

**REPORT OF THE AUDITOR-GENERAL**

**ON A PERFORMANCE AUDIT OF THE IMMIGRATION PROCESS**

**AT THE**

**DEPARTMENT OF HOME AFFAIRS**

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# **REPORT OF THE AUDITOR-GENERAL ON A PERFORMANCE AUDIT OF THE IMMIGRATION PROCESS AT THE DEPARTMENT OF HOME AFFAIRS**

## **1. PURPOSE AND CONTENT OF THE REPORT**

- 1.1 The purpose of this report is to facilitate public accountability by bringing to the attention of Parliament the findings of the performance audit conducted at the Department of Home Affairs (department).
- 1.2 The content of the report is based mainly on the requirements in terms of sections 5(3), 15 and 20(3) of the Public Audit Act, 2004 (Act No. 25 of 2004) (PAA) and the Auditor-General Directive No. 1 of 2005, issued in terms of section 13 of the PAA.
- 1.3 Sufficient audit work was performed to provide substantiating evidence for the findings set out herein. Where deemed appropriate, comments received from the accounting officer have been reflected in the text.
- 1.4 It is anticipated that this report would give rise to corrective steps which would contribute constructively to the establishment and implementation of appropriate management measures and controls, and consequently to improved value for money.

## **2. AUDITING CONCEPTS AND APPROACH**

### **2.1 BACKGROUND**

- 2.1.1 The auditing of government institutions is based on the premise that it is the responsibility of the accounting officer to institute measures to ensure that resources are procured economically and utilised efficiently and effectively.
- 2.1.2 The responsibility for instituting these management measures rests with management. The primary objective of performance auditing is to confirm independently that these measures do exist and are effective, and where applicable, to provide management, Parliament and other legislative bodies with information on shortcomings in management measures and examples of the effects thereof by means of a structured reporting process.
- 2.1.3 The Auditor-General's function is not to question policy. It is, however, his responsibility to audit the effect of policy and the management measures that lead to policy decisions.

## 2.2 MODUS OPERANDI

2.2.1 Performance audits are conducted in accordance with the internal guidelines for the planning, execution, reporting and follow-up of performance audits conducted in the public sector.

2.2.2 After consensus on the factual correctness of the findings in the management report was reached during a steering committee meeting, these were brought to the attention of the accounting officer on 3 November 2006. Comments of the accounting officer were received on 21 December 2006 and after being analysed, were incorporated in the report.

## 3. SCOPE

3.1 The performance audit performed at the department focused on the immigration process with the following sub-focus areas:

- penalties and administrative fines charged
- deportation of prohibited persons
- insufficient budgets for deportation
- control at the holding facility
- equipment and documentation at the holding facility
- asylum procedures
- management information
- equipment at airports

3.2 The audit was performed as a follow-up audit on a performance audit of the migration process conducted in 2000 [RP 125/2000].

## 4. OVERVIEW

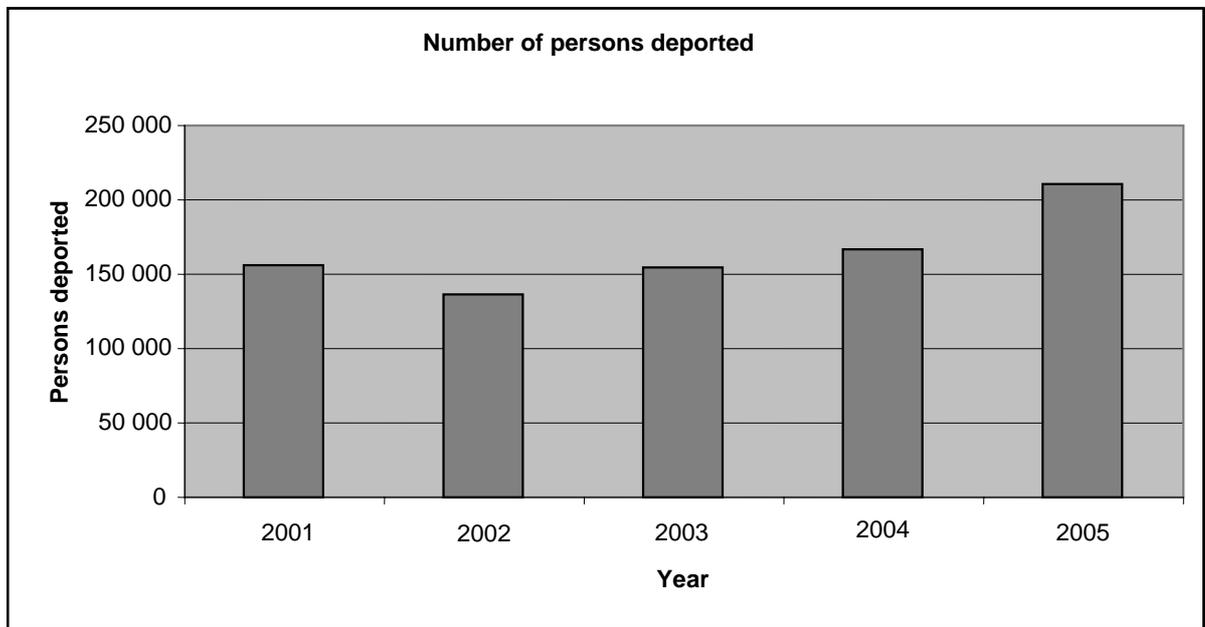
4.1 The department is an important and integral part of central government. The aim of the department is to protect and regulate the interests of the inhabitants of the Republic of South Africa in respect of their individual status, identity and specific rights and powers, and to promote a supporting service to this effect. The mandates of the department are embodied in legislation as well as other policy documents. The Refugees Act, 1998 (Act No. 130 of 1998), the Immigration Act, 2002 (Act No. 13 of 2002) and the regulations made in terms of these acts are the primary pieces of legislation regarding immigration. Both of these acts only became effective after the previous performance audit.

4.2 The funds budgeted for immigration are indicated in the table below:

Financial period	Amount budgeted for immigration	Total amount budgeted for department	Allocation for immigration
	<b>R'000</b>	<b>R'000</b>	<b>%</b>
2006-07	205 749	2 800 405	7%
2005-06	233 093	3 119 074	7%

Source: The information in the table above was obtained from the 2006 Estimates of National Expenditure. The budgeted amounts reflected above represent the amounts budgeted for the Immigration Control; Refugee Affairs; and Board and Committees sub-programmes.

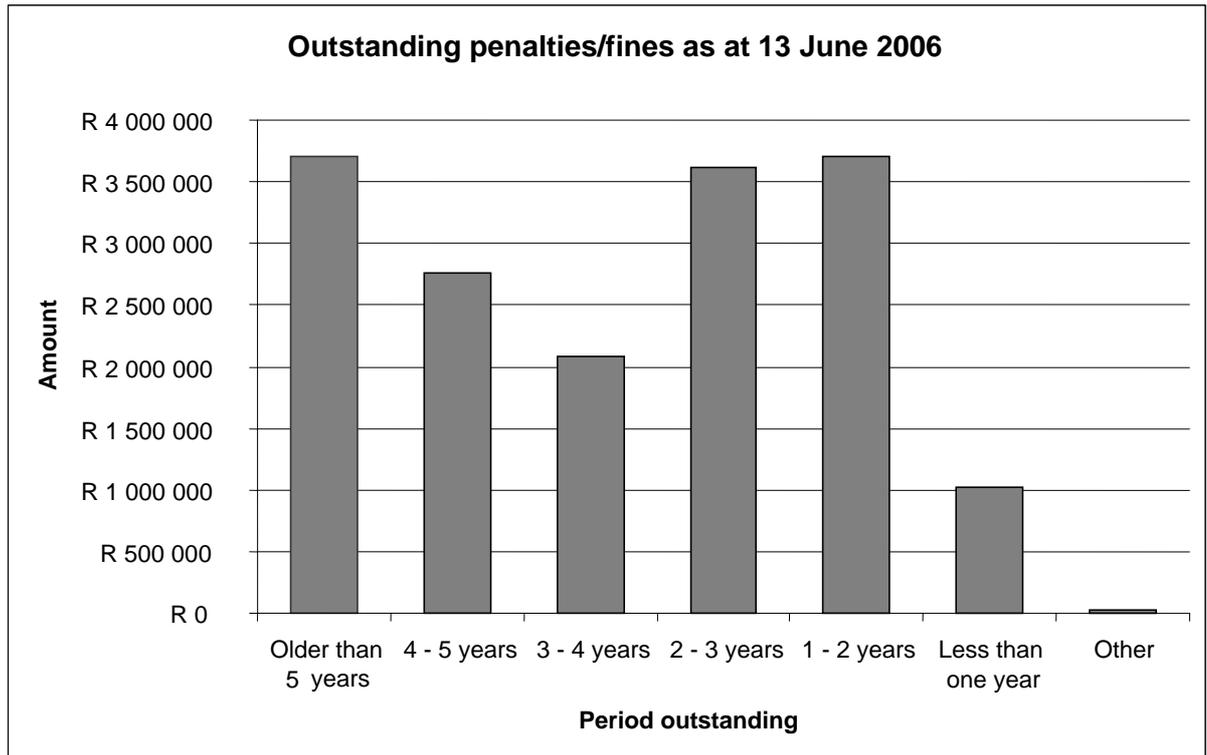
4.3 Statistics provided by the department show the total number of persons deported from South Africa over the past five calendar years, as illustrated below:



## 5. KEY FINDINGS, POSSIBLE AREAS FOR IMPROVEMENT AS WELL AS COMMENTS OF THE ACCOUNTING OFFICER

### 5.1 PENALTIES AND ADMINISTRATIVE FINES CHARGED

5.1.1 *The performance audit conducted during 2000 indicated that as at November 1999, airline companies owed the department R4,165 million in penalties. Amounts owed by airline companies were outstanding for as long as 3,5 years. Fines outstanding as at 13 June 2006 amounted to R16,923 million. The graph below illustrates the age analysis of outstanding penalties and administrative fines as at 13 June 2006:*



Source: The graph above was prepared from a report of outstanding penalties and administrative fines provided by the department from the penalty case system.

5.1.2 An analysis of the information provided indicated that R8 547 500 (51%) of the total penalties had been outstanding for more than three years and were therefore subject to prescription, in terms of the Prescription Act. The lack of effective procedures to collect outstanding debt in a timely manner will affect the amount of money that is paid into the National Revenue Account, which ultimately impacts on the taxpayer. Furthermore, the National Revenue Fund could lose additional revenue where airlines that owe the department penalties and administrative fines filed for bankruptcy. The following serve as examples of airlines that recently filed for bankruptcy and that are still included in the department's list of outstanding penalties: Delta Airlines Incorporated; Air Afrique; Cameroon Airlines; Ghana Airways; and Air Canada.

5.1.3 The computerised system used to administer penalties and administrative fines (penalty case system) had last been fully updated in July 2005. Although some entries were captured since then, it could not be determined which fines had been updated on the system and which not, as no record had been kept in this regard. Immigration Directive No. 33 of 2005 requires that a monthly return of the number of conveyances charged and prosecuted be forwarded to head office. The department indicated that such returns were not sent by the ports of entry on a monthly basis and that returns were outstanding for up to 12 months. It was further noted that no reconciliation was performed between the administrative fines captured on the penalty case system and the monthly returns sent to head office.

## **POSSIBLE AREAS FOR IMPROVEMENT**

- (a) The department should develop and implement effective procedures for the recovery of outstanding penalties and administrative fines that will ensure debt collection in the shortest period possible.
- (b) There should be constant monitoring of and control over the debt-collection process to ensure that all policies and procedures are complied with.
- (c) Where penalties and administrative fines have been outstanding for long periods of time, the department should take action against such debtors and consider legal or other actions as indicated in the relevant acts.
- (d) The department should consider taking appropriate action against the officials responsible for recovering the debt.
- (e) The department should develop and implement standard operating procedures to ensure that all administrative fines are captured timeously in the penalty case system.
- (f) The department should ensure that it complies with Immigration Directive No. 33 of 2005 by ensuring that monthly returns are sent by the ports of entry to head office in the prescribed format and within the prescribed time frame. Action should be taken against those ports of entry that fail to submit supporting documentation to head office in a timely manner.
- (g) The department should perform monthly reconciliations between the monthly returns sent to head office and the administrative fines captured on the penalty case system to ensure that all administrative fines issued have been recorded.

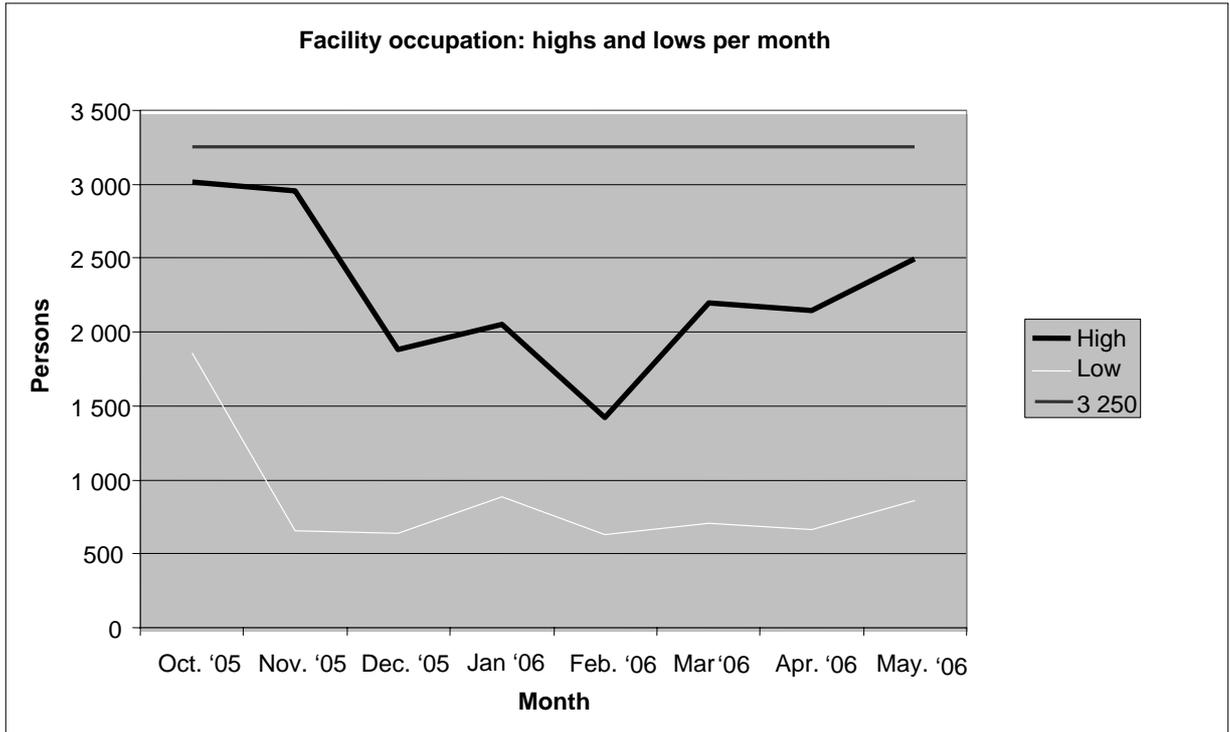
## **COMMENTS OF THE ACCOUNTING OFFICER**

- (a) The department will review its existing procedures in order to ensure effective and timely collection of the outstanding amounts and payment thereof into the National Revenue Fund.
- (b) A process will be undertaken to identify with accuracy all long-outstanding debts including those that may have prescribed in terms of existing legislation and those that may have been forfeited due to some airline companies having filed for bankruptcy.
- (c) The department will consult and refer certain matters to the State Attorney with a view to legal demand and possible legal action to collect and recover the long-outstanding debts.
- (d) Debt which has been identified and deemed as irrecoverable will be written off.

- (e) Critical posts will be filled at head office and provinces subject to the availability of funding.
- (f) All responsible officials will be advised of the importance of completing tasks involving money as soon as possible, the timely submission of appropriate information to head office and the consequences of non-compliance.
- (g) The computerised penalty case system will be reviewed with a view to having the amount field defaulted to R10 000 and the date field formatted to ensure consistency.
- (h) A reminder was sent to provincial managers to submit their returns with retrospective effect.

## 5.2 DEPORTATION OF PROHIBITED PERSONS

5.2.1 During the period 1 October 2004 to 30 September 2005, the department paid the service provider R67,92 per person per day to detain prohibited persons, calculated by using the midnight strength per day. As from 1 October 2005, the amount payable to the service provider changed in accordance with the new contract. According to the new contract, the amount payable to the service provider was R79,90 per person per day with a minimum threshold of 3 250 persons. By using the new formula, the effective cost per person per day increased significantly since October 2005, exceeding R100 for all months and reaching a maximum of R251 in February 2006. Although the average number of persons held at the facility had significantly decreased, the effective cost per person per day had increased due to the minimum monthly average threshold of 3 250 persons in the new contract. An analysis of the daily occupation figures from 1 October 2005 to 31 May 2006 indicated that the average number of persons held per day at the facility had not exceeded 3 250 persons since the inception of the new contract. The table below illustrates:



Source: The information in the graph above was obtained from the supporting documentation that was attached to the invoices from the service provider.

5.2.2 *The performance audit conducted during 2000 indicated that prohibited persons were not deported to their countries of origin within the shortest possible time. Prohibited persons stayed up to 157 days in the holding facility. The department indicated that verification of citizenship was a serious problem due to the uncooperative attitude of certain foreign missions. Although the number of prohibited persons detained decreased, prohibited persons of certain countries were still not deported to their countries of origin within the shortest possible time. According to statistics provided by the service provider, 106 persons had been detained at the facility for 30 days or more as at 29 June 2006. Forty-two of these persons were detained for 90 days or more, which was in contravention of section 34(1)(d) of the Immigration Act. An analysis of the reports provided by the service provider indicated that five prohibited persons had been detained at the facility for more than 200 days.*

5.2.3 *The performance audit conducted during 2000 indicated that controls over the number of prohibited persons transported from the holding facility to Lebombo and Beit Bridge border posts were not effective. It was noted during the follow-up audit that the problem still persisted. The number of escapes could, however, not be determined as the number of prohibited persons received at the border post was not reconciled to the number of persons who left the holding facility.*

It was further indicated that the railroad to Zimbabwe stops at Messina. Empty trucks are sent from the facility to Messina to transport persons from where the train has stopped to the border post, Beit Bridge. In addition to escapes from the trains, escapes also take place between Messina and Beit Bridge.

- 5.2.4 It was noted that previously deported persons did, on occasion, return to the country and were taken back to the holding facility. In such cases, the prohibited persons should be prosecuted in terms of section 34(5) of the Immigration Act. The department chose to deport such persons again as prosecution periods were too long and it would cost the department more to detain the prohibited persons than to deport them.

#### **POSSIBLE AREAS FOR IMPROVEMENT**

- (a) During the review of the contract three years after signing the original contract, the department should consider renegotiating the threshold of 3 250 people to bring it in line with current occupation figures.
- (b) The department should make every possible effort to resolve cases where illegal foreigners have been detained for more than 90 days, thus ensuring compliance with section 34(1)(d) of the Immigration Act.
- (c) The department should include further guidance in the Immigration Act, in terms of actions to be taken after the maximum holding period of illegal foreigners has expired, which could be addressed in future legislative amendments/processes.
- (d) The department should address the common problems identified with the various foreign missions.
- (e) The department should update its policies and procedures to ensure that a reconciliation is mandatory between the number of persons who leave the holding facility and the number of persons who reach the border posts.
- (f) The department should ensure that all requirements of the Immigration Act are adhered to in terms of deportations of previously deported persons.

#### **COMMENTS OF THE ACCOUNTING OFFICER**

- (a) The previous contract with the service provider required payment on the basis of the daily intake of illegal foreigners, which resulted in high costs to the department in some months, while in other months the service provider would run the facility at a loss. A fixed monthly fee of R7,8 million was negotiated in the new contract after the service provider had motivated for the fixed running costs which it incurred on a monthly basis. Given the additional requests from

the department, such as running a full-fledged clinic with a full-time doctor, as well as the requirement for the facility to accommodate 4 000 illegal foreigners per month, the department had no choice but to accept the fixed monthly charge of R7,8 million.

- (b) There are various reasons why prohibited persons are detained for periods in excess of the prescribed number of days, such as delays by embassies in identifying their nationals. The department will, however, continue with its efforts to ensure compliance with existing legislation and prescripts.
- (c) A concerted effort has been made to address the deadly attempts by deportees jumping from the moving conveyance. Escapes were drastically reduced. The department has already engaged extensively with all stakeholders and Zimbabwe on the movement of conveyances into the country for purposes of deportation. Ministerial decree has also been received to allow for the crossing of an international border. The matter of Zimbabwean compliance and alignment of immigration functions on deportation and related issues is being finalised.
- (d) The department seeks to strengthen cooperation with the South African Police Service (SAPS) to ensure that controls at the ports of entry are improved. The department would also consider reviewing the layout of ports of entry in order to ensure that all persons who either enter or leave the country report to the immigration official at all times.

### 5.3 INSUFFICIENT BUDGETS FOR DEPORTATION

- 5.3.1 *The performance audit conducted during 2000 noted that budgets for deportation of prohibited persons for 1998-99 and 1999-2000 were not sufficient.* The budgets for the deportation of prohibited persons are still not sufficient. For the 2005-06 financial year, the total budget for deportation was R5 million. The actual spending for the 11-month period April 2005 to February 2006 totalled R54 million. For the 2006-07 financial year, the total budget for deportation of prohibited persons was R38 million, of which R13 million (34%) had already been spent in the first two months of the financial year.

### **POSSIBLE AREAS FOR IMPROVEMENT**

- (a) The department should ensure that funds are allocated in an efficient and effective manner to ensure that key priorities will be met.
- (b) Variances between budgeted and actual expenditure should be properly monitored and managed to ensure the effective utilisation of funds. The reasons for large variances should be investigated and considered in future budgeting cycles.

## COMMENTS OF THE ACCOUNTING OFFICER

- (a) The budget estimates were reviewed during the budget virement process and were increased by approximately R120 million during the 2006-07 financial year. The department will continue to monitor the actual expenditure against the revised budget allocation in order to ensure effective utilisation of funds.

### 5.4 EQUIPMENT AND DOCUMENTATION AT THE HOLDING FACILITY

- 5.4.1 *The performance audit conducted during 2000 noted that it was difficult to trace a person's records at the service provider holding facility as the detention documents had not been filed properly.* During the follow-up audit, it was noted that the facility has a filing room where files are arranged in country/date order, as well as body receipt number. It was, however, also noted that the facility lacked a proper filing system with regard to warrants (extensions) for persons who were detained for longer than 30 days.
- 5.4.2 *The performance audit conducted during 2000 found that computer equipment to the value of R93 116 purchased for the holding facility had not been installed.* During a visit to the holding facility on 29 June 2006, it was noted that computer equipment to the value of R477 010 had not been installed and properly recorded in the asset register. The computer equipment was received during March 2006. Computer equipment had been purchased before additional office space was negotiated with the service provider and before personnel had been appointed to use it.
- 5.4.3 The PICO system was installed in October 2004 and was used to capture all people detained through biometric usage. The system was developed at a cost of R2 million. During a visit to the service provider holding facility on 29 June 2006, it was noted that the PICO system had not been used since the end of the 2005 calendar year due to several problems experienced with the system.

## POSSIBLE AREAS FOR IMPROVEMENT

- (a) The department should consider implementing an electronic document management system to facilitate easy access to documents.  
  
The department should ensure that:
- (b) A needs analysis is properly conducted before large quantities of computer equipment are purchased.
- (c) Computer equipment of the appropriate quality and quantity is purchased at the appropriate place and time and at the lowest possible cost.

- (d) All new computer equipment is included in the asset register as soon as the rights and obligations of ownership have been transferred to the department, and not when it is taken into use.
- (e) An effective information system is implemented at the holding facility to assist in the processing of prohibited persons.

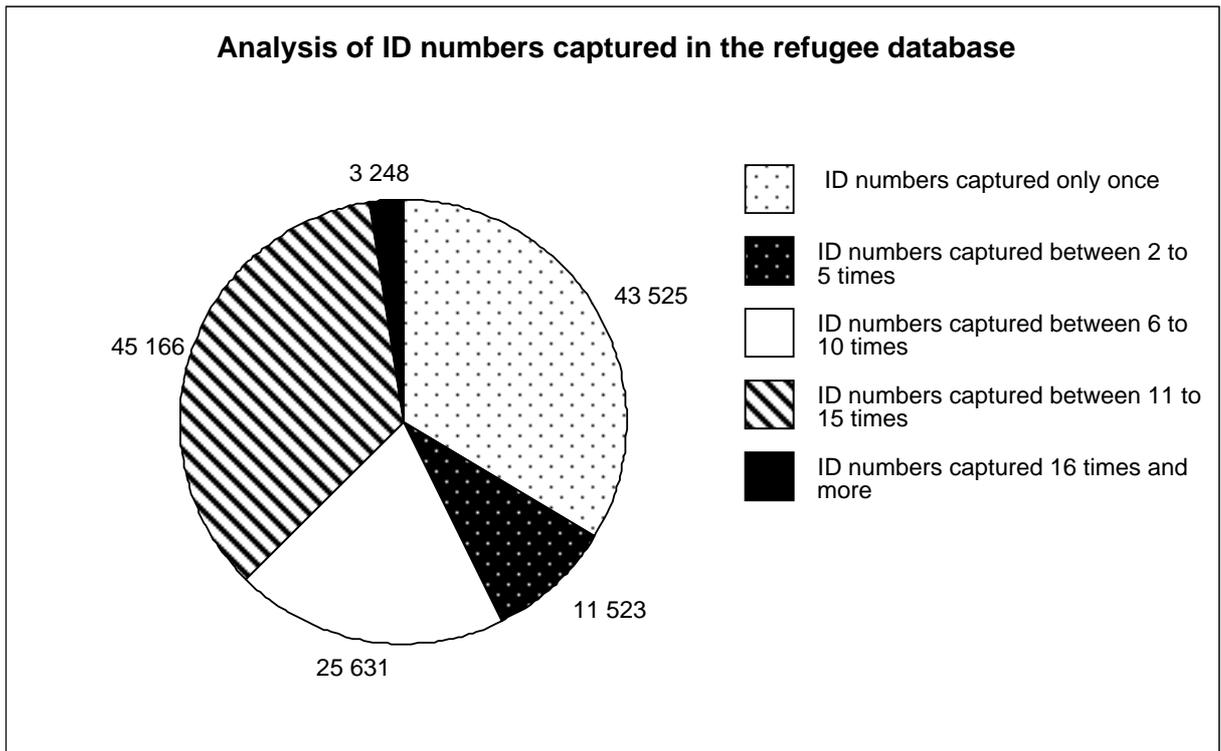
#### **COMMENTS OF THE ACCOUNTING OFFICER**

- (a) The department will consult the service provider and negotiate for more office space. It will also roll out the integrated electronic document management system (IEDMS) once it is satisfied with the results obtained from Civic Services. In addition, the department has developed and approved a policy relating to records management.
- (b) The department has entered into a "Seat Management" contract whereby it would, with the support of the service provider, conduct a due diligence exercise to assess the utilisation of computers in order to improve on the efficiency thereof.
- (c) The facility acknowledges the problems experienced with the department's information management system at the deportation facility. However, appropriate operational processes were implemented to counteract the shortcomings.

#### **5.5 ASYLUM PROCEDURES**

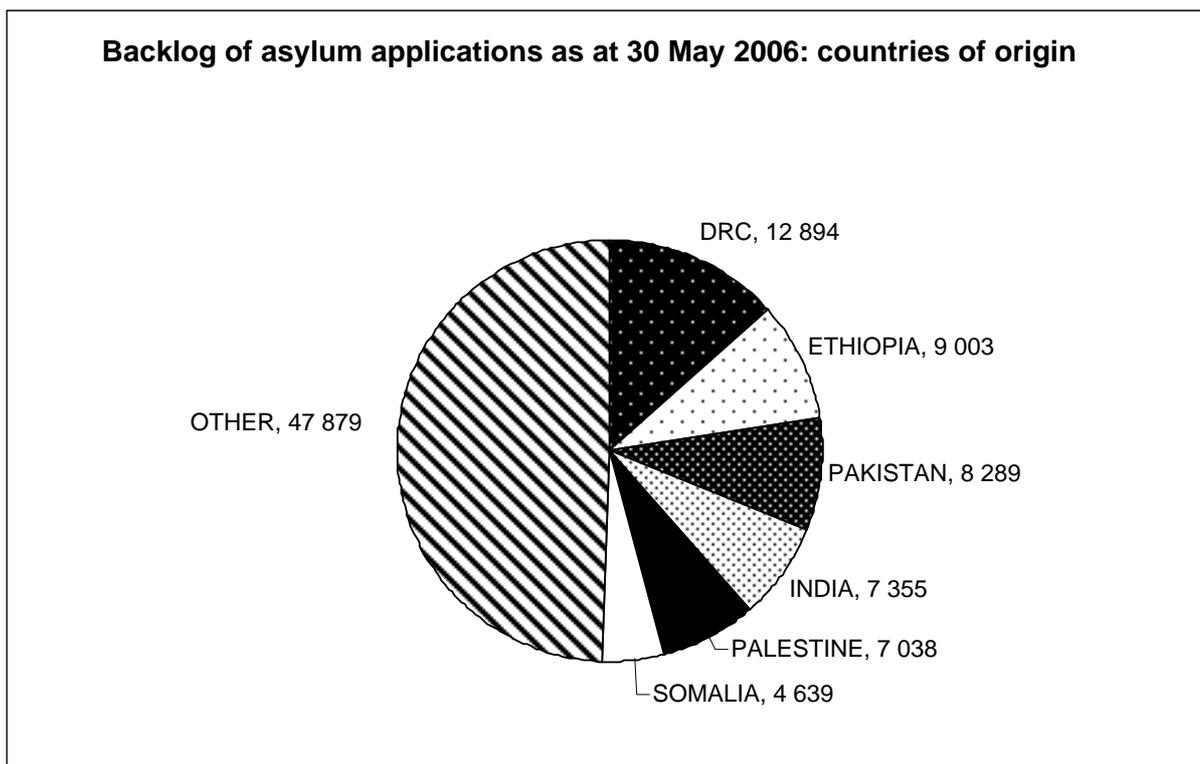
5.5.1 *The performance audit conducted during 2000 indicated that asylum seekers did not apply for asylum within three months of entering the country. Consequently, they stayed in the country for up to 11 months before applying for asylum.* It was found that the department did not know how long it took for an asylum seeker to make an application at a refugee reception office after entering the country and furthermore did not even know if such persons presented themselves to refugee reception offices at all.

5.5.2 The refugee application system is the system used to capture all asylum applications. An analysis of the refugee database provided to the audit team during June 2006 revealed that the database consisted of 129 093 records, of which 122 020 were not adjudicated and 7 073 were adjudicated. It was noted that 10 450 identification (ID) numbers were missing from the sequentially numbered ID numbers. Furthermore, the number of cases was overstated as a large number of ID numbers were captured more than once on the system. The graph below illustrates:



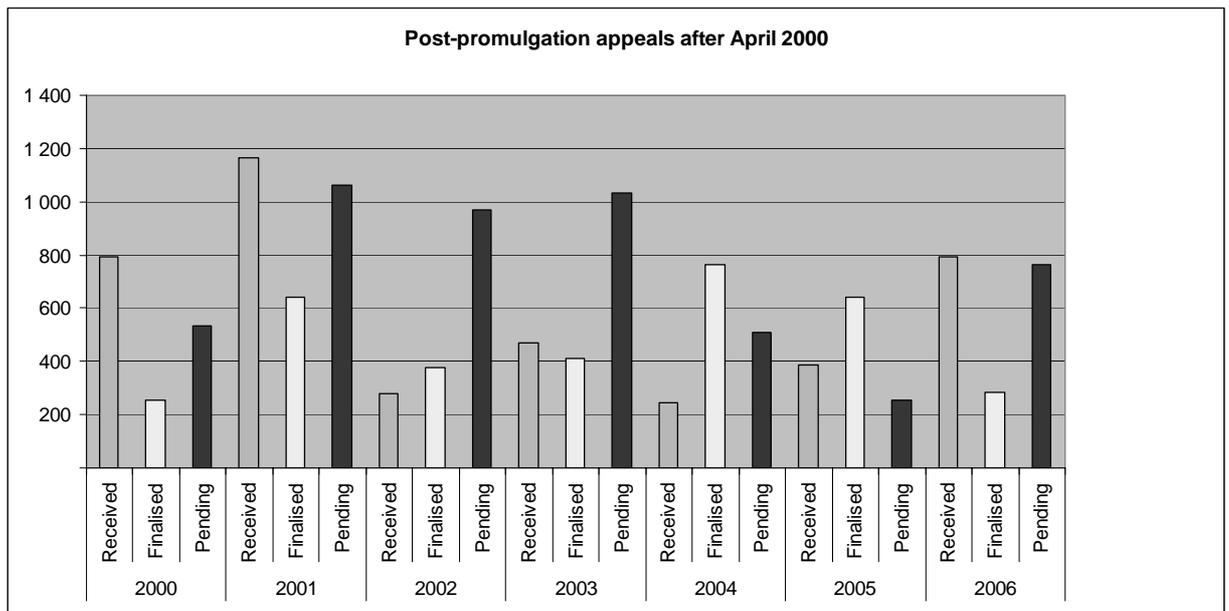
Source: The information in the graph above was obtained from statistics provided by the department.

5.5.3 *During the performance audit conducted in 2000, the department indicated that pending applications for asylum would be finalised by January 2001 with the help of the United Nations High Commission for Refugees. It was noted that not all pending applications for asylum were finalised by January 2001 as the database of asylum applications provided by the department indicated pending applications dating back to 1992. According to statistics received from the department, the backlog of refugee applications as at 30 May 2006 was 97 097. It was also noted that not all applications had been adjudicated within 180 days of completing an application, as required by section 3(1) of the Regulations to the South African Refugees Act. An analysis of the information provided indicated that the highest number of applications originated from the following countries:*



Source: The information in the graph above was obtained from statistics provided by the department.

- 5.5.4 *The performance audit conducted during 2000 indicated that the Standing Committee for Refugee Affairs (committee) had a backlog of 17 325 cases at 31 December 1999. During a meeting with the chairperson of the committee on 24 July 2006, it was noted that the backlog of cases was 475 as at 30 June 2006.*
- 5.5.5 *The performance audit conducted during 2000 indicated that the Refugee Appeal Board (board) had a backlog of 4 419 cases at 31 December 1999. During a meeting with the acting chairperson of the board on 17 August 2006, it was noted that as at 11 August 2006, the board had a total backlog of 893 cases. The graph below illustrates the number of cases per year after April 2000 (post-promulgation of the board after April 2000) that were received, finalised and pending:*



Source: The information in the graph above was obtained from statistics that were provided by the Appeal Board.

## POSSIBLE AREAS FOR IMPROVEMENT

The department should ensure:

- (a) That a refugee system is implemented which will enable the timely and accurate capture of all refugee information.
- (b) That all ID numbers entered in the system more than once are resolved, thus ensuring that the backlog of refugee applications is correctly dealt with.
- (c) Adherence to the Refugee Regulations by ensuring that all asylum applications are adjudicated within 180 days of filing such application.

## COMMENTS OF THE ACCOUNTING OFFICER

- (a) It is extremely difficult for refugee reception offices to monitor the movement of people who have entered the country to seek asylum. This condition is sometimes made worse by the fact that some people, including asylum seekers, do not use the recognised ports of entry to enter the country.
- (b) The department has recognised the importance of redesigning and integrating its information systems to assist in tracking existing applications and establishing new applications.
- (c) The design of a new and improved refugee system is in progress. It is envisaged that the new system will enable timely and accurate reporting of refugee/asylum seekers' information.

- (d) The department recognised that it was taking in excess of the prescribed 180 days to finalise the applications of asylum seekers and therefore initiated a number of initiatives, including undertaking a Refugee Backlog Project, to address the problem.
- (e) The department is in the process of ensuring that all the refugee reception offices are adequately capacitated to handle the applications received.
- (f) The department is also considering opening four additional offices close to the ports of entry and borders in the other provinces with a view to bringing its services closer to the people where they are required.
- (g) The review of the standard operating procedures has almost been finalised and it is envisaged that this will ensure consistency throughout the department as regards the handling of applications for asylum seekers.
- (h) The department is reviewing and is in the process of designing and implementing a new and updated computerised refugee system.
- (i) The department has taken note of the slow and unsatisfactory progress being made by the Refugee Backlog Site Offices. However, such progress is dependent on applicants presenting themselves at refugee reception offices.
- (j) The department will continue to engage the committee and the Appeal Board to ensure that the existing backlog is cleared urgently.

## 5.6 MANAGEMENT INFORMATION

- 5.6.1 *The performance audit conducted during 2000 indicated that the Movement Control System (MCS) was not regularly updated with information on the movement of people across borders. During the follow-up audit, it was noted that the MCS mainframe had not been completely updated due to outstanding data from three ports of entry. This was due to poor communication in remote areas as well as inadequate equipment.*
- 5.6.2 The department indicated that the MCS was not integrated. In order to create a history of a person, information from at least six systems had to be consolidated. Furthermore, it was noted that the MCS software had not been updated for many years and that the department was in the process of developing a new Windows-based system which would be integrated with all related systems.

## **POSSIBLE AREAS FOR IMPROVEMENT**

The department should ensure that:

- (a) All ports of entry forward data in a timely manner to head office to ensure that the MCS is updated.
- (b) All problems experienced with remote areas and inadequate equipment are addressed.
- (c) An integrated system is developed and implemented which will ensure the effective processing and monitoring of the movement of persons. Such system should be developed and implemented within the approved budget, and adequate training should be provided to all staff members.

## **COMMENTS OF THE ACCOUNTING OFFICER**

The department is currently working on several projects within its Information Services Branch, including the “Who am I online – I am I said” project which will address real-time, on-line systems.

### **5.7 EQUIPMENT AT AIRPORTS**

- 5.7.1 *The performance audit conducted during 2000 indicated that equipment at the then Johannesburg International Airport (JIA) used for processing of arrivals and departures could not always be accounted for. The department indicated that security at the airport was deficient after hours, which resulted in furniture and equipment being vandalised or stolen. During the follow-up audit it was indicated that minor vandalism cases were experienced on two occasions at the then JIA.*
- 5.7.2 *The performance audit conducted during 2000 revealed that equipment at the then JIA used for the processing of arrivals and departures was not always working properly. During the follow-up audit, 40 workstations were physically inspected at the then JIA where it was noted that only two workstations were not working.*
- 5.7.3 A random sample of 14 immigration officials on duty at the then JIA was selected and their stamps were compared to the stamp issue register. These stamps were utilised to indicate the dates of international arrivals and departures. Two cases were identified where the stamp number did not match the name of the official in the stamp register. It was further noted that of 200 stamps listed in the stamp register, nine were indicated as missing, and 15 were indicated as stolen.

- 5.7.4 It was noted that new computer equipment which was received during April and May 2006 at the then JIA was kept uninstalled in storage. It was noted that although certain new equipment had been installed, none had been recorded in the asset register. The cost of this equipment was R375 668.
- 5.7.5 It was noted that immigration officers at the then JIA were allowed to leave their terminals between incoming flights. It was indicated that the relevant supervisor should ensure that adequate security and supervision are exercised over the terminals during these breaks; however, this does not always happen. Access through immigration terminals was possible when they were not manned as the gates attached to the terminals were not locked. Furthermore, a computer was identified where the immigration official had switched off the screen instead of logging out of the MCS. It was found that this occurs as immigration officials do not always log out of the MCS and therefore just switch off the screen.

### **POSSIBLE AREAS FOR IMPROVEMENT**

The department should ensure that:

- (a) Strict controls are implemented by ensuring that the stamp issue register is regularly updated and that not more than one person is using the stamps.
- (b) All missing stamps are followed up and where they have not been found, these should be reported to the SAPS.
- (c) Computer equipment of the correct quantity and quality is purchased at the correct time and place.
- (d) The asset register is updated once new computer equipment has been delivered.
- (e) A needs analysis is conducted before purchasing computer equipment.
- (f) Adequate supervision is exercised at all arrivals terminals at all times of the day.
- (g) Adequate security exists to prevent people walking through the arrivals terminals without having their documentation inspected.

### **COMMENTS OF THE ACCOUNTING OFFICER**

- (a) The department undertook a comprehensive audit of assets, which was done in May 2006 at the OR Tambo International Airport. The department created an inventory list of all assets and captured all data in the asset register.

- (b) The department intends conducting regular verification of assets, which will be done on quarterly basis as per the Public Finance Management Act and National Treasury prerequisite.
- (c) With regard to arrival and departure stamps, the controls in this area are continuously being reviewed and strengthened. Corrective action has been instituted, including disciplinary action against several immigration officials.

**6. APPRECIATION**

The assistance rendered during the audit by the staff of the Department of Home Affairs is sincerely appreciated.



**G J Lourens for Auditor-General**

**Pretoria**

**22 February 2007**







A U D I T O R - G E N E R A L



# Report of the Auditor-General

on a performance audit of the  
immigration process at the Department  
of Home Affairs

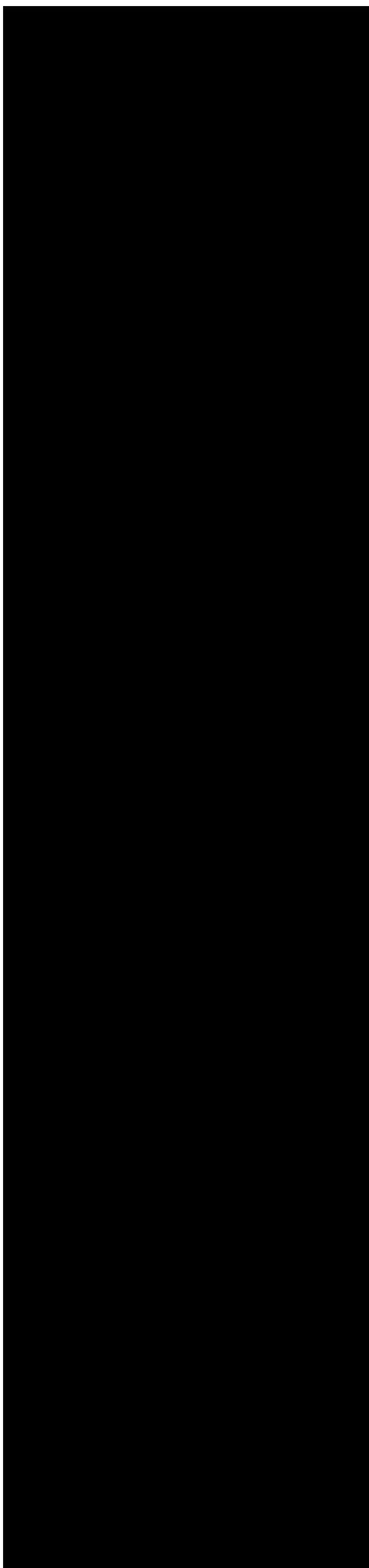
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**Accountability**

**Integrity**

**Independence**

**Impartiality**

