the R 246 million Foreign Revenue. The 'Net (increase)/ decrease in working capital' has also been updated to exclude the R 188 million balance owed by Dirco. The surrendered to Revenue Fund represents payments made in respect to local revenue to the amount of R 578 million and does not include the R 57 million DIRCO paid for 2018/19.

Note 15 which is the Note to CFS

The following line items were affected by the non-cash transactions:

- Increase/ decrease in receivables: represent the amount still owed by DIRCO for foreign revenue, had to be adjusted because of the confirmation letter, refer to receivable note 11 for details.
- Surrenders to Revenue Fund: had to be adjusted for the payment made by DIRCO to NRF
- Other non-cash items: represents the foreign revenue collected.

In terms of the principal-agent agreement between the department and DIRCO, the foreign revenue collected during the year is paid over directly to NRF and does not pass the department's bank accounts, which necessitate National Treasury to manually update the Cash Flow Statements to reflect the foreign revenue as non-cash items.

As per narrative in note 2, the changes that have been made on the Cash Flow Statements also had to be effected on this note. The principle is that all non-cash items must not form part of CFS and the note to CFS; this was corrected for 2017/18 as well.

	<i>Note</i>	Amount bef error correction	Prior period error	Restated Amount
		2017/18	2017/18	2017/18
		R'000	R'000	R'000
Immovable assets additions:				
Aircons not capitalised and additions:				
Maintenance capitalised		63 458	(1 360)	62 098
Intangible asset transaction that was incorrectly capitalised or, or not capitalised		176 911	(4 815)	172 096
Net effect		240 369	(6 175)	234 194

Prior period adjustment done to address audit findings on capitalizing of counters at modernised offices.

<i>Note</i>	Amount bef error correction	Prior period error	Restated Amount
	2017/18	2017/18	2017/18
	R'000	R'000	R'000
Receivables: Non-Current Claims Recoverable:			
National Departments	805 053	(7 251)	797 802
Net effect	805 053	(7 251)	797 802

Previous year balances of receivables were restated as per DIRCO confirmation letter, whereby they revised 2017/18 balances. The total amount as at 2017/18 was R 895 million and it was revised to R 888 million. This necessitated the adjustment of R 7 million for previous years and R 13 million for current year balance

<i>Note</i>	Amount bef error correction	Prior period error	Restated Amount
	2017/18	2017/18	2017/18
	R'000	R'000	R'000
Commitments:			
Current Approved and Contracted	4 753 718	(2 425)	4 751 293
Contingent liabilities: Labour cases	72 479	8 661	81 140
Net effect	4 826 197	6 236	4 832 433

Commitments previous year balances were restated to address audit findings, the closing balance was restated with R 2,4 million

Contingent Liability Labour cases balances were restated as new cases that related to previous years were discovered and included, the opening balance changed from R72 million to R 81 million as restated.

32. STATEMENT OF CONDITIONAL GRANTS AND OTHER TRANSFERS PAID TO MUNICIPALITIES

NAME OF MUNICIPALITY	GRANT ALLOCATION				TRANSFER		
	DoRA and other transfers	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	R'000	%
Various municipalities: Vehicle Licences	-	-	-	-	2 521	-	-
TOTAL	-	-	-	-	2 521	-	-

National Departments are reminded of the DORA requirements to indicate any re-allocations by the National Treasury or the transferring department, certify that all transfers in terms of this Act were deposited into the primary bank account of a province or, where appropriate, into the CPD account of a province as well as indicate the funds utilised for the administration of the receiving officer.

ANNEXURE 1A**STATEMENT OF TRANSFERS TO DEPARTMENTAL AGENCIES AND ACCOUNTS**

DEPARTMENTAL AGENCY/ ACCOUNT	TRANSFER ALLOCATION				TRANSFER		2017/18
	Adjusted Appropriation	Roll Overs	Adjustments	Total Available	Actual Transfer	% of Available funds Transferred	Final Appropriation
	R'000	R'000	R'000	R'000	R'000	%	R'000
Independent electoral Commission	2 114 398	-	-	-	2 114 398	100%	1 441 116
Communication Licences (Radio and TV)	32	-	-	-	32	100%	39
TOTAL	2 114 430	-	-	-	2 114 430	-	1 441 155

ANNEXURE 1B

STATEMENT OF TRANSFERS TO HOUSEHOLDS

	TRANSFER ALLOCATION				EXPENDITURE		2017/18
	Adjusted Appro-riation Act	Roll Overs	Adjust-ments	Total Available	Actual Transfer	% of Available funds Transferred	Final Appropriation
	R'000	R'000	R'000	R'000	R'000	%	R'000
HOUSEHOLDS							
Transfers							
H/H Emp: S/Ben: Leave Gratuity	15 789	-	-	-	15 789	100%	15 217
H/H claims against State	2 619	-	-	-	2 619	100%	995
TOTAL	18 408	-	-	-	18 408	-	16 212

ANNEXURE 1C**STATEMENT OF GIFTS, DONATIONS AND SPONSORSHIPS RECEIVED**

NAME OF ORGANISATION	NATURE OF GIFT, DONATION OR SPONSORSHIP	2018/19	2017/18
		R'000	R'000
Received in cash			
Client at ORTIA	A traveller gave an IMS official at OR Tambo an R200.00 note as a token of appreciation for good service. The office was then advised to bank the money and put the money as part of revenue for the department because there is a 'no acceptance of gifts policy'	-	1
M Horn, M Louw, E Huisamen, E Hiyes	Trophies for the Provincial Excellence Awards	1	-
Unknown passenger	50 Euros picked up at OR Tambo to be taken to Reserve bank for exchange and deposited into NRF	1	-
Subtotal		2	1
Received in kind			
UNHCR	100 black chairs, 3 (three) water coolers & 2 (two) TV sets donated by UNHCR to Musina RRO	-	28
VODACOM	Wireless mouse and keyboard; graphics card, power supply and the HP 500B	-	9
SITA	Gov-tech award in a form of office chairs	-	100
UNODC	Smuggling of Migrants Survey in Musina: Sponsored Accommodation.	-	43
UNODC	Smuggling of Migrants Survey in Lebombo: sponsored Accommodation.	-	58
UNODC	Smuggling of Migrants Survey in Maseru: Sponsored Accommodation.	-	55
British High Commission	UK Forgery Training in Cape Town: Sponsored Flights and Accommodation.	-	93
UNHCR	Computer equipment as a donation from UNHCR to the Refugee Appeal Board.	-	184
BIDVEST	Chairs donated to Scottburgh local office (KZN)	-	1
TELKOM	Telephone management system, routers, switches and telephones instruments for VOIP	-	6 294
VODACOM	500 Learner back packs donated by Vodacom for Mandela Day at the Mtirara Secondary School in Eastern Cape	18	-
UNODC	Sponsorship to DHA to cover accommodation and travelling costs, to do survey on smuggling of illegal immigrants	500	-
PROCTER & GAMBLE SA	Pampers for community outreach for 2018 Christmas day and 2019 New Year's day for early birth registration	16	-
BIDVEST BANK	3 (three) chairs and 1 (one) notice board donated to local office Scottburgh in Kwa-Zulu Natal	1	-
Alimdaad Foundation	JoJo Water Tank donated to Nqutu medium office in Kwa-Zulu Natal	5	-
OLD MUTUAL	40 cm pedestal fan, donated to Vhembe office in Limpopo	1	-
Dr. Tyaliti Optometrist	One bucket 20 litre paint and two roller brushes	1	-
Mica Hardware	Two buckets 20 litre paint and two roller brushes	1	-

ANNEXURE 1C (Continued)

STATEMENT OF GIFTS, DONATIONS AND SPONSORSHIPS RECEIVED

NAME OF ORGANISATION	NATURE OF GIFT, DONATION OR SPONSORSHIP	2018/19	2017/18
		R'000	R'000
Sada Hardware	Two buckets 20 litre paint	1	-
MA Hardware	One bucket 20 litre paint	1	-
Thandabantu Hardware	One bucket 20 litre paint	1	-
Eyethu Hardware	One bucket 10 litre paint	1	-
Siyaya Hardware	One bucket 20 litre paint	1	-
Henge Cash and Carry	One bucket 20 litre paint	1	-
Sondelani Cash and Carry	10 Sweeping brooms	1	-
Whittlesea SPAR	35 small tins - black shoe polish	1	-
Hewu Hospital	Bale of sanitary towels	2	-
Hewu Hospital	Bale of toilet paper	1	-
Frontier Hospital	101 packs of sanitary towels	2	-
Queenstown Medical Centre	Cash	1	-
Dr. M.A. Makada	Cash	1	-
Mr. Moss Hiring	VIP Toilets - hiring	3	-
Mboko Decorations	Tables, table cloths and chair covers	5	-
Chris Hani District Municipality	PA System	1	-
Russell and Son Funeral Directors	29 panes of glasses (different sizes), putty and 10 x (12 x 500ml) still water	4	-
EOH	Cisco Switches	108	-
Subtotal		679	6 837
TOTAL		679	6 838

ANNEXURE 1D

STATEMENT OF AID ASSISTANCE RECEIVED

NAME OF DONOR	PURPOSE	OPENING BALANCE	REVENUE	EXPENDI-TURE	PAID BACK ON/ BY 31 MARCH	CLOSING BALANCE
		R'000	R'000	R'000	R'000	R'000
Received in cash						
CARA Funding		28 000	-	21 860	-	6 140
Subtotal		28 000	-	21 860		
					-	
TOTAL		28 000	-	21 860	-	6 140

ANNEXURE 1E**STATEMENT OF GIFTS, DONATIONS AND SPONSORSHIPS MADE**

NATURE OF GIFT, DONATION OR SPONSORSHIP (Group major categories but list material items including name of organisation)	2018/19	2017/18
	R'000	R'000
Made in kind		
Waiving of fees(revenue) for ID, temporary ID certificates, birth certificates, marriage and death certificates for residents at Malboro Alexendra township due to fire on 15 July 2017	-	9
Waiving of fees at Gugulethu (WC) following a fire disaster	-	4
Waiving of fees after 57 passports were lost by Skynet during January 2018	-	23
Waiving of fees at Houtbay following a fire disaster	-	64
Waiving of fees(revenue) for ID, temporary ID certificates and birth certificates for affected residents at NY3 Gugulethu, Cape Town due to fire on 25 April 2018	4	-
Waiving of fees(revenue) for ID, temporary ID certificates and birth certificates for affected residents at Alexander, Gauteng due to fire on 6 April 2018	2	-
Waiving of fees(revenue) for ID, temporary ID certificates and birth certificates for affected residents at Hood Road informal settlement, Cape town due to fire on 31 January 2017(but were only assisted in July 2018 when it was reported to DHA then)	4	-
Waiving of fees(revenue) for ID, temporary ID certificates and birth certificates for affected residents at Tsepe-Tsepe Khayelitsha informal settlement, Cape town due to fire on 27 November 2018	18	-
Waiving of fees(revenue) for ID, temporary ID certificates and birth certificates for affected residents at Alexandra informal settlement, Gauteng due to fire on 6 December 2018	24	-
Obsolete/ disposable tangible assets(chairs and benches) donated to Department of Education in Kwa-Zulu Natal	75	-
Waiving of fees(revenue) for ID, temporary ID certificates and birth certificates for affected residents at Alexander (Setswetla), Gauteng due to fire on 5 of March 2019	10	-
Obsolete/ disposable tangible assets(chairs and benches) donated to different schools in the North West Province	2 077	-
Waiving of fees(revenue) for ID, temporary ID certificates and birth certificates for affected residents at Bonteheuwel: Cape Metro, Cape Town due to fire on 18 November 2018 and 24 January 2019	7	-
Waiving of fees(revenue) for ID, temporary ID certificates and birth certificates for affected residents at Langa (Zone 17,20,31,Kosovo & Special Quarters): Cape Town due to fire on 10 September 2018 & 18 January 2019	91	-
TOTAL	2 312	100

ANNEXURE 1F

STATEMENT OF FINANCIAL GUARANTEES ISSUED AS AT 31 MARCH 2019 – LOCAL

Guarantor institution	Guarantee in respect of	Original guaranteed capital amount	Opening balance 1 April 2018	Guarantees draw downs during the year	Guarantees repayments/ cancelled/ reduced during the year	Revaluation due to foreign currency movements	Closing balance 31 March 2019	Revaluations due to inflation rate movements	Accrued guaranteed interest for year ended 31 March 2019
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
	Housing								
ABSA		687	130	-	130	-	-	-	-
NEDCOR		127	25	-	25	-	-	-	-
	Subtotal	814	155	-	155	-	-	-	-
	TOTAL	814	155	-	155	-	-	-	-

ANNEXURE 2

STATEMENT OF CONTINGENT LIABILITIES AS AT 31 MARCH 2019

Nature of Liability	Opening Balance 1 April 2018 R'000	Liabilities incurred during the year R'000	Liabilities paid/ cancelled/ reduced during the year R'000	Liabilities recoverable (Provide details hereunder) R'000	Closing Balance 31 March 2019 R'000
Claims against the department					
Litigation and Legal Enquiries	1 972 620	21 505	-	-	1 994 125
Claims against the department: Labour matters	81 140	20 774	8 056	-	93 858
Subtotal	2 053 760	42 279	8 056	-	2 087 983
Other					
Penalty Interest claimed by Wes bank	21	-	-	-	21
Penalty Interest claimed by Atlantis	4	-	-	-	4
Third party claim: Dept. of Police, Roads and Transport	23	-	-	-	23
Vstorm Solution	1	-	-	-	1
Billing dispute: Vehicle storage fees	535	-	-	-	535
Skynet billing dispute	127	-	-	-	127
3rd Party collision claim WC	6	-	-	-	6
Subtotal	717	-	-	-	717
TOTAL	2 054 477	42 279	8 056	-	2 088 700

ANNEXURE 3**CLAIMS RECOVERABLE**

	Confirmed balance outstanding		Unconfirmed balance outstanding		Total	
	31/03/2019	31/03/2018	31/03/2019	31/03/2018	31/03/2019	31/03/2018
	R'000	R'000	R'000	R'000	R'000	R'000
Government Entity						
Department						
National Departments : Salary Recoverable	-	-	275	109	275	109
Provincial Department : Salary Recoverable	-	-	271	188	271	188
Department of International Relations and Cooperation	982 614	888 405	-	-	982 614	888 405
Public Entities	-	-	55	1 334	-	1 334
ABIS-Dept. of Justice	3 633	-	-	-	3 633	-
DIRCO (COLA ADVANCES)	2 819	-	-	-	2 819	-
	989 066	888 405	601	1 631	989 667	890 036
Other Government Entities						
Study Tours (Various Dept.'s)	275	-	-	-	275	-
Zakheni ICT (IJS Project)	205	-	-	-	205	-
	480	-	-	-	480	-
TOTAL	989 546	888 405	601	1 631	990 147	890 036

ANNEXURE 4**INTER-GOVERNMENT PAYABLES**

	Confirmed balance outstanding		Unconfirmed balance outstanding		TOTAL		Cash in transit at year end 2018/19 *	
	31/03/2019	31/03/2018	31/03/2019	31/03/2018	31/03/2019	31/03/2018	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
GOVERNMENT ENTITY								
DEPARTMENTS								
Current								
Department of International Relations and Cooperation	-	59	-	-	-	59	-	-
Department of Justice and Constitutional Development	11 330	6 605	-	-	11 330	6 605	-	-
National Department: Public Works	7 067	16 283	-	-	7 067	16 283	-	-
Department of Public Service Administration	28	-	-	-	28	-	-	-
Gauteng Provincial Department	1 415	539	-	-	1 415	539	-	-
National Prosecuting Authority	-	18	-	-	-	18	-	-
Gauteng Provincial Treasury	-	66	-	-	-	66	-	-
Government Communication and Information System	-	37	-	-	-	37	-	-
Department of Education	-	36	-	-	-	36	-	-
Kwa-Zulu Natal Department of Transport	1 566	27	-	-	1 566	27	-	-
Subtotal	21 406	23 670	-	-	21 406	23 670	-	-

	Confirmed balance outstanding		Unconfirmed balance outstanding		TOTAL		Cash in transit at year end 2018/19 *	
	31/03/2019	31/03/2018	31/03/2019	31/03/2018	31/03/2019	31/03/2018	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
GOVERNMENT ENTITY								
OTHER GOVERNMENT ENTITY								
Current								
TELKOM	3 203	3 266	-	-	3 203	3 266	-	-
SA QUALIFICATION AUTHORITY (SAQA)	2	27	-	-	2	27	-	-
STATE INFORMATIONTECHNOLOGY AGENCY (SITA)	12 771	3 536	-	-	12 771	3 536	-	-
SA REVENUE SERVICES (SARS)	-	3 011	-	-	-	3 011	-	-
GPW	54 392	49 399	-	-	54 392	49 399	-	-
CITY OF TSHWANE	13	6	-	-	13	6	-	-
GMT WP	11	31	-	-	11	31	-	-
SA POST OFFICE LIMITED	1	-	-	-	1	-	-	-
Subtotal	70 393	59 276	-	-	70 393	59 276	-	-
TOTAL	91 799	82 946	-	-	91 799	82 946	-	-

ANNEXURE 5

INVENTORIES

Inventories	Note	Quantity	2018/19	Quantity	2017/18
			R'000		R'000
Opening balance		1 005 233	13 748	1 011 024	254 383
Add/(Less): Adjustments to prior year balance		1 107	9	-	-
Add: Additions/Purchases – Cash		196 878	3 064	128 002	108
Add: Additions - Non-cash		10 097	2 957	15 982	3 842
(Less): Disposals		(84)	(12)	-	-
(Less): Issues		(229 791)	(7 086)	(147 634)	(3 385)
Add/(Less): Received current, not paid (paid current year, received prior year)		-	-	-	-
Add/(Less): Adjustments		-	-	(2 141)	(241 200)
Closing balance		983 440	12 680	1 005 233	13 748

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