

DHA State of Affairs in the Free State

Portfolio Committee



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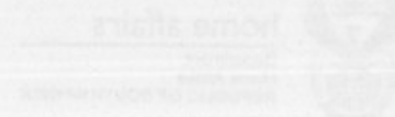
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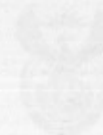
Purpose

- To inform the Portfolio Committee about activities and relevant information out of the province.
- To update the Portfolio Committee about challenges and successes in the province



Provincial information

Capital:	Bloemfontein	
Principal languages:	Sesotho	64,4%
	isiZulu	11,9%
	isiXhosa	9,1%
Population:	2 738 231	
Area (km²):	129 480	
% of total area:	10,6%	
GDPR at current prices (2002):	R64 310 million	
% of total GDP:	5,7%	



Issues Identified by PC - 2005

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Leadership and Management >>>

Communication with Staff by Provincial Management.

Personnel meetings on monthly and weekly basis, as well as continuous informal briefings when necessary. One on one meeting with officials is also taking place to enhance service delivery.

➤ Frequent visits are conducted by Provincial Manager and his Deputy, where meetings and discussions are held with officials at ground level, discussing service delivery issues, departmental strategy and getting inputs from staff regarding their problems and concerns.

➤ The Provincial Office communicates with the regions via the following media, Facsimiles, e-mails, circulars, notices, personal interactions and meetings.



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❑ How are we dealing with Rotation of staff to eradicate corruption

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❑ To improve service delivery in all offices.

❑ Officials are assigned to act as queue marshals as well as easy readable directive signs in demarcated areas, (e.g. where to collect IDs).

➤ Client Relations Officers appointed at Regional Offices to deal with client problems and queues

➤ **Do we have a nodal point in Head Office !!!**

➤ There are nodal points at Head Office through Chief Directorate of the core DHA functions to deal with queries from provinces.



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Immigration issues. Equipment for immigration officers.

All officials are provided with bullet proof vests, magnifying glasses, torches, reflector jackets and Entry and Departure stamps.

Training of SAPS and prosecutors on the amended Immigration Act

➤ Through clusters and the Provincial joints, DHA provided training to SAPS and Prosecutors on the new immigration laws.

➤ Training was provided to immigration officers on the new immigration laws as well as the Refugee Act.

Backlog at the Bethlehem office

➤ Deportation files backlog in Bethlehem was eradicated with the assistance of other offices within one week of that visit by members of the portfolio committee,



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To improve service delivery in all offices Continue.

➤ Regular updated address lists are submitted by Head Office to promote this relations.

How do we deal with counter parts in Lesotho ??

➤ Regular Cross Border Crime Committee meetings are held, as well as updating the South African High Commissioner to Lesotho.

➤ The Cross Border Crime Committee discusses issues of immigration between the two countries, such as Temporary Residence Permits and Cross Border Exemption.



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Immigration issues. Staff shortages.

➤ Thirty (30) Additional staff was employed at both Maseru and Ficksburg Bridge, since than.

➤ The structural problem was solved because the building has been completed and is shared by different departments e.g. SARS, SAPS, Department of Agriculture and Port Health

Involvement with BCOCC.

➤ DHA currently chairing all the BCOCC meetings in the Free State province.



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❑ Counter Corruption issues (How do we inform communities about marriages for convenience)

➤ Awareness, information sessions are held with communities to make them aware of foreigners who want to get married to obtain citizenship, this is done during Imbizos and outreached programmes in the province on a regular basis.

➤ Awareness campaign, radio talk shows, pamphlets are distributed to encourage people to come and check their marital status.

➤ Security in all offices

➤ All offices that are at high risk have 24 hours security services. however minimum security is in place in all offices.



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Counter Corruption issues (Biometrics and CCTV Continue

➤ The process of installing Biometric System is in place in some offices, others will be installed as an ongoing process.

➤ A request has been made with National BCOCC to install CCTV surveillance cameras and they promised to prioritize this.

Rotating of staff to curb corruption

➤ Relieving officials from Inspectorate are mostly utilized on spots where corruption is rife.

➤ Permanent staff is also rotated between different work stations on a daily basis. This practice is done to curb corrupt officials.



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